



Middle Farm Assistant Butcher - April 2021

Main Purpose of Job

To be a part of the Middle Farm Butchery Department Team in providing the widest possible range of high welfare, seasonal, sustainably farmed, local meat and poultry of outstanding quality to our customers in a profitable, business-like manner.

Key Responsibilities

- To always deliver excellent, friendly customer service, providing advice and support to maximise sales and customer retention.
- To cut and prepare meat to the highest possible standard.
- To daily create and refresh when needed attractive and appealing cabinet displays.
- To always keep the department clean, tidy, and fully compliant with E.H.O. and Health & Safety legislation.
- To minimise meat wastage, working with the Middle Farm kitchen to utilise product coming to the end of its shelf life.
- To use initiative and in identifying areas for innovation (in full consultation with the Head Butcher and Directors) to keep the Butcher's Shop offer constantly appealing to customers.
- To be an active member of the wider Middle Farm team contributing constructively, being supportive and always treating other members of the team with fairness and courtesy.

Specialist skills/training/knowledge

- Experience in butchery.
- Making first class sausages, burgers, and mince to the highest standard.
- Current Level 2 Hygiene Certificate, or above.
- Breaking down carcasses and cutting and preparing all forms of meat, poultry and game.

- Upholding the Middle Farm ethos of local and British-reared meat in all orders for the department by never buying in imported meat.
- Keep up to date with food hygiene qualifications, as required.
- Clearly communicating with customers, suppliers and team and all other Middle Farm staff.

Tasks

- Ensuring that all customers are served promptly, courteously and with a smile.
- Ensuring that meat served to customers is of a consistently high standard and well presented.
- Ensuring that all information and advice given to customers is truthful and accurate.
- Always ensuring the maintenance of a clean and tidy environment. Adhering strictly to cleaning schedules and temperature checks.
- Ensuring that orders from suppliers are prudently made, and that stock is correctly stored, date-rotated and controlled.
- Working within a team driving the department forward. Identify personal training needs and increasing sales, profitability, and cross-selling.
- Liaising with the kitchen supervisor to ensure that the kitchen has all the meat orders it requires for tearoom meals etc.
- Liaising with stockmen about the quality of home-produced meat and what improvements need to be made if necessary
- To resolve any customer complaints courteously and calmly, treating all feedback as helpful and positive.