

Job Description



Position:	Baker
Immediate manager:	Head Chef
Additional reporting line to:	Sous Chef
Position location:	Edinburgh Zoo

We are looking for an experienced Baker who has experience of high-volume production to join the Heritage Portfolio team at Edinburgh Zoo.

The primary responsibilities of the Baker are to support the Head Chef with the day-to-day operation of all catering outlets within the Zoo by ensuring quality baked products are provided in line with agreed specifications, timelines and volumes. The ideal candidate will ensure compliance standards are met at all times, as well as maintaining the highest levels of quality and service within all menu delivery. Sustainability initiatives in line with both Heritage Portfolio and RZSS ambitions must be considered at all times.

With an emphasis on fresh, seasonal, made from scratch cooking, our in-house Bakery is responsible for providing a bespoke range of cakes for Edinburgh Zoo, with overarching support, specifications and training provided by the wider HPL Bakery team. You will be responsible for producing a range of traybakes, biscuits, muffins, large decorated cakes, desserts and bread to support all outlets on site as required.

Heritage portfolio was founded in Edinburgh in 2002 and since then has consistently produced outstanding catering and event services for private dining, wedding and corporate clients throughout the UK. We have also offered exceptional 'in-house' cafe services in some of Britain's leading visitor attractions, where we have developed a loyal repeat customer base.

Many of our business clients and venue partners have worked with us, and only us, throughout the past decade and more, because they know they can put their faith in our unwavering commitment to the highest possible standards of cooking, service and imaginative event delivery.

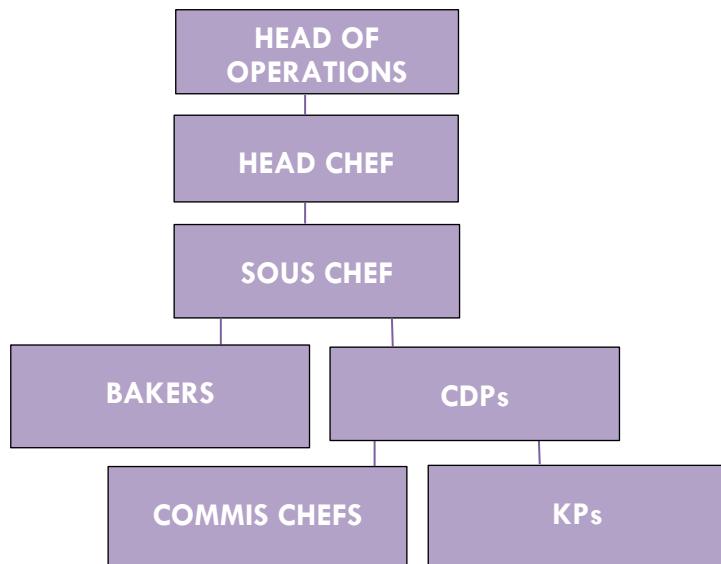
Our mantra is 'building a business to be proud of', and as we grow and flourish in the world of bespoke retail catering, events and weddings, we still remain true to our original ethos: to provide an amazing experience that goes beyond the remarkable food we serve.

1. Purpose of the Job

- To provide exceptional high standards of food quality to the specifications agreed.
- To work closely with the Head Chef and Innovation & Development Chef on theming menus, dishes and offerings around exhibitions and seasonal specials.
- To assist in all ordering, stock taking and order management in conjunction with your production requirements.
- To assist in planning weekly Bakery production, ensuring all volumes are met.
- To maintain a focus on food allergens and customer information at all times.
- Support the Kitchen Manager to ensure that all Health & Safety and Food Safety working practises are carried out at all times.
- Support the wider team to ensure that all Health and Safety legislation is carried out correctly and recorded as necessary. This includes all HACCP, Safegard/EHO visits, Fire Evacuation Procedure, First Aid at Work and safe working practises at all times.
- Maintain all records and documentation in an organised and coherent manner.



2. Organisation Chart



3. Main Assignments

- Assist in controlling kitchen labour budgets in line with agreed structure and business levels.
- Ensure all H&S and Food Safety is up to date and accurate, annually updating all HACCP plans for kitchen areas.
- Assist in providing accurate recipes.
- Ensure allergen management is at the forefront of all kitchen operations.
- Ensure compliance of all audits such as EHO, Safegard and Unit Business Health Checks.
- Ensure stock is managed by carrying out monthly stock counts accurately and within the time frames stipulated.
- Effective management of suppliers, including recording and reporting any purchase or procurement issues.
- Provide training as required for any new employees working within the Bakery.
- Promote Heritage Portfolio as the preferred employer, internally and externally, adhering to the HPL recruitment policies and standards.
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, corporate social responsibility, and service standards.

4. Accountabilities

- Efficient Kitchen Operations – service delivery, and day-to-day kitchen management.
- Food Quality & Safety Compliance – Maintain high standards in food preparation, hygiene, and health & safety, with accurate record-keeping.
- Menu Development & Consistency – Support menu creation and ensure all dishes meet specification and quality expectations.
- Resource & Equipment Management – Manage stock accurately and ensure all kitchen equipment is functional and maintained.
- Customer & Staff Engagement – Act on feedback and collaborate with wider team.

5. Person Specification

Essential knowledge and skills:

- Be organised and adaptable with the ability to support all aspects within the Bakery.
- Be motivated and excellent at working as part of a team with the ability to multitask and work to specific time frames agreed.
- Be able to follow recipes and specifications to ensure quality as standard as well as bringing new recipes and product development.
- Have a Level 2 Food Hygiene certificate.
- Be computer literate, particularly using Excel, Teams, Word and Outlook.

Desirable:

- Use of budgeting and menu planning tools.
- Advanced Food Hygiene.

6. Management Approval – To be completed by document owner

Version	V1	Date	04/12/2025
Document Owner	Lizzie Arber		

7. Employee Approval – To be completed by employee

Employee Name		Date	
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