



Devonport
Guildhall

Bakery Assistant

JOB DESCRIPTION

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| JOB TITLE | Bakery Assistant |
| LOCATION | Column Bakehouse, Devonport Guildhall, Plymouth |
| HOURS | 5 shifts over 7 days, 5am – 2pm |
| SALARY | £7.90 per hour |
| RESPONSIBLE TO: | Chef Manager |

At RIO (Real Ideas Organisation) we are passionate about solving social problems and work with individuals, organisations and sectors to harness the power of social enterprise to deliver real and lasting social change.

We have a proud track record of setting up and running creative, innovative and award winning social enterprises. From breathing new life into historic buildings, to developing qualifications and even baking artisan bread, our portfolio of successful social enterprises businesses is where we put our theory of change

Column Bakehouse

Developed by [RIO](#) in the old Mortuary space in Devonport Guildhall, Column Bakehouse has quickly established itself as a destination for lovers of artisan bread and high quality baked goods.

Specialising in sourdough and artisan breads, we believe that great quality wholesome bread is something to be enjoyed every day, by everyone. Produced using fresh, locally sourced ingredients wherever possible, our award-winning breads are baked in-house, with absolutely no nasties.

Job purpose

Working as a member of a small team you will be responsible for preparing and producing a range of baked goods as part of the Column Bakehouse's product range. This will include maintaining high housekeeping standards and ensuring consistently excellent standards of quality with regards to preparation and baking. It will also entail working effectively and efficiently to meet production targets and schedules for stocking and replenishing the shop counter and wholesale orders.



Key responsibilities:

- To check the daily schedule and to undertake the product production activities assigned to them for that shift to meet the branch's daily requirements
- To produce a consistently excellent quality of product, adhering with the processes set out in the baking manual and using the correct ingredients
- To deliver a standard of product decoration and general presentation that is in line with the Column Bakehouse standards of excellence
- Working collaboratively with the Chef Manager, Café Supervisor and the front of house team, to produce fresh batches of product, as required, in a timely and efficient manner throughout the shift
- To work as directed to avoid either potential lost sales because an item(s) has sold out or overproduction resulting in wastage
- To participate in the daily quality control of products and report any issues to the Chef Manager or Café Supervisor
- To proactively record all wastage, accurately, on a daily basis
- To wear the uniform and all PPE provided, ensuring it is kept clean and presentable at all times
- To ensure that their work station is kept clean and hygienic at all times and is maintained in a tidy and organised manner
- To participate in the daily and weekly deep clean of the kitchen, completing the relevant paperwork as required
- To clear away any spills and/or breakages immediately, in accordance with company procedures, ensuring that any signs, for example a wet floor sign, are displayed promptly and prominently to ensure the safety of others
- To adhere to the correct procedures for accurate food labelling and to monitor the temperatures in the 'fridges and cool stores, reporting any issues immediately to the Chef Manager or Café Supervisor
- To use all equipment and machinery in the correct manner, in compliance with both company procedure and safe systems of work, and any manufacturer's instructions. To report immediately to a member of the management team any faulty or damaged equipment and/or any potential hazards
- To provide outstanding hospitality to all users of the café and venue, serving customers promptly, courteously and with a smile
- To be an active, outgoing and supportive team member, contributing in a constructive manner and treating all team members and customers with fairness and courtesy
- To fully comply with all Health and Safety and Food Hygiene regulations at all times
- Ensure that food and drink served to customers is of a consistently high standard and is well presented
- To develop knowledge of products and share that knowledge with customers and other team members in a confident manner



- To assist in the set-up, set down and cleaning of the café and kitchen according to procedure on a daily basis and as required
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider for the local community and beyond
- Act within our stated values and comply with our policies and procedures
- Represent the organisation in a positive manner
- A flexible approach is required for this role, as additional duties commensurate with the role may occur from time to time

General responsibilities:

- To complete a time sheet promptly, accurately and in full at the end of every shift and to submit it to the management team
- To attend and participate proactively in the quarterly branch staff meeting; to actively give feedback, to raise any issues and to contribute ideas and suggestions that may enhance the branch's performance
- To represent RIO and to understand and talk coherently about RIO service provision in order to influence change
- To adhere to and uphold RIO's social purpose, strategic aims and policies
- To contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider
- To act with integrity and maintain the highest professional standards at all times
- To meet individual targets and to ensure those you performance manage meet their targets
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this
- To effectively use all RIO reporting and other systems
- A flexible approach is required for the role, as additional, reasonable duties commensurate with the role and as agreed in advance with the Head of Enterprises/Commercial Director/Chief Executive may occur from time to time

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.



Bakery Assistant

PERSON SPECIFICATION

Please use the application form to tell us how you meet the personal specification below

| | Essential | Desirable |
|---|---|---|
| Qualifications | <ul style="list-style-type: none"> • Food Hygiene or Food Handling qualification • Maths & English GCSE | <ul style="list-style-type: none"> • A working knowledge of Health and Safety • Emergency First Aid and/or Health and Safety qualification |
| Knowledge, Skills and Experience | <ul style="list-style-type: none"> • High standards of personal and food hygiene • Close attention to detail when working to timescales | <ul style="list-style-type: none"> • Advanced baking skills achieved either via a college training module or from working in a commercial bakery • Experience of working in an artisan food retail environment • Customer service experience |
| Personal attributes | <ul style="list-style-type: none"> • Good communication skills with a friendly disposition • Passion for baking and artisan food • Positive with a can do attitude • Willingness to be flexible • Receptive and listens to others • Enjoys working with others as a team • Shows initiative and is self-motivated • Efficient & reliable • A strong empathy with the values of RIO, our vision, and our work with children, young people and the wider community • Willingness to learn and try | <ul style="list-style-type: none"> • Creative and innovative problem solver • Willingness and ability to embrace change |



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| | <p>new ideas</p> <ul style="list-style-type: none">• Determination and grit | |
| Equal Opportunities | <ul style="list-style-type: none">• Commitment to working in a diverse team, across cultural and language differences• Ability to work in a non-judgemental way treating people with dignity and respect | |

