

# **Catering Assistant** **RECRUITMENT PACK**

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# Catering Assistant

<b>Directorate</b>	Operations (Commercial Enterprises)
<b>Department</b>	Catering
<b>Reporting</b>	Duty Manager (Catering)
<b>Salary</b>	£12.71 per hour
<b>Contract</b>	Fixed term until 08 November 2026
<b>Number of Vacancies</b>	3
<b>Working Hours</b>	10 hours per week
<b>Working Pattern</b>	2 out of 7 days (including weekends)
<b>Probation Duration</b>	6 months
<b>DBS Check Required</b>	Basic
<b>Holiday Entitlement</b>	30 days plus public holidays (pro rata)
<b>Location</b>	Liverpool (World Museum)
<b>Closing Date &amp; Time</b>	Thursday 28 May 2026 at 12:00 noon
<b>Interviews</b>	Week commencing 01 June 2026

## About the Role

Reporting to the Duty Manager (Catering), you will support the smooth and efficient day-to-day running of the café, working alongside colleagues to maintain a positive and effective working environment and high service standards.

You will also assist the Duty Manager (Catering) in driving sales for the catering business, maximising revenue opportunities, and contributing to the overall profitability of the operation.

## Key Responsibilities

- Cash handling and till work.
- Clean and clear tables.
- Use the dishwasher and return clean products for storage.
- Food preparation and service.
- Customer service.
- Problem solving.

## You'll Be Expected To

- Adhere to the standards expected of all public services as defined by the HM Treasury publication "Managing Public Money". Those standards are honesty, impartiality, accountability, openness, accuracy, reliability, transparency, objectivity, integrity and fairness.
- Assist in developing and implementing our commitment to Equality, Diversity & Inclusion and promote non-discriminatory practices in all aspects of work.
- Continue to grow your knowledge and skills through the undertaking of professional development, which is established with your manager through an annual performance development review.
- Fully understand and adhere to all of National Museums Liverpool's policies, procedures and guidelines in your day-to-day work, including Security, Health

& Safety, Equality & Diversity and Safeguarding. You will also actively uphold the Museums Association Code of Ethics.

- Perform additional duties from time to time, as required.

### **People Management**

- No people management responsibilities.

### **Impact & Influence**

- Responsible for ensuring that café standards are upheld to assist Commercial Enterprises' strategy in providing excellence.
- Help to achieve National Museums Liverpool's strategic aim of generating income to support the organisation through commercial business.

### **Decision Making**

- Day to day decision making that is in line with company standard operating procedure.

### **Communication & Networking**

- Liaise daily with Duty Managers (Catering), team leaders and other team members.
- Work with the Head of Catering and Head of Kitchens to provide the daily offer, as required.
- Work with the Duty Manager (Catering) and Kitchen Manager to deal with any issues or problems which may arise.

### **Resource Management**

- Ensure all stock is held at an acceptable level and rotated correctly.
- Liaise with the Duty Manager (Catering) and Kitchen Manager on any stock ordering.

### **Qualifications**

- No formal qualifications required.

### **Experience & Knowledge**

- Strong customer service experience would be beneficial.

### **Skills**

- Cash handling skills.
- Good communication skills.
- Good people skills.
- Proficient using Microsoft Office 365 applications (i.e., Microsoft Word, Outlook, Excel, and PowerPoint).

## Behaviours & Competencies

- Ability to work well within a team.
- Enthusiastic and motivated.
- Organised.
- Professional.
- Confident and with a positive customer-focused attitude.

## Additional Information

- Location: Liverpool (World Museum) will be the main place of work, but you may be required at times to cover other National Museums Liverpool public-facing venues, in line with operational needs.

We work in line with the Disability Confident scheme and are committed to actively promoting and implementing equality of opportunity in all that we do. We value diversity and treat everyone fairly and equally. We ensure our recruitment process is inclusive and accessible, and we welcome applications from all backgrounds. We support our staff through unexpected life changes by providing an Employee Assistance Programme and reasonable adjustments that enable continued employment.

This job description is a guide to the nature of the work required of the prospective employee. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.

## Employee Benefits

- 35% staff discount in all our Cafés
- 25% staff discount in all our Shops
- Employee Assistance Programme
- Employee Recognition Schemes (including a Good Deed Feed)
- Employee Benefits Portal: High Street discounts, retailer discounts, locally negotiated discounts, Cycle to Work Scheme, Travel Loan Scheme, Eyecare Scheme and Smart Pay Scheme
- Comprehensive training and development

## Staff Groups & Committees

- Equality Diversity & Inclusion (EDIG)
- Global Ethnic Majority (GEM)
- Disability & Mental Health
- Emeriti
- LGBTQ+
- THRIVE Engagement
- Ethics
- Environmental & Sustainability Taskforce

## How to Apply

If you're still interested in becoming part of National Museums Liverpool, then what are you waiting for? You can apply for this role through our online recruitment platform before the closing date.

