FLOURISH
CRAFT BAKERY

Job Description

Job title: Senior Head Baker	
Main purpose of job: This role offers a unique opportunity to lead, manage and support a dynamic production team, ensuring seamless, efficient day to day operational excellence, contributing to the sustained growth and success of Flourish.	
Position reports to: Directors/ Managing Director/ Operations Director	**Position manages;** All Bakers; Bread, Cake & Pastry & Packers

Main Responsibilities

- Work flexibly as part of the whole Flourish Craft Bakery Team, helping all production departments whenever necessary.
- Represent Flourish Craft Bakery positively and professionally at all times, acting as an ambassador for the brand and the business.
- Line manage, motivate and support the Heads of Department, Bakers and teams within Bread, Cake & Pastry Production, including the Packing team.
- Provide guidance and training, manage staff performance and address any issues or concerns immediately.
- Organise and coordinate all the Production teams, ensuring staff rotas take into account skill levels, holiday and sickness, deploying staff across teams to meet demand and arranging cover as necessary.
- Prepare, assist & oversee the rotas, working with the Head Bakers and Heads of Department.
- Ensure all baked goods are produced as required, following Company recipes & procedures
- Source and cost ingredients, identify potential new suppliers managing quality and value for money. Anticipate all requirements in advance, place all production orders, communicate with suppliers to find a product or equivalent if there is a shortage and/or seek alternative options.
- Recruit, onboard and induct new team members and manage staffing levels
- Actively work with other managers and Directors to promote a positive culture where staff feel valued and supported, develop and maintain high levels of commitment, flexibility and performance
- Investigate and resolve any non-conformances, revising systems and processes to minimise issues moving forward.
- Undertake regular quality assurance audits across all Production areas
- Undertake with HoD's quarterly stocktakes of ingredients & packaging used throughout all of the Production areas

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- Become familiar with Cybake & its specific tools to ensure costs and recipes are updated regularly across all Production areas to monitor product profitability and improve efficiency
- Liaising with Head Bakers and H of D's develop and introduce new products based on seasonality, customer preferences and market trends, taking responsibility for preparing costings and product and allergen specifications.
- Following our Health & Safety Management System, drive & establish the highest standards of Health & Safety, including risk assessments, Fire Safety across all areas of Production, ensuring all staff comply with regulations & Company policies and procedures at all times, to safeguard the expected high level of compliance required to meet the SALSA accreditation across all Production areas.
- Following our Food Safety Management System, drive & establish the highest standards of Food Safety; HACCP, COSHH, traceability, allergen segregation etc across all areas of Production, ensuring all staff comply with regulations & Company policies and procedures at all times, to safeguard the expected high level of compliance required to meet the SALSA accreditation across all Production areas.
- Organise the repair and routine maintenance of all production equipment & areas as required
- Present detailed requests to Directors for any new purchases
- Take a proactive role as part of the management team in suggesting, evaluating and implementing new ideas and initiatives to grow the business, increase profitability, and extend our excellent reputation.
- Develop and maintain an excellent knowledge of our Company history, operations and products
- Undertake any other duties or responsibilities as reasonably required by company management to meet the needs of the business

Required Skills

- Must be competent in all areas of bakery production; bread, pastry & cake
- Extensive successful experience of managing in high end food production
- Proven experience of leading, managing and motivating a dynamic, successful team
- Excellent knowledge of SALSA, Health and Safety and Food Safety regulations, and proven experience of consistently implementing high standards
- Outstanding communication, organisational and problem solving skills
- Good technology skills and a working knowledge and understanding of Cybake
- Good command of written and spoken English

Last updated: *11.9.24*
Date of next review: *11.9.25*