

YOUR JOB DESCRIPTION

- 1.0 POST TITLE : FINE FOOD RETAIL ASSISTANT
- 2.0 POST REFERENCE NUMBER :
- 3.0 NAME OF CURRENT POST OCCUPANT :
- 4.0 DATE COMMENCED JOB :
- 5.0 EMPLOYMENT WITH WSFF COMMENCED :
- 6.0 CONDITIONS OF SERVICE : Shop Assistant

7.0 CONTRACTUAL DUTIES

- 7.1 To faithfully and diligently and to the best of your ability work at all times towards achieving and where possible exceeding Walter Smith's Corporate Objectives – see below. :

We aim to:-

- 1. be a Caring and Ethical company
- 2. provide High quality
- 3. source our Meat and Fine Foods Locally
- 4. offer Fair pricing
- 5. employ Knowledgeable, Friendly, Well Trained Staff
- 6. give our customers THE BEST Butcher's Shop Experience
- +1 do all of the above Time-After-Time
- +2 be successful

8.0 THE WALTER SMITH WAY – Means:

*“The right way,
is the only way,
always”.*

9.0 SPECIFIC DUTIES

- 9.1 To assist the shop management at all times so that the shop functions as a self sufficient business unit capable of implementing the company's objectives above. You will meet those objectives by diligently fulfilling the specific responsibilities listed below:-
- (a) To commit yourself fully to acquiring the knowledge, understanding and skills necessary to become a Fine Food Retail Assistant and member of the team so as to ensure the shop runs smoothly and efficiently;
- (b) As instructed, to comply with all limitations, rules, regulations policies, procedures, notices and guidance that we may notify to you from time to time;

- (c) As instructed, to play your part in the success of the shop by helping (only where you are competent to do so) to:-
- Maintain workplace food safety standards in food manufacture
 - Maintain the workplace health & safety in food manufacture
 - Contribute to the effectiveness of food retail operations
 - Sell food products in a retail environment
 - Deliver reliable customer service
 - Maintain product quality in food manufacture
 - Work effectively with others in food manufacture
 - Prepare meat and meat product orders for customers
- (d) participate in training and development activities and store all records, certificates and other documentation in a file or files designated for this purpose. You must be able to produce these files on request at which ever shop or location you are working;
- (e) safeguard all money, valuables and personal belongings and being conscious of the security of company property/or protect the well-being of inexperienced or unfamiliar workers.
- (f) achieving any individual performance goals agreed between you and your manager;
- (h) participating in all other company initiatives as required, including special marketing events, competitions, meetings and the like.
- 9.2 To undertake other duties appropriate to the grade of post which are allocated from time to time by management.

10.0 SHOP MANAGER and AREA MANAGER :

N.B. The Shop manager is the person to whom you report on a day to day basis and in their absence the Area Manager. The Area manager's role is to monitor performance, make suggestions and give advice and to act upon issues requiring their intervention.

11.0 EXECUTIVE TEAM :

N.B. The Executive team receives regular reports on shop/business unit performance from Area Managers. The Executive team can provide additional advice on certain specialist areas but you should always consult with your Area Manager first if they are available.

12.0 CONTACTS

You will come into contact with customers/members of the public and colleagues in the shop, senior managers, suppliers, contractors, professional advisors, enforcement authorities and landlords and/or their agents and staff.

13.0 COMPETENCY SPECIFICATION:

Essential

- 13.1 be totally committed to becoming a competent and qualified Fine Food Assistant if you do not already possess these skills.

- 13.2 exhibit behaviour traits that are conducive to serving discerning members of the public who may be very knowledgeable about fine food.
- 13.3 ability to work effectively in a small team, playing your part throughout the working day.
- 13.4 to be able to plan and organise effectively, be punctual and well presented with excellent appearance and personal hygiene habits
- 13.5 ability to manage your work/life balance and take adequate rest
- 13.6 be numerate and have effective oral communication and the ability to read and write at NVQ/Key Skills level 1 or above.

Desirable

- 13.7 ability to work flexibly, including Sundays
- 13.8 enjoy cooking at home
- 13.9 ability to drive.

14.0 THIS JOB DESCRIPTION WAS REVISED

on: 22 October 2012 by: P Cadman (HR Director)

Signed: **(Post Holder)** **Date**