



SOLOMON & COMPANY (ST HELENA) PLC

JOB DESCRIPTION

JOB TITLE: Bakery Manager

RESPONSIBLE TO: General Manager (Production)

KEY PURPOSE To provide a quality bakery service to meet local market needs while optimising profitability for the Company.

ROLE: To manage the staff and equipment at the Bakery, to meet the agreed measures of performance for the Bakery reflected in the annual budget, and to meet the Company's strategic objectives.

DUTIES:

- ❖ To respond appropriately to market needs either through modifying existing products or creating new lines
- ❖ To create and maintain customer relationships and confidence in product lines
- ❖ To ensure consistency of bakery products are maintained in adherence to established quality standards
- ❖ To achieve the agreed financial and operational aims and objectives and margins as set out in the BOU Budget and Strategic plan.
- ❖ To be responsible for the marketing, advertising and promotion of the Bakery operation
- ❖ To keep up to date on the latest developments in the industry and to make recommendations to Senior Management for any major changes which are indicated
- ❖ To develop formal procedures, including a quality manual to ensure that the quality, timeliness and cost of the products meet the agreed standards
- ❖ To be responsible for ensuring hygiene and safety standards are met at all times and plan training as and when required for staff
- ❖ To monitor staff performance including the conducting of staff appraisals and encourage continuous staff development
- ❖ To establish effective planned maintenance of equipment and availability of critical spares to ensure reliable operation
- ❖ To liaise with the General Manager (Production) regarding the costing and pricing of products
- ❖ To be overall responsible for ensuring that stock is managed in accordance with Company policy and procedures.
- ❖ To ensure that sufficient raw materials are ordered to maintain a reliable output without exceeding the maximum levels set by the Company

- ❖ To establish standard times for each type of production run so that efficiency can be measured and work accurately planned
- ❖ Review monthly with Senior Company Management the operational and financial performance of the bakery by reference to the agreed measures of performance
- ❖ To submit a monthly report on bakery operations on a monthly basis
- ❖ Complete monthly Profit & Loss Variance Reporting.
- ❖ To attend full management meetings as per Company's calendar of events
- ❖ Preparation of the BOU Annual Budget.
- ❖ To contribute to the Bakery Strategic annual planning process
- ❖ To make recommendations in respect of capital expenditure on new equipment
- ❖ To make recommendations on promoting the development of the businesses to the General Manager (Production)
- ❖ Any other duties as required by Senior Management.

SKILLS NEEDED:

General retail skills:

- Enthusiasm for retail sales and strong commitment to customer service
- Helpful and supportive attitude to customers and colleagues
- Ability to project a smart, efficient image to the public
- Reliability, honesty and willingness to take responsibility
- Numeracy, including the ability to handle cash accurately and swiftly
- Willingness to work flexibly as part of a team
- Ability to work independently and take initiative in challenging situations
- Awareness of health, safety and security issues

Management skills:

- Ability to lead and motivate a team
- Commercial acumen and sound business sense
- Ability to prioritise, multi-task and delegate as appropriate
- Ability to make appropriate decisions in a responsible and timely manner
- Ability to interpret and analyse sales figures and other financial information
- Understanding of legal and regulatory environment, including relevant health, safety and hygiene requirements; updating the HACCP file each time new processes, product and regulations arise.
- Verbal and written communication skills
- Willingness to assist on the production floor if the need arises

Task-specific skills

- Good knowledge and understanding of the selection, preparation, display, packaging and sale of Bakery products to consumer and commercial customers
- Adaptability and efficiency in consulting with other sales assistants to ensure that as little product as possible is thrown away. Any products that are out of date but can still be used that day, or any items heading towards disposal to be used safely to maximise return to company.
- Good understanding of baking, cooking, measuring, clearing up, presentation
- Being creative and artistic in the preparation of food
- Keeping the range fresh by continual updates and addition of new products to the staples

ACCOUNTABILITY

The Bakery Manager is accountable to the General Manager (Production) to meet the agreed performance measures reflected in the annual budget. These will include:

- Sales
- Raw material usage- actual vs standard
- Gross profit as % sales
- Departmental costs (by heading)
- Variable Departmental costs as % sales
- Departmental contribution
- Stock levels
- Return on capital employed
- New Products introductions (if planned)
- Staff development
- Innovative ideas
- Leadership and motivation

QUALIFICATIONS

- Minimum Grade C in IGCSE Maths/English
- RSPH L3 Supervising Food Safety in Catering or equivalent

SPECIAL CONDITIONS:

- Working unsocial hours
- As a Manager, you will not normally be entitled to compensation for hours worked over and above the required minimum hours except in exceptional circumstances with prior agreement with the General Manager (Production)