

## **Job Description: Factory Operative, Warehouse Assistant, Delivery Driver, Part Time**

**Permanent and Seasonal Positions available**

### **Company Overview**

Minchella & Co is a renowned family run, multi-award winning manufacturer and retailer of ice cream who mainly distribute their range of products through their two outlets in South Shields.

The product range consists of luxurious sundaes and hot drinks, smaller take away ice creams and hot snacks.

All food and drink is available for sit in and take away service.

Our production facility is located on Ocean Road where carry out the full process of ice cream production.

Minchella & Co is a seasonal business, and weather dependant. A typical season is from; September to April, off peak, open morning to late afternoon. May to August, peak, open morning to evening. Our weekly trends are: Monday being quietest day, gradually increasing to Sunday being our busiest. Production times are flexible, however general start times are 7:00am

Minchella & Co pride themselves on producing high quality ice creams, being a named sponsor of South Tyneside Events, and contributing to ethical sourcing of food and packaging.

We look forward to welcoming a new enthusiastic member of our team.

### **Location**

Minchella & Co  
9-11 Ocean Road  
South Shields  
Tyne & Wear  
NE33 2HT

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## **General**

As we are a relatively small company, this essential a combination of 3 departments. This role requires you split your week/day into; handling stock coming in - manufacture ice cream from raw ingredients up to finished products for caterers - pick, prepare and deliver outbound stock to our parlours and customers in South Shields, daily, and across the North East, less frequently. Accept, store and maintain inbound stock. Full training and support is provided by the company. Work increases in summer and at times becomes an intense working environment. The ability to keep calm under pressure is essential to ensure a happy, safe and effective place of work for everyone, whilst being able to deliver an efficient and effective service. There may be times when you are required to complete tasks outside of your duties, so a certain level of flexibility is required.

## **Warehouse Assistant**

This role is physically demanding, particularly when it comes to accepting and storing stock, as our store room is located on the first floor. This is frequented each day and pick stock, taken downstairs, and driven to our other location. Large orders come on a weekly basis which are required to be checked on arrival ensuring products are in an acceptable condition and the they have been delivered by acceptable means. Stock will then need to be manually carried upstairs to replenish the store room. Some raw ingredients arrive in bulk packaging, and therefore items of stock may weigh up to 25kg. We arrange our facility to reduce the lifting of such items, and utilise our first floor for this type of product. The housekeeping of the storage facility needs to be maintained to a safe standard. Some items need to be split, making them accessible for other members of staff, particularly those in the adjoining parlour. Procedures such as stock rotation, stock take also need to be carried out, minimising food waste.

## **Delivering**

You will be a representation of our company and we expect your driving to convey our standard of customer service. Meeting and delivering to customers also requires a high level of customer service. Using software programs is required to register the delivery of stock.

Stock needs to be picked and delivered internally on a daily basis. This usually takes around 2 hours. Good communication needs to be maintained to uphold appropriate stock level.

## **Factory Operative**

Good organisational skills are essential in the role. The factory is to be kept clean and presentable at all times by maintaining a clean, tidy and compliant working environment. You are required to adhere to stock levels and produce industry high standard ice cream. You should have an excellent understanding of the ingredients you work with, being able to provide information about all flavours you produce and you should take a keen interest in current trends in ice cream and production to help achieve company goals.

Your normal place of work will be in the factory at Ocean Road, South Shields, you will be mainly working on your own or accompanied by another colleague when required. However, this is not an isolated position as such. You will be in regular but brief contact with colleagues across the companies two sites.

Although the main duties of this role are conducted in the production area, there are times when you will be need to be in the parlour and therefore come in contact with customers. Therefore you must be able to delivery a good level of customer service.

## **Responsibilities**

- Contribute to a positive, happy and safe environment for all staff and customers.
- Communicating with colleagues customers in a professional manor, and to deliver a high level of customer service.
- Move and organise stock coming in and out of the premises.
- Maintaining good housekeeping of store facility.
- Working alongside wholesale customers when carrying out delivery duties.
- Ensure that stock ordered is delivered, and recorded appropriately once delivered.
- Adhering to HACCP procedures of the manufacturing of ice cream.
- Following the cleaning procedures of equipment.
- Following the assembly and disassembly procedures of equipment and machinery.
- Adhering to “Food Safety Management System” file, consisting of weekly diary sheets, pasteurisation charts and temperature records - storing on file, chronologically, in a tidy and professional manor.

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- Following ice cream to the recipes provided by the management.
  - Carrying out methods of production efficiently and effectively, adhering to deadlines set by the management.
  - Adopt a “clean as you go” attitude whilst in production, cleaning utensils and containers to avoid untidiness and to ensure safety.
  - Presentation of finished goods are to a high industry standard. This is a display of your work and the companies achievements over generations and should always be of a very high standard.
  - Stock levels of ice cream are maintained and suitably altered depending on the time of year, supply and demand or as requested by the management.
  - Maintaining stock levels of raw ingredients, flavour bases, packaging and cleaning products for specific factory use.
  - The ordering & buying of the above (when requested by management).
  - The receiving and processing of ice cream orders from Minchella & Co outlets and wholesale customers.
  - Deliveries to Minchella & Co outlets and wholesale customers.
  - Checking and signing off deliveries, storing stock, stock rotating and keeping storage areas tidy.
  - Routinely defrosting and cleaning refrigerated/freezer units in factory and in off peak season, in store room areas.
  - Ensure good housekeeping, maintaining a lean and tidy working production facility at all times being a representation to all staff and customers.

### **Qualifications and Qualities**

Ability to work in a high intensity working environment.

Due to the seasonality of our industry, peaking in summer and lower in winter, you will be required to be available to work longer periods during this time.

Organisational skills.

Confidence in problem solving under pressure.

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Comfortable about manoeuvring, towing machinery/trailers if required.

### **Necessary**

- Driving licence.
- Organisational skills
- Numeracy skills: Ability to calculate percentages and adapt existing recipes to cater for
- Ability to carry out physically demanding roles requires physical strength and stamina.
- High standards of personal presentation
- Motivated and excellent work ethic
- Able to listen and communicate effectively

### **Desirable Experience**

- Background working with food.
- Customer service experience
- Dietary and allergen awareness
- Qualifications relating to food preparation and work based safety, such as food hygiene, allergen awareness, health and safety, COSHH awareness, first aid training.

### **Perks**

Free coffee at work

20% staff discount for all ice creams, food and drinks

### **Training**

Training will be carried out by 3 colleagues, current management and factory operative. Create a training and guide with you on an individual level and tailor your needs of specific training and personal development. External food safety training is provided alongside some of our in-house training resourced.

We estimate it should take approximately 1 month to be fully trained with basic requirements for the job.

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## **Working Hours and Pay**

National minimum wage applies which is paid hourly, there is a higher volume of working hours required in the summer season.

The suggested hours of would be 20+ off peak and 45 during peak.

Usual hours of work are from 7:00 am or on rare occasions earlier during summer season. Times are variable due to the seasonality of the business.

## **Probation period**

As a company we have a probation period for all employees. The probation period for this role is 1 month.

The company reserves the right to extend or terminate the probation period at its own discretion. Further information regarding the probation period can be found in our employees handbook.

## **Reports to**

Production Manager, Inventory Manager

## **Application**

If you would like to apply for this position then please following the steps below.

- 1) E-mail: Joe at [mycv@minchella.co.uk](mailto:mycv@minchella.co.uk)
- 2) Subject titled: Job Description: Factory Operative, Warehouse Assistant, Delivery Driver, Part Time (Permanent or Seasonal)
- 3) Attach your CV

