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| **Job Title**  |  Cheeseroom assistant. | **Employee Name** |  |
| **Reporting to**  |  Paul AdamsCatherine Temple | **Responsible for** | N/A |
| **Location**  | Copys Green Farm, Wighton, Wells Next the Sea, Norfolk and any other such locations as reasonably requested by your employer. |
| **Overview of Role:** |
|  To support cheesemakers in production of clean, hygienic, quality cheese in compliance with the Specialist Cheesemakers Association code of Best Practice and working towards SALSA accreditation. To support the minimising wastage, maximising yield and showing concern for product presentation. |
| **Principal Duties and Responsibilities:** |
|  | **Preparation of Environment:**Preparation of environment to make cheese, and maintenance of environment, including cleaning Together with cheesemaker colleagues ensuring machines and all areas are thoroughly cleaned down and sanitised between uses and maintained to a clean and hygienic standard at all times**Making and maturing the cheese**The cheeseroom assistant may be required to help cheesemakers make cheese,and participate in affinage activities such as pricking cheese, turning cheese, wrapping cheese. Maintaining product integrity and tracebility at all times. **Maintenance of environment, hygiene and Food Safety (including toilets & drains and vicinity of the cheeseroom)**Clean and sanitise vats and processing areas. Observe and listen to equipment to detect possible malfunctions, such as leaks or plugging, and report malfunctions or undesirable tastes to supervisors. Follow strict hygiene and food safety procedures at all times **Customer service activities**Some customer service may be required, answering the phone, taking orders, meeting customers face to face. May be asked to assist cheesemakers with preparation of orders, ensuring product tracebility at all times.**Associated paperwork and administration (including but not limited to)**Accurate and thorough completion of all paperwork relating to assigned tasks on the worksheets and checklists provided. To ensure Food Hygiene compliance (e.g. SALSA/ HACCAP)Recording complaints/ significant incidents and their resolutions in the correct way.Communication with employer including daily notes in the diary to report on how the day has been, any problems, or incidents that employer needs to be aware of.Completing relevant paperwork (including significant incident forms) for any issue raised. |
| **General** |
|  | Contributing towards continuous improvement of service levels. Operate as part of a team, communicating and respecting others, working together to produce a quality, high standard product.Maintaining product traceability-keeping the right batch number on the right cheese throughout it’s life.Dealing with financial transactions – completing duplicate book with details of all transactions, collecting money accurately from customers.May require occasional work outdoors.Adhere to company policies and procedures.Acting in a professional and ethical way, maintaining a high degree of confidentiality and integrity, promoting the activities of JF Temple & Son Ltd at all times. Health & Safety - maintaining a safe working environment. You will be required to follow all company procedures with regards to Health & Safety. Always report anything that is unsafe. Consider Health & Safety implications of yours and others actions at all times. Use the protective clothing and apparatus provided. Advise seniors if you feel that there are concerns or deficiencies From time to time you may be requested to work outside of your normal working hours to help maintain effective cover. You may be required to perform other duties within the company that will be within your capability. You may also be asked to represent the company outside of the office, any additional expenses will be covered.Adhering to expectations of Food Standards Agency, Food Safety Team and Trading Standards and other statutory agencies relating to our business. |
| **Performance Measures** |
|  | * Monitoring of customer complaints
* Quality cheese produced and despatched on time
* Team working effectively together
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| **Person Specification** |
|  | **Qualifications & Experience** * Must be able to read, write and communicate sufficiently to understand instructions and workplace records and communication procedures.
* Potential and willingness to gain NVQ or other qualifications as necessary to the role
* Physical fitness – ability to lift and bend

**Personal Qualities*** Adaptable and willing to learn
* Good customer care attitude
* Compliant nature, with sufficient initiative to raise concerns if issues arise in the workplace.
* Committed to continued success of business
* Willing to accept responsibility and comply adhere to company procedures.
* Honest
* Rigorous personal hygiene – adhering to company policy of using unperfumed products
* Driving licence useful
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| Signed (Employee): |
| Signed (Line Manager): |
| Date: |