

position description
MANAGEMENT TRAINEE

Section 1: Position Details



NOTE: In a franchise environment this position description may not exactly fit the requirements of the role.

Position Reports To:	Bakery Manager/Assistant Bakery Manager/MTO	Is this a New or Existing position?	New	
Primary Function (Bullet point 3-4 key reasons why this role exists):	<ul style="list-style-type: none"> Support the Bakery Manager in all bakery operations to maximize sales, profitability and customer satisfaction. Inspires delightful customer service leadership within the bakery. Follow the Management Trainee Training Plan to become an effective member of the COBS Bread team, competent in sales, baking and management. Trainee position, typically for 6 – 9 months, until assigned a regular management role. 	Key Customers (Bullet point the position's major customer):	<ul style="list-style-type: none"> Bakery customers Staff COBS office Community 	
Experience & Qualifications:		People Management		
Bullet point key Commercial Skills and Qualifications required to meet position objectives	<ul style="list-style-type: none"> Beginner skills in MS Office Management Trainee Training Plan (including select modules from Certificate IV) 	Position Impact to Bakers Delight / COBS Bread	Number of direct reports:	Up to 20
			Number of indirect reports:	Up to 20
		OH&S & Travel Requirements		
Bullet point Work Experience required to meet position objectives	<ul style="list-style-type: none"> Experience in managing and leading a team Knowledge and experience in customer service Knowledge of OH&S, FSP and First Aid Basic financial management skills including cash management and banking Basic knowledge of financial statements an asset 	Other Requirements of the Position	Travel Requirements	Frequency of Travel
			<input type="checkbox"/> None <input checked="" type="checkbox"/> Yes (see Frequency)	<input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly
		Drivers Licence Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
		Required to:		
		<input checked="" type="checkbox"/> Operate baking machinery <input checked="" type="checkbox"/> Operate bread slicer <input checked="" type="checkbox"/> Use chemical cleaning products		

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Section 2: Position Responsibilities



Area of Accountability	Outputs	Key Activities
Achieve budgeted bakery sales targets through facilitation and promotion of marketing campaigns, supporting the local community and individual staff performance.	<ul style="list-style-type: none"> • Sales • Marketing • Range Review • Completion of Management Trainee Plan modules – sales and marketing 	<ul style="list-style-type: none"> • Inspire team members to deliver delightful customer service and meet/exceed targets • Promote marketing campaigns within the bakery and directly with customers • Participate in community fundraising and product give-aways • Assist in the promotion and coordination of local marketing initiatives • Set and communicate sales targets and performance measures for sales staff • Review and consult with other bakery management regarding weekly sales targets and performance measures
Ensure the bread quality and range is to COBS Bread standards and delivered on time to meet customer demands	<ul style="list-style-type: none"> • Bread Production • Completion of Management Trainee Plan modules – all production work stations 	<ul style="list-style-type: none"> • Follow the recipe book, including adherence to toppings and weight measures • Refer to relevant resources and tools for production (i.e. production sheet, oven chart, weigh-up guides, tray up sheet, etc.) • Attend and participate in bread competition
Assist with the management of all aspects of bakery administration	<ul style="list-style-type: none"> • Weekly Takings Analysis (WTA) • End of Month (EOM) Requirements • Petty Cash • Payroll • Cash Audits • Stock Take • Employee Records & Documentation • Complete Management Trainee modules – bakery administration 	<ul style="list-style-type: none"> • Assist the Bakery Manager in effectively managing administration processes for WTA, EOM, petty cash, payroll, cash audits and stock take adhering to the Company policies and procedures as posted on the Portal and in bakery manuals Maintain accurate employee records and documentation in accordance with HR Policies and Procedures • Maintain currency of knowledge of Company processes and requirements and implement changes where required • Assist with creating a weekly schedule for the bakery, focusing on bakery and employee needs
To ensure the improvement of COBS Bread standards	<ul style="list-style-type: none"> • 5 Star Standards 	<ul style="list-style-type: none"> • Work with the bakery team to obtain 5 Star standards • Assist the Bakery Manager in reviewing gaps identified from the 5 Star Report, developing action plans and completing actions • Maintain knowledge of 5 Star requirements and implement changes as required

