

Job Description:

Greggs Team Member/store assistant



Function:	Universities
Job:	Store Assistant/ Greggs team member
Position:	Store Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Store Supervisor
Additional reporting line to:	Store Manager
Position location:	UWE Bristol

1. Purpose of the Job – State concisely the aim of the job.

- Working as part of a team to deliver fast and friendly customer service
- Achieving consistently high standards to meet customer experience
- Delivering relevant added value to customers to increase sales
- Not just doing these well, but doing them brilliantly

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

TBC

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

Store
Manager

Store Team
Member

4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Serve customers in a timely and efficient manner when required
- Comply with all company and client H&S policies and procedures, statutory regulations relating to your workplace. This will include but is not limited to fire, health & safety, food hygiene, working safely, COSHH
- Upon receipt of goods ensure the FIFO policy is adhered to and report any abnormalities

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Produce sandwiches on time and to agreed standard by following the Greggs planning
- Follow Greggs savoury bake plan ensuring freshly baked savouries throughout the day following the little and often principal
- Assist in the responsibility of keeping service and eating areas well stocked , presented and tidy at all times
- Ensure all areas under Sodexo control are clean and hygienic at all times, cleaning duties as per schedule or as directed.
- Complete all records as directed accurately and in a timely manner
- Assist in stock control, reducing waste and driving sales
- Ensure the safety and security of company and client property and money

- Report all compliments and complaints to manager and take action where practicable.
- Report any incidents or accidents, fire, theft, loss, damage, unfit food or other irregularities to line manager taking appropriate action where possible.
- Follow closing procedure to ensure food service area is clean and tidy before the end of the business day
- Promote good teamwork and work in a friendly and efficient manner

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Delivery of consistent service with satisfied customers, no complaints and positive feedback.
- Clean and tidy environment
- Counters and service area well stocked and pleasing to the eye
- A positive working environment where a one team culture is evident and actively followed
- Relevant company and external audits passed

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Customer focussed
- Good communication skills
- Organised and tidy
- Punctual
- Team work
- Ability to use own initiative
- High standard of personal hygiene and appearance
- Excellent food hygiene

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Business growth
 Quality of services provided
 Client and customer satisfaction
 Support Sodexo and Greggs brand

9. Management Approval – To be completed by document owner

Version	1	Date	01/12/2021
Document Owner			