



LIVERPOOL
HOPE
UNIVERSITY

1844

Recruitment Pack

Catering Assistant (Term-Time)

Job Reference: 9CAT1

Closing date: There is a 50-application limit on this post. If this is not reached, then post will close at 5.00pm on 31st July 2026.

www.hope.ac.uk





POST: Catering Assistant (Term-Time, 30 hours per week, 34 weeks per year)

STARTING DATE:

SALARY RANGE: £13.45 per hour

TYPE OF CONTRACT: Term-Time, Part-Time

WORK PATTERN: Part-time

REPORTS TO: Gary Pace

The Post

Liverpool Hope University is special institution, grounded in history and driven by a values-led approach to educational delivery.

Catering Assistant (term time)

Liverpool Hope's multi-award-winning Catering Team has a strong reputation for providing high quality food & drink, and excellent service to its students, staff, guests, and conference delegates.

We are currently recruiting for a Catering Assistant to assist with the day-to-day operations of the catering outlet at its Creative Campus (L6 1HP).

The roles involve serving customers (counter and waited service), till use, coffee preparation, preparation of areas for service, general cleaning duties, basic food preparation, stock management, and service of hospitality provision. Please refer to the job description for more details.

Contract & Hours Worked

University Term Time 1020 per annum

The hours worked for this role would generally be 30 hours per week (generally 8.30am-3pm, Monday–Friday). However, there is a degree of flexibility with times and days worked.

There is also a requirement to be available for shifts during *some* Open and Applicant days (Saturdays).

Working Weeks for 2026/27

From	Until		Weeks Worked
Week Com: 07/09/2026	Week Com: 19/10/2026	Working	7
Week Com: 26/10/2026	Week Com: 02/11/2026	Off	
Week Com: 02/11/2026	Week Com: 14/12/2026	Working	7
Week Com: 21/12/2026	Week Com: 04/01/2026	Off	
Week Com: 04/01/2026	Week Com: 08/02/2026	Working	6
Week Com: 15/02/2026	Week Com: 22/02/2026	Off	
Week Com: 22/02/2026	Week Com: 15/03/2026	Working	4
Week Com: 22/03/2026	Week Com: 29/03/2026	Off	
Week Com: 05/04/2026	Week Com: 26/04/2026	Working	4
Week Com: 03/05/2026	Week Com: 28/06/2026	Off	
Week Com: 05/07/2026	Week Com: 09/08/2026	Working	6
			34

Job Description/Key duties of the post

Job Title	Catering Assistant
Subject/Service Area	Catering Department
Reports to	Duty Supervisor / Commercial Operations Manager
Accountable To	Head of Catering, Conferencing & Sports
Purpose of Job	
To support the day-to-day operations of its multi-award-winning food and drink services at either the Hope Park or Creative Campus. The Catering Assistants will deliver high-quality customer service, operate till systems, and perform basic food and barista coffee preparation. The role also involves maintaining strict cleanliness and hygiene standards in accordance with COSHH and HACCP regulations, assisting with stock management, and delivering hospitality or waited service for university events and gala dinners. As an essential face of the university's catering outlets, the ideal candidate must demonstrate a positive "can-do" attitude, excellent communication skills, and the ability to build strong relationships with students, staff, and VIP guests. The position requires a flexible, collaborative team player who can remain calm under pressure, solve problems proactively, and guide new starters or student workers. Ultimately, the purpose of this role is to contribute to a welcoming, efficient environment while maintaining the university's strong reputation for outstanding hospitality and service excellence.	
Key Tasks / Responsibilities	
• Deliver a high standard of customer service, ensuring a welcoming and positive experience for all customers. • Operate the point of sale (till) system accurately, including cash handling and processing card payments. • Prepare service areas before, during and after service to ensure they are clean, organised and fully stocked. • Prepare and serve basic food and beverages in accordance with food safety and quality standards. • Carry out routine cleaning duties, maintaining high standards of hygiene and cleanliness in line with food safety requirements. • Receive, replenish and monitor stock levels, reporting shortages and assisting with stock rotation where required. • Provide table and waited service in catering outlets and hospitality events as required.	

- Deliver hospitality services for meetings, conferences, functions and other University events, ensuring professional standards are maintained.
- Support the induction and on-the-job training of new starters by providing guidance and demonstrating standard working practices.
- Comply with all Health and Safety, Food Safety, COSHH and University policies and procedures, reporting hazards or incidents promptly.
- Resolve routine customer queries and complaints professionally, escalating issues where appropriate.
- Work collaboratively as part of the catering team, adapting to changing priorities and supporting colleagues across different catering operations as required.
- Maintain flexibility to work across a range of catering outlets, hospitality services and operational activities to meet business needs.
- Undertake any other reasonable duties commensurate with the grade of the post as required.

Work Performed (relating to key tasks)

Customer Service

- Deliver a professional, friendly and efficient service to students, staff, visitors, commercial customers and VIPs.
- Serve customers promptly and courteously, ensuring service standards are maintained during busy periods.
- Build and maintain positive working relationships with customers and colleagues.
- Respond to customer enquiries and resolve routine issues, escalating where appropriate.

Cash Handling and Till Operation

- Operate the EPOS/till system accurately and in accordance with University procedures.
- Check and reconcile cash floats at the beginning of each shift.
- Complete required PCI compliance training and follow cash handling procedures.

Food and Beverage Service

- Prepare service areas to ensure they are clean, fully stocked and ready for operation.
- Prepare and serve beverages, including barista-style coffee using semi-automatic espresso machines.
- Prepare simple food items using approved catering equipment and assist with basic food preparation within kitchen areas.
- Report any operational or service issues to the Supervisor promptly.

