



## **SOLOMON & COMPANY (ST HELENA) PLC**

### **JOB DESCRIPTION**

**JOB TITLE:** Senior Baker - Operations

**RESPONSIBLE TO:** Bakery Manager

**KEY PURPOSE:** The Senior Baker - Operations is responsible for overseeing the daily operations of the bakery, ensuring that all products are produced to the highest quality standards while maintaining a safe and efficient work environment. This role involves supervising staff, managing production schedules, and ensuring compliance with health and safety regulations, and deputising for the Bakery Manager when required

#### **JOB OUTLINE:**

##### Supervision of Staff:

- Lead and manage a team of bakers and assistants.
- Train new employees on baking techniques, equipment use, and safety protocols.
- Facilitate induction programme for new staff.
- To assist Bakery Manager with monitoring of staff performance and encouraging continuous improvement through staff development and training where necessary and conducting staff appraisals
- Conduct performance evaluations and provide feedback to team members.

##### Production Management:

- Maintain accurate records of production volumes, waste, and inventory usage
- Oversee daily production schedules to ensure timely delivery of baked goods.
- Monitor inventory levels of ingredients and supplies, order as necessary.
- Ensure that all products meet quality standards in terms of taste, appearance, and freshness.
- Assist Bakery Manager with recipe development and creation

##### Quality Control:

- Implement quality control measures to maintain product consistency.
- Conduct regular inspections of baked goods to ensure adherence to recipes and specifications.
- Address any quality issues promptly and implement corrective actions.

##### Health and Safety and Hygiene Compliance:

- Ensure compliance with food safety regulations and sanitation standards.
- Maintain a clean and organized work environment in accordance with HACCP regulations
- Conduct regular safety training sessions for staff.
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- To organise deep cleaning as per the Bakery Cleaning Schedule
- Ensure cleaning duties are completed at the end of the shift in accordance with HACCP regulations, and ensure checklists are signed off by staff

#### Equipment Maintenance:

- Oversee the maintenance of baking equipment; schedule repairs as needed.
- Ensure that all equipment is used safely and efficiently by staff.

#### Customer Interaction:

- Assist in responding to customer inquiries regarding products.
- Collaborate with Marketing teams to develop new product offerings based on customer feedback.
- Assist in advertising and marketing strategies to attract new customers

#### Administrative Duties:

- Maintain accurate records of production volumes, waste, and inventory usage.
- Assist in budgeting processes related to bakery operations.
- Assist with stock forecasting and overseas orders.
- To ensure that the Bakery is always kept clean in accordance with cleaning schedules.
- To ensure hygiene and safety standards are always met.
- To liaise with the Bakery Manager regarding delivery arrangements.
- To ensure communication handover book is checked at beginning of shift and actioned accordingly, and updated at the end of the shift as and when necessary
- Provide assistance in the Pastry and Cakes section as and when required
- Any other duties as required by 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 bakery products
- Keeping the range fresh by continual updates and addition of new products to the staples

#### **QUALIFICATIONS**

- Minimum Grade C in IGCSE Maths/English
- RSPH L3 Supervising Food Safety in Catering or equivalent
- Professional qualification in Baking
- 5 - 10 Years Experience in Baking (Bread, Cakes & Patisserie)

#### **SPECIAL CONDITIONS**

- To be prepared to work unsocial hours and outside of contracted hours of work a and when required