

Bakery Assistant Job Description

A comprehensive job description template
for Australian bakery businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Bakery Assistant

1.2 Position Summary

The Bakery Assistant supports the baker or head baker with food preparation, production work, customer service and maintaining bakery operations. This role involves preparing ingredients, shaping dough, operating bakery equipment, serving customers, maintaining product displays and ensuring cleanliness throughout the bakery.

The position requires reliability for very early morning starts (typically 3am-5am), physical fitness for manual tasks, attention to detail in food preparation, and a commitment to maintaining high standards of food safety and customer service.

1.3 Reporting Structure

This position reports to:

- Head Baker / Qualified Baker
- Bakery Manager / Store Manager
- Shift Supervisor (during service)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on business needs)
- Part-time (regular rostered early morning hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Assisting Bakers

- Weigh and measure ingredients according to recipes
- Prepare dough for various baked products
- Shape, cut and prepare products for baking
- Operate mixers, provers and other bakery equipment safely
- Monitor proving times and temperatures
- Assist with loading and unloading ovens
- Follow production schedules to ensure products are ready on time

2.2 Food Preparation and Finishing

- Prepare fillings, icings and decorations
- Decorate and finish baked products
- Slice bread and package products
- Label products with correct information and dates
- Ensure consistent quality and presentation standards
- Follow food safety and hygiene requirements at all times

2.3 Display and Retail

- Stock display cabinets and shelves with fresh products
- Rotate stock to ensure freshness and minimise waste
- Maintain attractive and well-organized displays
- Monitor product levels and replenish as needed
- Remove expired or unsuitable products promptly

2.4 Customer Service

- Greet customers warmly and serve at the counter
- Answer questions about products, ingredients and allergens
- Process orders and payments accurately
- Package items carefully for customers
- Handle customer feedback professionally
- Maintain friendly and helpful service at all times

2.5 Cleaning and Maintenance

- Clean work areas, equipment and utensils regularly
- Maintain hygiene standards in production and customer areas
- Follow cleaning schedules and procedures
- Dispose of waste correctly
- Report equipment faults or maintenance needs
- Ensure floors are clean and free from spills

2.6 Stock and Inventory

- Receive and check deliveries of ingredients and supplies
- Store ingredients correctly (temperature, rotation, labelling)
- Monitor stock levels and report shortages
- Assist with stock takes and inventory management
- Minimise waste through proper handling and storage

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

Precision in measuring ingredients, following recipes exactly and maintaining consistent quality standards across all products.

Physical Stamina

Ability to stand for extended periods, lift heavy items (flour bags up to 20kg, trays), work in warm environments near ovens and perform repetitive manual tasks.

Food Handling Knowledge

Understanding of food safety principles, hygiene practices, allergen awareness and proper temperature control for baked goods.

Customer Service

Friendly and professional communication with customers. Patience during busy periods. Ability to answer product questions and handle special requests.

3.2 Personal Attributes

- Reliability and punctuality, especially for early morning starts
- Positive attitude and enthusiasm for baking
- Willingness to learn and take direction
- Team player who supports colleagues
- Good time management and ability to work efficiently
- Clean and tidy personal presentation
- Basic numeracy skills for measuring and counting
- Commitment to food safety and quality standards

4. Qualifications and Requirements

4.1 Essential Requirements

- Availability for very early morning starts (typically 3am-5am)
- Reliable transport to travel for early morning shifts
- Physical fitness to perform manual handling tasks
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work weekends and public holidays as required

4.2 Desirable Qualifications

- Food handling certificate or food safety training
- Previous experience in a bakery, kitchen or food production environment

- Retail or customer service experience
- Current first aid certificate
- Certificate II or III in Baking or Food Processing
- Experience operating bakery equipment (mixers, slicers, ovens)

4.3 Experience

Previous bakery experience is preferred but not essential. We welcome applications from enthusiastic candidates who are willing to learn. Training will be provided to suitable candidates who demonstrate reliability, physical fitness and genuine interest in baking.

5. Working Conditions

5.1 Hours of Work

- Very early morning starts (typically between 3am and 5am)
- Shift lengths typically range from 4 to 8 hours
- Regular work on weekends and public holidays
- Roster provided in advance as per award requirements
- Some flexibility may be required based on production demands

5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Lifting and carrying heavy items including flour bags (up to 20kg), trays and equipment
- Bending, reaching and stretching during production work
- Repetitive hand movements for shaping, decorating and packaging
- Working in warm environments near ovens

5.3 Work Environment

- Production bakery or retail bakery environment
- Exposure to heat from ovens and provers
- Work with flour and other ingredients (may affect those with allergies)
- Fast-paced environment during production and customer service periods
- Use of commercial bakery equipment and machinery
- Close interaction with small bakery team

5.4 Uniform and Presentation

- Uniform or protective clothing provided by the employer
- Hair must be tied back and covered with a hat or hairnet
- Closed-toe, non-slip footwear required
- Minimal jewellery (wedding rings and small studs only)

- Clean fingernails, no nail polish
- Clean-shaven or beard nets required for facial hair

6. Award Information

6.1 Modern Award Coverage

Bakery assistant positions may be covered by either the Restaurant Industry Award 2020 (MA000119) or the General Retail Industry Award 2020 (MA000004), depending on whether your business is primarily focused on food production or retail sales.

Production bakeries and bakeries with a food service component typically fall under the Restaurant Industry Award. Retail bakeries in shopping centers or those primarily selling baked goods may be covered by the General Retail Industry Award. Verify which award applies to your specific business.

6.2 Classification Level

Classification depends on the applicable award and the duties performed. Bakery assistants typically start at entry levels:

- Introductory level for employees with limited experience
- Higher levels for experienced employees with competency in production and customer service
- Apprentice rates apply for those enrolled in formal baking qualifications

The specific classification level will be determined based on the duties performed, experience and the applicable award.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates and allowances for work performed:

- Early morning shifts: Allowances or penalties typically apply for starts before 7am
- Saturday: Higher rates apply depending on employment type
- Sunday: Premium rates apply
- Public holidays: Premium rates apply

Refer to your applicable modern award for current rates, allowances and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time for all shifts, especially early morning starts
- Notify management immediately if unable to attend shift
- Treat all customers and colleagues with respect and courtesy
- Follow all bakery policies and procedures

- Maintain confidentiality regarding recipes and business information
- Represent the bakery positively at all times

7.2 Food Safety and Hygiene

- Maintain strict personal hygiene standards
- Follow all food safety procedures and temperature controls
- Report any illness that may affect food safety
- Keep work areas clean and organized
- Use correct procedures for allergen management
- Report any food safety concerns immediately

7.3 Teamwork and Quality

- Support colleagues during busy production periods
- Communicate clearly about stock levels and production issues
- Maintain consistent quality standards for all products
- Accept feedback constructively and implement improvements
- Contribute positively to team environment
- Take pride in the quality of baked goods produced

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Brief cover letter explaining interest in baking and availability for early starts
- Copies of relevant certificates (food handling, qualifications, etc.)
- Contact details for two referees
- Confirmation of reliable transport for early morning shifts

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss availability and experience
- In-person interview at the bakery
- Trial shift (paid) to assess practical skills and suitability
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____