Cleaning and Food Safety

- Maintain high standards of cleanliness across catering outlets, kitchens, preparation areas and dining spaces.
- Clean equipment, crockery, cutlery and utensils using appropriate methods.
- Dispose of waste safely in accordance with HACCP requirements and University procedures.
- Use cleaning chemicals safely in accordance with COSHH regulations.
- Complete all required food safety, cleaning and due diligence records accurately.

Stock Control

- Monitor and replenish stock levels to ensure outlets remain fully stocked and visually appealing.
- Assist with stock ordering, receipt of deliveries and stock rotation.
- Check and record temperatures of chilled and frozen deliveries.
- Maintain clean, organised storage areas and ensure food is stored safely in accordance with food safety standards.

Restaurant and Hospitality Service

- Provide efficient table service within catering outlets and hospitality events.
- Deliver hospitality services for meetings, conferences, functions and special events across the University.
- Ensure hospitality orders are delivered accurately and on time using the University's hospitality booking system.

Supporting Colleagues

- Provide guidance and practical support to new starters and Hope Works employees during their induction and training.
- Share knowledge and good practice while reporting any concerns regarding performance or conduct to the appropriate supervisor.

Health and Safety

- Comply with all University Health and Safety, Food Safety, COSHH and HACCP requirements.
- Complete mandatory training and all required due diligence documentation.
- Report hazards, accidents and equipment faults promptly.

Service Excellence

- Demonstrate a positive, professional and customer-focused approach at all times.
- Adapt service delivery to meet the differing needs of customers while maintaining high quality standards.
- Act as an ambassador for the Catering Service by promoting an excellent customer experience.

Problem Solving and Continuous Improvement

- Use initiative to resolve day-to-day operational issues and remain calm under pressure.
- Identify opportunities to improve service delivery and contribute ideas to enhance the customer experience.

Team Working and Flexibility

- Work collaboratively with colleagues to support the effective operation of the Catering Service.
- Demonstrate flexibility by working across different catering outlets and hospitality functions as required.
- Respond positively to changing priorities and operational demands.

Personal Development

- Take responsibility for personal learning and development by actively seeking feedback and undertaking relevant training.

General

- Undertake any other duties commensurate with the grade of the post, as reasonably requested by management.

This List is in no means exhaustive and other related tasks can be added.

Materials, resources & equipment to be used
• Electronic Point of Sale (EPOS) tills and cash handling equipment. • Coffee machines and associated barista equipment. • Basic food preparation equipment, including panini presses, toasters, microwaves and other light catering equipment. • Commercial kitchen equipment and dishwashing machines. • Catering utensils, crockery, cutlery, glassware and serving equipment. • Cleaning equipment and chemicals in accordance with COSHH requirements. • Food thermometers and temperature monitoring equipment. • Stock, food products and hospitality supplies. • University hospitality booking and ordering systems, where applicable. • Personal Protective Equipment (PPE) appropriate to the role.
Qualifications / Experience Required
• Basic Food Hygiene Certificate • COSHH Training • Experience of working in a busy catering environment / Ability to learn
Regular contacts (internal / external)
University Staff Students VIPs Other Guests
Staff Reporting to Post holder
None

Person Specification

Criteria	Essential / Desirable	Application / Interview
Qualifications		
GCSE's or equivalent qualification	E	A
Level 2 Award in Food Safety – <i>to hold or obtain within 6 month probation period</i>	E	A
Experience/Knowledge		
Experience within a front facing customer service environment	E	A/I
Experience of providing counter service in a catering, hospitality or retail setting.	D	A/I
Knowledge of food service standards and safe food handling practices.	D	A/I
Knowledge of food allergen legislation and the importance of allergen management.	E	A/I
Skills		
Effective verbal and written communication skills, with the ability to understand and follow written and verbal instructions, communicate with customers and work collaboratively with colleagues.	E	A/I
Demonstrates excellent customer service skills with the ability to provide a professional and positive customer experience.	E	A/I
Proven ability to respond to and resolve customer enquiries and complaints in a professional and effective manner.	D	A/I
Ability to work effectively under pressure in a fast-paced environment whilst maintaining quality and service standards.	E	A/I
Attributes		
Examples of providing a presentable and personable approach to customer services	D	A/I
Evidence of good time keeping	E	A/I
Demonstrable evidence of displaying a calm and efficient under pressure	D	A/I
Examples of working as a team in a fast and pressurised environment	E	A/I

Contact for Queries

Gary Pace
Head of Catering and Conferences
paceg@hope.ac.uk

Conditions of service:

This post is based at Hope Park campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent, subject to the normal probationary period of 12 months.

Pay for this post is £13.45 per hour. Salary is payable monthly in arrears by bank giro credit on and around the 20th of each month.

The annual leave runs from 1st September to 31st August. Holiday entitlement is 28 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

Further Information

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;
- to be a national provider of a wide range of high-quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;
- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony;

- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

Liverpool Hope's Values

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

Equality and Diversity

Consistent with its Mission, Liverpool Hope strives to be a University where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

Health and Safety

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties

Sustainability

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

Benefits of working at Liverpool Hope University

Liverpool Hope offers its employees a full range of benefits:

Pay and Pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

Training and Development

- Induction training for all new staff
- Staff development opportunities

Health and Well-Being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.

Library services

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

Car Parking

All users of University car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us, you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

How to apply

You can download the application form by the link below:

[How to apply](#)

Useful Links

www.hope.ac.uk/lifeathope/welcome

<https://www.hope.ac.uk/gateway/staff/peopleservices/>

www.hope.ac.uk/jobs





LIVERPOOL
HOPE
UNIVERSITY

1844