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Area of Accountability	Outputs	Key Activities
To adhere to OH&S standards	<ul style="list-style-type: none"> • OH&S standards • Clean work environment • Five Star • Opening and closing procedures 	<ul style="list-style-type: none"> • Adhere to cash handling and security procedures, including opening and closing key holder duties • Liaise with other managers and inform team members of potential hazards and near miss incidents to improve safety within the bakery • Create a healthy and safe work environment in the bakery by proactively rectifying potential hazards • Follow OH&S and Company standards, assisting BM with completion and maintenance of OH&S records • Review Five Star results with BM and implement corrective plans
To follow Food Safety Program (FSP)	<ul style="list-style-type: none"> • Five Star • Stock Rotation 	<ul style="list-style-type: none"> • Follow the Food Safety Program (FSP) and cleaning schedule • Maintain cleaning records and complete audits as required • Adhere to DMS standards and record keeping • Collate information from customers
Maintain effective relationships with all stakeholders and deliver company and bakery communications to bakery team members	<ul style="list-style-type: none"> • Relationships • Communication with Bakery Staff • Communication with Bakery, Area Management and Support Office 	<ul style="list-style-type: none"> • Attend and participate in regular meetings with key managers • Assist in organizing and conducting bakery team meetings to discuss bakery performance, issues, changes and deliver training to bakery staff • Develop and maintain effective relationships with suppliers and Support Office and Health & Safety officers • Participate in the review process (PPP and bi-annual hourly performance reviews)
Assist in planning for bakery financial and operational performance.	<ul style="list-style-type: none"> • Business Plans • MFS • Annual Budgets • Quarterly Forecasts • P&L • Completion of Management Trainee modules – financial management 	<ul style="list-style-type: none"> • Assist the Bakery Manager in all financial management aspects – focusing on meeting budgeted Operating Profit through controlling COGS, Wages, and Controllable Expenses. • Understand the bakery business plan and review it with the Bakery Manager on a quarterly basis • Understand the bakery P&L and review it with the Bakery Manager on a monthly basis
Support new projects and initiatives as directed	<ul style="list-style-type: none"> • Projects / Goals 	<ul style="list-style-type: none"> • Support any new projects as directed

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Section 3: Competency Profile



Core Competency	Description	
Team Work – Working with people	<ul style="list-style-type: none"> • Demonstrates an interest in and understanding of others • Adapts to the team and builds team spirit • Recognizes and rewards the contribution of others • Listens, consults others and communicates proactively 	<ul style="list-style-type: none"> • Supports and cares for others • Develops and openly communicates self insight such as an awareness of own strengths and weaknesses
Attitude – Adapting and Responding to Change, Coping with Pressures and Setbacks	<ul style="list-style-type: none"> • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows respect and sensitivity towards cultural and religious differences • Works productively in a high pressure environment 	<ul style="list-style-type: none"> • Deals with ambiguity, making positive use of the opportunities it presents • Keeps emotions under control during difficult situations • Balances the demands of work life and personal life • Maintains a positive outlook at work • Handles criticism well and learns from it
Accountability – Following instructions and procedures, Leading and supervising	<ul style="list-style-type: none"> • Follows procedures, policies and instructions in a respectful manner • Demonstrates punctuality and reliability, including keeping to schedules • Demonstrates commitment to the organization • Complies with legal obligations and safety requirements of the role 	<ul style="list-style-type: none"> • Provides others with clear direction • Sets appropriate standards of behaviour • Delegates work appropriately and fairly • Motivates and empowers others • Provides staff with development opportunities and coaching
Results – Delivering results and meeting customer expectations	<ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets, monitors and maintains high standards for quality, quantity and productivity 	<ul style="list-style-type: none"> • Works in a systematic, methodical and orderly way • Consistently achieves goals