

JOB DESCRIPTION



JOB TITLE	Catering Assistant (Retail)
DATE	May 2026
DIVISION	Public FM
SITE / OFFICE	
REPORTS TO	

ROLE OVERVIEW

As a Catering Assistant, you will support the delivery of a high-quality retail food and beverage service, serving staff, visitors and customers with freshly prepared food and drinks. You will help create a welcoming, efficient and well-presented retail environment while delivering excellent customer service.

This is a hands-on, customer-facing role, requiring strong communication skills, attention to detail and the ability to work efficiently in a busy setting.

KEY TASKS & RESPONSIBILITIES

- Serve freshly prepared food and drinks to customers in a friendly and professional manner
- Prepare and serve hot and cold beverages, including specialty drinks where required
- Ensure retail counters, displays and food outlets are fully stocked and attractively presented
- Maintain cleanliness and hygiene across service, dining and retail areas
- Wash crockery, cutlery and equipment, ensuring items are clean, safely stored and handled to prevent breakages
- Engage positively with customers, responding to queries politely and professionally in person and over the phone
- Follow HACCP, food safety and hygiene procedures at all times
- Monitor and record temperature controls in line with food safety requirements
- Use catering equipment safely and correctly
- Work as part of a team to ensure smooth service during busy periods

QUALIFICATIONS, SKILLS & EXPERIENCE

- Right to Work in the UK and willingness to undergo a DBS check.
- Experience in a catering, food production or healthcare food service environment (desirable but not essential)
- Ability to follow written instructions, menus and picking sheets accurately
- Good attention to detail, particularly where dietary requirements are concerned
- Physical capability to undertake repetitive manual tasks for extended periods
- Understanding of food hygiene and safe food handling practices
- Ability to work effectively as part of a team in a fast-paced environment
- Reliable and professional approach to work

Desirable:

- Level 2 Food Safety / Food Hygiene Certificate (or willingness to complete training)
- Experience working within Facilities Management (FM), healthcare or contract catering environments

WORKING ARRANGEMENTS

This <permanent / part-time / full-time / casual> position will be based at <site/location>, working <shift pattern / hours>.

ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: