

Deli Manager

Reporting to: Managing Director

Overview:

Working closely with rest of senior team, the post-holder is responsible for upholding the ethos and high standards of the store by ensuring the smooth and effective daily operation of the deli counter, including:

- Leadership of the deli team, through recruitment, selection, training, motivation, monitoring, coordination, deployment and performance management. Access to our retained employment consultancy is available.
- Management of stock; ordering as necessary to maintain a comprehensive offer to customers; overseeing deliveries and storing/displaying/managing to ensure optimum quality and food safety; using promotions and other pricing/display/upselling techniques to minimise waste and optimise shelf life/financial return. Keeping product knowledge of the deli team up to date.
- Creating stunning displays and maintaining the cleanliness and appearance of the deli area.
- Ensuring customer relations and service levels are first-class; resolving issues swiftly and professionally in accordance with company protocols.
- Minimising theft and fraud using the resources available as effectively as possible and ensuring staff are diligent and appropriately trained. Managing and reporting any incidents appropriately.
- Working with other members of the senior team to devise processes and procedures for implementation of all the above tasks, to ensure service levels are consistent throughout all departments and compliant with all relevant legislation.
- Maintaining accurate records for all the above tasks as appropriate.

Key qualities and experience required for the job:

- A friendly and engaging personality, with excellent communication skills; articulate and sensitive verbally and in writing.
- A proactive and pragmatic approach that seeks out responsibility, loves challenges, explores possibilities and finds solutions.
- Experience of working at a fast pace and coping effectively under pressure.
- Experience of leading and building a team.
- Experience of food handling, setting up fresh food displays and adhering to food safety standards.
- An aptitude for using technology to aid efficiency.
- Numerate, with an understanding of prices and margins.
- A keenness for detail and accuracy in all tasks and an eye for style.
- The ability to stand for most of the day (shifts can be up to 12 hours) and lift and carry large loads.

What the right candidate can expect from the job:

- The opportunity to work for a highly reputable, award-winning, dynamic Cornish brand and to be a key part of the development of a pioneering, interesting business located in the heart of Cornwall.
- The opportunity to work among a strong, friendly and committed team, with excellent products and loyal customers.
- A permanent contract, subject to satisfactory completion of a probationary period.
- Fast-paced, varied and rewarding work in an environment where no two days are ever the same.
- The chance to contribute ideas within a nimble, fast-growing enterprise.
- The chance to hone and extend skills and responsibilities to progress a career.

Hours and benefits:

- This is a permanent position of 30-40 hours a week.
- The store is open 7 days a week and the post-holder therefore needs to be available to work on any day of the week. Weekend and Bank Holiday working will be required.
- Hours are currently rota'd between 7.30am and 7.30pm Monday to Saturday; 9.30-4.30pm on Sundays. Shifts could run at any time within these hours and will vary from week to week and day to day. Opening hours are extended occasionally to cover special/seasonal events.
- Overtime will only be required in exceptional circumstances.
- Generous staff discount.
- Free on-site parking.
- Free uniform.
- Salary: £20k - £23k (40 hours).

What to do next:

If you think you have the right skills and qualities and would like to apply, please email Ruth Huxley, Managing Director: ruth@greatcornishfood.co.uk with an up to date CV of no more than 2 sides of A4 and a statement of no more than 200 words stating why you feel you should be considered for the role.

N.B. Any application that does not meet this requirement will not be considered.