

Vacancy ref: 5658

Estates Development and Campus Services
Catering
JOB DESCRIPTION

Title:	Catering Admin Support Officer
Department:	Catering (Estates Development and Campus Services)
Grade:	Grade 4
Salary:	£25,179 - £26,615 per annum
Hours:	Full Time
Contract Length:	Permanent
Reporting to:	Catering Operation Manager
Location:	John Foster Building, Mount Pleasant, although staff may be asked to work in any location within the University.
Introduction:	The appointed person will be expected to make broad contributions to the Catering by provide administrative support across the Department.

Purpose of the role
The appointed person will be required to deliver a wide range of administrative duties to support the smooth running of the service, this include supporting both operation of systems, the management team and our customers.

Duties
The post holder will: • Provide administrative support across the Department. Maintain systems and complete all necessary administrative tasks. • Provide administrative support to managers within the Catering Team. • Provide administrative support to the Head of Catering in the administration of the Hospitality bookings, receiving orders and processing and liaising with customers • Produce reports as required from information systems. • Provide administrative support to the Head of Catering in the development of food costing • Provide general minute taking transcription and distribution of necessary papers.

- Processing of timesheets and production of annualised hour statements
- Printing, photocopying, scanning and distribution of documents. Opening and distributing mail, progressing actions as required.
- Deal with enquiries over the telephone, via social media, email or in person, taking messages and resolving queries.
- Administration of social media account, with the support of Catering managers
- Order stationery, consumables, catering, products and any other materials required by the department, ensuring invoices are processed in a timely manner
- Maintain diary management systems; administer bookings and responding to enquires.
- Providing support to the Head of Catering in the administration of the TUCO online order system
- Provide IT related support producing documents, spreadsheets and plans utilising Microsoft Office software.
- Forward-plan meetings including scheduling meetings, booking rooms, ordering hospitality, preparing & copying documentation and making arrangements to ensure accessibility as and when required.
- Carry out any other duties, as requested by the Head of Catering.
- Work collaboratively alongside all staff to ensure engagement with cross-functional teams, in order to maximise efficiency and customer service.

Values and Regulations

- Any other duties commensurate with the grade as deemed necessary by the Director of Campus Services.
- A commitment to LJMU's values and regulations and Diversity and Inclusion Policy.
- Commitment to adhere to and promote the ethos of Respect Always as set out in the Respect Always Charter.
- Liverpool John Moores University recognises and is aware of its Social, Economic and Environmental responsibilities. The post holder is required to minimise the environmental impact in the performance of the role, contribute to (and supervise if applicable) the implementation of environmental improvement measures and actively contribute to the delivery of LJMU's Environmental Management, Energy Management and Sustainability Policy Statement, and the Climate and Sustainability Plan.
- The post-holder's mandatory Health and Safety responsibilities, which have been agreed by the University's Executive Leadership Team, are contained in Section 2 of the University's Safety Management Code of Practice (MCP1) Organisation for the

Implementation of the Health and Safety Policy. The post-holder's mandatory Environmental Management responsibilities are contained in Section 2 of the University's Environmental Management Code of Practice (ECP1) Organisation for the Implementation of the Environmental Management and Sustainability Policy.

- For some of your activity, from time to time, you may be required to contribute to externally funded projects such as research or EU projects.

November 2026

PERSON SPECIFICATION

The person specification describes the skills, experience, knowledge and aptitude required to perform the duties of this post effectively. The criteria order listed should not be taken to imply their relative importance. Both paid and unpaid experience may be relevant.

Essential Factors	Evidence
5 GCSE's at grades A - C or equivalent qualification, or proven track record of previous work experience in a relevant role.	A, I
Relevant experience in an administrative or a supporting role, actioning various administrative tasks.	A, I
Previous experience of using financial systems	A, I
Experience of using Microsoft Excel	A, I
Relevant experience in minute / notetaking and transcribing to support Departmental team meetings.	A, I
Relevant experience in arranging events and / or supporting events and overseeing other logistics such as bookings and hospitality.	I
Experience of delivering excellent customer service.	A, I
Experience in using Microsoft Office applications.	I
Experience in updating and maintaining information systems.	I
Excellent IT skills.	A, I
Can demonstrate a problem-solving approach.	I
Show evidence of continuing professional development since initial qualification.	I
Ability to maintain confidentiality and discretion, with a professional approach, at all times.	I
Ability to demonstrate initiative, with a flexible approach.	I
Ability to pay attention to detail and with accuracy.	I
Ability to work with minimum supervision.	I
Ability to meet various deadlines.	I
Commitment to LJMUs values and regulations, including the Diversity and Inclusion Policy.	A, I

Desirable Factors	Evidence
Previous experience in a Catering based administration role	A, I
Previous experience of administration a social media account	A, I
Experience in both public and private sectors.	A, I
Experience in the education sector, liaising with senior academic and professional staff.	A, I

A = Application I = Interview P = Presentation T = Test C = Certificate

BENEFITS OF WORKING FOR US

Financial benefits: Competitive salaries based on a low contractual 35 hour working week.

7.1% employer pension contributions for non-academic staff enrolled in the Local Government Pension Scheme (LGPS). This is a temporary reduction from the previous rate of 17.5%, effective from April 2026, following the Fund's triennial review. The reduction reflects the Fund's current surplus and improved financial position. This does not affect your pension benefits, which are determined by LGPS scheme rules rather than the level of employer contributions.

28.68% employer contribution to pensions for teaching staff enrolled into the Teachers' Pension Scheme (TPS).

Work life balance: Excellent annual leave provision.

30 days for support staff and 35 days for staff and senior managers grade 8 and above.

8 UK bank holidays and up to 5 University closure days between Christmas and New Year.

Family friendly policies and a range of benefits to support including job-shares, flexible working hours and part-time roles where possible.

Health and wellbeing: Regular wellbeing support initiatives throughout the year.

Access to a trained counsellor via Employee Assistance Programme (EAP).

Plus a programme of activities and range of support and resources to help look after your mental and physical wellbeing.

Career Benefits: Continuous development opportunities to enhance your knowledge and meet your career ambitions, including LinkedIn Learning.

Making a difference: LJMU Climate Action - be at the forefront of initiatives to tackle climate change.

Share experiences and challenge unfair practices with our Diversity and Inclusion Staff Networks.

Opportunity to volunteer at graduation ceremonies, clearing and open days.

Discounts and other benefits: A reward and benefits platform, giving savings on day-to-day purchases across a range of retail outlets.

Interest free loans repayable across twelve monthly instalments, including loans for annual travel season tickets and cycle to work scheme.

Massively discounted gym and fitness classes at the **University Sport Building.**