

## Job Description- Baker

### The Role

The role entails producing a range of high quality and creative bakery products to the Milestone's current high standards. You will be responsible for the breads, rolls, pancakes, muffins, cookies, cakes, doughnuts, biscuits, and other pastries.

You will keep the bakery in tip-top condition, by looking after cleanliness and safety of machines, equipment, storage and working areas.

### Main Duties

- Generate daily, weekly and monthly production plans, in conjunction with Food Director, in line with sales and performance targets
- Take responsibility for ensuring appropriate plans are in place and implemented to deliver peak production activity requirements.
- Ensure that all fresh produce is used in the correct date sequence and production schedules planned accordingly.
- Utilise stock control systems in order to manage stock control and inventory tracking information
- Control the receiving and calling of orders and their processing, ensuring that food is only issued against correct checks or requisitions
- Ensure targets (quality, volume, costs) are continuously met
- Develop more efficient work methods to improve production efficiencies, drive sales and reduce labour costs and waste.
- Supervise and work with other kitchen team members in the preparation, production and presentation of food to ensure agreed standards are achieved
- Prepare and portion mixes other fillings as required according to the recipe sheet and label spec.
- Inform the office if any change is made to recipe sheet as label spec will be altered.
- Ensuring batch traceability by correct labelling of all foods and mixes prepared.
- Work to the reviewed production schedules agreed with your line manager to determine variety and quantity of goods to bake and to assemble supplies and equipment needs for daily baking/ preparation of food.
- Ensure correct labelling of food once it is prepared
- Complete all dishes according to the agreed recipe. This is exceptionally important regarding label and allergen content therefore all changes from the agreed recipe must be discussed with by the office personnel and your department head.
- Assist in baking and preparing food for outside catering, wholesale and other external orders according to the customers preferences if directed to do so by the Milestone Deli.
- Ensure that our customers receive customer service that exceeds their expectations at all times
- Deal politely with customers and customer complaints
- Produce a range of bakery products from scratch, including breads, rolls, pancakes, muffins, cookies, cakes, doughnuts, biscuits and other pastries, including icings and frostings according to established recipes.
- Review production schedules to determine variety and quantity of goods to bake and to assemble supplies and equipment needs for daily baking/ preparation of food.
- Achieve sales targets as set by department manager.
- Ensure the highest standards and consistent quality in daily preparation and keep up to date with new recipes and preparation techniques.
- Operate and monitor machinery to form, shape and bake Finished Goods.
- Produce products of consistent quality, giving details of all the recipes, ingredients and packing standards

- Accurately and timely complete all required documentation to ensure clear traceability.
- Assist in keeping all bakery utensils, equipment and work areas clean, tidy and well presented.
- Ensuring HACCP File is adhered to and that all legal requirements are met, including but not limited to, temperature checks, cleaning schedules and food safety procedures.
- Maintain high levels of personal hygiene to ensure production of high quality products.
- Following stock rotation procedures.
- Receives ingredients and other supplies from main kitchen as required for daily operations.
- Receiving, offloading and organising stock items that are delivered on a daily basis.
- Attends day to day problems and needs concerning equipment and food supplies, detects and ensures disposition of spoiled or unattractive food, defective supplies/ equipment, and/ or other unusual conditions.
- May be required to prepare food or bake for special requirements.
- Attend Taste panels when required.
- Critically appraise and take control of waste, shrinkage & stock loss in the department, introducing initiatives to improve.
- Work quickly and accurately during busy periods. This may include working weekends, evenings and public holidays
- Occasionally takes on extra duties, such as cleaning, when the kitchen is short-staffed or helps out in the restaurant if it is particularly busy.
- Develop new food concepts & initiatives in line with Milestone business strategy
- Maintain a safe food environment within your department, complying with health and safety regulations, internal & external audit requirements.
- Complete all mandatory Health & Safety Training and Safe Working Procedures
- Check that all First Aid Kits within your department are fully stocked
- Deal politely with customers and customer complaints
- Takes direction from the Food Director, Head Baker or Milestone Management
- Deligates tasks and control when absent, informing others to take on the various roles of the Head Baker such as ordering stock, maintaining stock on shelves co-ordinating orders, managing rotas, and maintaining all store standards
- Completes rotas on Timepoint Roster taking into consideration staff holidays, contracted hours and department budgets.
- Assist with finalising payroll for your department using Timepoint Daily and Period Browsers.
- Manage department absences including Return to Work Interviews.

### **Environment**

The role operates in a face paced high pressure environment. It may require standing for periods of time, in warm temperatures.

### **Person Specification**

#### **The Person must have:**

- You will have a genuine love and passion for baking and the food industry
- Be calm and organised, multi-task, and have keen attention to detail and cleanliness
- Confidently build relationships with customers and the existing team members
- Be reliable & trustworthy
- Speak & write clearly in English.
- Must be able to work as part of a valued team

### **Essential Criteria**

- 2yr previous experience as a Baker
- Understanding of and commitment to food safety
- You must be able to communicate fluently in English (spoken and written) with customers and other staff and must be willing to undertake the appropriate training supplied by the company.
- A courteous and helpful manner, with an enthusiasm for customer service
- Good communication skills and the desire to give our customers an enjoyable shopping experience.
- Flexibility and positive attitude to work evenings, weekends
- Applicants must have valid passport which allows you the right to live and work in the UK without restrictions. You must have British or Irish bank account& National Insurance number.

### **Desirable Criteria**

- Food Hygiene Certificate
- Food Allergen Training
- HACCP Awareness/ Training