

*Pump
Street*

TRAINEE PROGRAMME

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We are pleased to announce an exciting new opportunity to work in our award-winning business. We will now be offering a twelve month training programme for enthusiastic individuals looking to gain insight and experience in the world of chocolate making and baking. The successful candidate will work on a rotating schedule, gaining experience across five of our busy departments, including Chocolate Production, Chocolate Packaging, Bread, Pastry, and Retail.

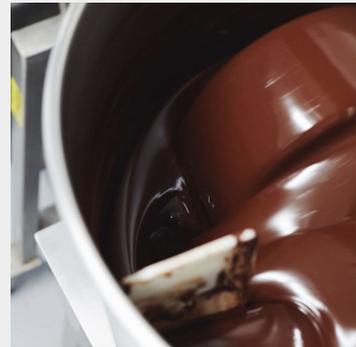
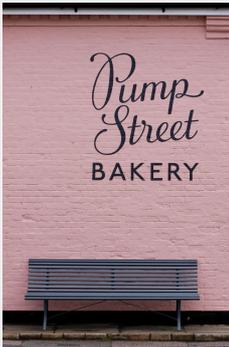
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WHO WE ARE

Pump Street is a family-run bakery and craft chocolate makers in the village of Orford, Suffolk. Our bakery, opened in 2010, is a hub of the community but has a global reputation. We are known for offering the best daily-baked sourdough, pastries, directly-traded coffee and not forgetting our 'Instagrammable' pink wall. We make everything from scratch and take great pride in the skill and carefully sourced ingredients that set our baking a part from the rest.

We have transferred our experience and obsession for flavour, sourcing and process into chocolate making. We now make chocolate from beans imported directly from single estates and cooperatives around the world.

We hand sort, roast, winnow, grind and conch the beans to yield the best tasting chocolate possible. Obsessive care and attention to detail goes into the roasting profile of each bean and each stage requires a careful eye, and nose. This yields chocolate that truly speaks of its terroir and vintage.



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THE TRAINEE PROGRAMME

The successful candidates will gain the following from our twelve month programme:

- Proficient knowledge of baking techniques
- Proficient knowledge of chocolate making
 - Excellent customer service skills
 - A knowledge of the supply chain
- An in depth insight into the baking and chocolate making industries
- Access to a wealth of knowledge from our passionate specialists

Valuable soft skills:

Communication
Teamwork
Problem-solving
Dependability
Critical thinking
Positive attitude
Organisation
Creativity
Adaptability



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THE TRAINEE PROGRAMME

Full training will be provided as part of this programme however, the ideal candidate will have:

- A real passion to learn and gain experience in the ever-changing chocolate and bakery industries
 - A high level of motivation
 - Enthusiasm and willingness to learn
 - Good levels of attention to detail
- An ability to work both individually and as part of a team
 - Good communication skills
 - An ability to work in a fast-paced environment
 - An ability to meet deadlines
- Integrity and honesty and be able to promote the culture, values and ideals of Pump Street



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THE TRAINEE PROGRAMME

Each trainee will spend ten weeks in each department. This will include:

Chocolate Production:

- Cocoa bean processing (sorting, roasting, cracking, winnowing)
 - Small batch chocolate bulk production
 - Making finished chocolate products

Chocolate Packaging:

- Packing and labelling finished chocolate products
- Assisting with the production, packaging and fulfilment of chocolate orders
 - Supporting the team with stock taking and administrative tasks

Pastry and Bread:

- Preparing, baking and packing our range of pastries and bread products to a high standard
 - Following food safety regulations throughout the bakehouse
- Ensuring the presentation, taste and texture of all pastry and bread products are maintained

Shop:

- Giving exemplary customer service with a 'customer comes first' attitude
- Working with the team to ensure the highest quality drinks, baked goods and food
- Maintaining a calm demeanour during periods of high volume and working as a team

THE TRAINEE PROGRAMME

Each trainee will spend ten weeks in each department. This will include:

General:

- Maintaining a clean and organised workspace and following all hygiene procedures.
 - Maintaining regular and punctual attendance
- Acting with integrity and honesty that promotes the culture, values and ideals of Pump Street

The programme will also include appreciation days in other areas of our business.

These days include:

Marketing Appreciation Day - you will learn about our marketing goals, customer profiles, marketing channels, collateral and campaigns.

Sales Appreciation Day - you will learn about our sales pipeline, account management strategies and product range.

Chocolate Industry Appreciation Day - you will learn about the history of chocolate, the craft chocolate industry, origins, fermenting and drying and you'll attend a chocolate tasting.

You will also gain a Level Two Food Hygiene Certificate.

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THE TRAINEE PROGRAMME

Graduates

On completion of your trainee programme you be recognised at a graduation event and receive a graduate trainee certificate. There may be an opportunity for a select amount of trainees to become full time permanent members of the Pump Street team. In this case we would place you in a role that both you and the team feel is most suited for your skills and attributes.

However, whether you chose to stay with us or go elsewhere we will have equipped you with the experience and knowledge to find an industry job, whether in Food and Drink, Hospitality, Confectionary or Chocolate making. Your qualification will be recognised by other local and national businesses as relevant training for joining the industry.

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KEY DATES AND INFORMATION

Our first intake will begin the programme on **15th September 2021**.

Please apply via our online form, [here](#).

The deadline for applications is **Sunday 8th August**. We will then shortlist and interviews will be held on the 13th and 14th August.

Pump Street values a diverse workforce, women, people of colour, people with disabilities and members of the LGBTQ community are strongly encouraged to apply. If there is anything, we can do to accommodate you to participate fully in the recruitment or interview process please let us know by email to joanna@pumpstreetbakery.com.

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