Don't forget to provide an up-to-date CV along with a supporting statement completed within the application form that outlines why you're suitable for this role – highlighting relevant experience, knowledge and skills in response to the requirements set out in the recruitment pack above.

If you require an alternative method of application, or assistance with our online recruitment platform, please contact the People Team at [Recruitment@liverpoolmuseums.org.uk](mailto:Recruitment@liverpoolmuseums.org.uk).

Candidates who have concerns about the recruitment or selection process, including potential breaches of our policy or issues relating to fairness, accessibility, safeguarding or conduct, should raise these with the People Team in the first instance via the email address above. Concerns will be handled sensitively, reviewed promptly, and responded to in line with National Museums Liverpool's commitment to fair and transparent resourcing practices. Where appropriate, matters may be escalated in accordance with our wider governance and safeguarding procedures.

# Get to know us

Our people are at the heart of National Museums Liverpool and each employee makes a difference every day. Together we create memorable experiences for everyone and challenge expectations.

We pride ourselves on being a place for everyone where we can be our true selves in a supportive environment to do our best work. We are always aiming higher, aspiring to be more representative of the communities we serve and through our people, we are building a culture which embeds trust, respect, and inclusion helping us to evolve as an organisation every day.

With seven extraordinary museums and galleries housing and caring for 4m+ objects of international importance, exciting exhibitions, exquisite events, and imagination-inspiring learning we're certainly never dull. We hold in trust and safeguard some of the world's greatest museum collections, which are universal in their range – everything from archaeology and ethnology, natural and physical sciences, fine and decorative arts, maritime, social, and industrial history.

Whether you work in our shops and cafes, at our events, in our visitor experience, engagement, producing and communicating teams, curating, or caring for our collections you can be sure of an interesting, engaging and encouraging environment in which to thrive and be proud of.

You should find everything you need in this recruitment pack to help you decide whether you share our values and possess the right skills, experience, and knowledge to be successful in this role. Don't forget to explore [liverpoolmuseums.org.uk](https://liverpoolmuseums.org.uk) where you'll find a whole host of other information that will help you discover more about who we are and what we do.

We look forward to receiving your application.

**Laura Pye**  
Director

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# Mission

To create memorable experiences, for everyone, challenging expectations.

# Vision

National Museums Liverpool is a group of very different and wide-ranging museums and galleries. Established more than 150 years ago as a complement and counterbalance to the museums in London, it was brought together in 1986 as a nationally funded group, as a symbol of hope and regeneration and because of the global importance of our collections.

We are seven exceptional museums and galleries, sharing important stories from ancient times to today through our more than four million objects.

By 2030, we want to be the best museum “league” in the world. A league recognised as the best of the best—like the Champions League, the NFL, or the Premiership—we want our museums and galleries to be places that everyone wants to see and that all stakeholders want to be associated with. In our buildings and online, we will have world-class displays and engagement programmes that make everyone feel welcome. “Off the pitch”, our world-class collections and colleagues will be supported to be their best and given great facilities. We will embrace the fact that each “team” in our league is unique, with its own fan base and individual stars. Collectively, we want to be a league that all museums will aspire to be part of and that is recognised externally as a leading example.

## In delivering this vision by 2030...

- we will have the most representative audience and colleague profiles within the museums sector in the UK.
- we will engage over ten million people each year: more than four million visitors to our museums and galleries and a further six million through digital engagement, touring exhibitions and outreach.
- we will be a place where people want to work, are happy to work and proud to work together.

- we will generate over £50,000 a day, more than half our turnover, through commercial business, grants and gifts.
- we will ensure that we provide great facilities to look after our valuable collections and colleagues, with accommodation fit for the next 30 years.
- we will encourage all schools in the Liverpool City Region to visit at least one of our museums and galleries each year.
- we will celebrate the unique identities and collections of our museums and galleries, play to their strengths and delight their different audiences.
- we will be recognised as a valued leader of cultural and economic growth for the city, the city region and the north of England, and as one of the world’s finest museum groups.

# Aims

To achieve our mission and vision we will focus on six strategic aims:

- Be more representative
- Be more self-sufficient
- Provide memorable experiences
- Partner and influence
- Engage and empower
- Be more sustainable

We recommend reading our Strategic Plan to find out more about our ambition.

## Useful Links

- [Our Story](#)
- [Our Venues](#)
- [Strategic Plan & Annual Performance](#)
- [Senior Staff](#)
- [Board of Trustees](#)
- [RESPECT Group](#)
- [Partnerships](#)
- [Reports & Policies](#)