

Deli Assistant/Cheesemonger

Reporting to: Section Manager



Key areas of responsibility:

- Operations of the deli department, maintaining freshness and customer appeal using excellent merchandising skills.
- Providing an exceptional customer shopping experience, maximising sales and profitability through fabulous displays, product knowledge and excellent communication.

The role includes:

- Highest standards of customer understanding and service.
- Giving advice, guidance and recommendations on products, cooking and uses, incorporating knowledge of sustainability, seasonality and provenance.
- Preparing, serving, weighing, labelling and wrapping products to the store's specification to provide consistently high standards.
- Creating fabulous displays, immaculately presented.
- Preparing the counter for the day and closing it down at the end of the day and ensuring good stock levels are maintained throughout the day to maximise sales and minimise waste.
- Working closely with the kitchen and cafe teams; serving on the cafe during busy periods or to cover breaks, etc. Training will be given if necessary.
- Following our H&S, HACCP and food hygiene procedures, and working to all our relevant cleaning schedules and monitoring procedures.

Personal skills and experience required:

- A love of food, preferably with knowledge of the Cornish food industry, particularly its cheeses.
- An understanding of quality and an interest in continued development and creation of new product lines.
- Confidence and experience in dealing with customers to provide the best possible service and generate sales.
- Willingness to take instruction and continually develop skills and knowledge.
- Ability to work under own initiative, supporting and communicating effectively with other team members.
- An effective, well organised, motivated and efficient team player with a strong sense of discipline and ability to meet deadlines.
- Excellent standards of personal presentation; literate, numerate and articulate.
- Food Hygiene training / qualifications and understanding of current legislation would be an advantage.

What the right candidate can expect:

- 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 with agreed number of hours, 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 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 6.30pm Monday to Saturday; 9-4.30pm 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.
- Uniform.
- Salary dependent on skills, experience and hours.