Job Vacancy Information Pack

Post: Hive Catering Supervisor

Job Reference: EX693 (please quote on application form)

This pack contains all the information you need to know when applying for a vacancy at Yorkshire Wildlife Park, included in the sections below:

1. Important Information
   - Useful information about the recruitment process, equal opportunities, company & departmental information.
2. How to apply
   - Accepted methods of application and how to submit.
3. Application form
   - Yorkshire Wildlife Park encourages green practices. Please reduce your ecological footprint by completing the form electronically and returning via email.
4. Job Description
   - A breakdown of the vacancy and what is expected from the successful applicant.
5. Job and Person Specification
   - A list of essential and desirable criteria for the post.

Important Information

The Organisation

Thank you for your interest in our advertised vacancy. Since its opening in 2009, Yorkshire Wildlife Park has evolved to become the UK's number 1 on-foot safari. We feature walkthrough exhibits that take the guest directly into the world of the animals. A dynamic centre for conservation and welfare, the park currently has around 475 animals across 60 different species. We aim to provide a quality, value for money experience that excites and inspires our guests.

Equal Opportunities

Yorkshire Wildlife Park is committed to equal opportunities in all aspects of recruitment and employment.

Job descriptions and person specifications define the qualification, experience and other skills required for the post and will only include those factors which are necessary and justifiable on objective criteria for the satisfactory performance of the job.

As part of our commitment to equal opportunities we are monitoring job applications for equality purposes. To help us in our endeavours we ask you to complete an equal opportunities monitoring form at the end of the job application form. The equal opportunities monitoring form will be detached from your application form, stored separately and used solely to provide statistics for monitoring purposes.

Yorkshire Wildlife Park's Mission Statement

To create a dynamic, interactive experience and regional centre of excellence for the conservation of biodiversity globally and locally that is sustainable both for the environment and the business. To promote a wider understanding of the natural world and inspire generations to support and protect the world around them.

Hospitality at Yorkshire Wildlife Park & The Yorkshire Hive

Hosting a wide array of eateries, ranging from takeaway outlets and ice cream kiosks to themed and fine dining, there is a role that suits everyone within our diverse and energetic hospitality team. The team work in a dynamic and fast paced environment to provide the very best food and beverage experience for our guests.

Wilds Bistro

Wilds Café-Bistro is an exciting new contemporary destination at the Yorkshire Hive. Our informal Café-Bistro with a buzzing atmosphere is open from morning till late. Delicious breakfast, lazy lunches, afternoon tea and dinner or just a coffee and cake, there is something for everyone, at any time. It offers a relaxing pause in the day for visitors to the Wildlife Park or the Hive, or a casual dining venue in the evening for an inviting atmosphere and great service, for an inspirational signature dish in the bistro, or a snack at the bar or on the sunset terrace overlooking the Park.

Wilds Café-Bistro is open to visitors to the Hive, to the Yorkshire Wildlife Park and is the main restaurant for guests at the Hex Hotel.

Use of Curriculum Vitae (CVs)

Our policy is to recruit and employ our employees on the basis of their suitability for the vacancy.

An application form allows us to compare individuals based on the same criteria and as such we do not accept a CV unless it is accompanied by a fully completed application form.

Shortlisting

To ensure that the people we employ are matched to the role and our business aims, we operate a robust shortlisting procedure which involves a two-stage interview process. Candidates should ensure before they apply for a position with YWP, that as a minimum they meet the essential criteria outlined in the person specification.

Due to the volume of applications we receive, it is our policy not to inform candidates who have not been shortlisted to interview stage. If you do not hear from us within one month of the closing date, we will have decided not to take your application any further.

Pre- employment Checks

All offers of employment are made subject to the following criteria:

Proof of eligibility to work in the UK and two satisfactory references.

How to Apply

All applicants are required to fully complete the YWP application form in order to be considered for any vacancy. You should refer to the person specification when completing Section 5 of the application form as this is the criteria, we use to measure you against.

Complete application forms should be returned to the HR Department by midnight of the closing date specified. Late applications will not be accepted under any circumstance.

Yorkshire Wildlife Park promotes green practices, please support us in our endeavours by completing the application form electronically and returning via email.

A CV can be used as a supportive document to the application form but cannot be used to replace any part of the application form. Applicants who have used their CV to replace parts of the application form will have their application rejected.

Complete application forms should be returned to the HR Department via email:

recruitment@yorkshirewildlifepark.com

Application Form

The YWP application form is available to download from the vacancies page of our website in pdf and word format.

Job Description

Job Title: Hive Catering Supervisor

Reporting to: Hive Catering Operations Manager

Department: Catering

Primary Responsibilities

Supervision of the Hive team to provide an experience that makes our guests day; ensuring that exemplary standards of food hygiene and presentation are consistently demonstrated. Lead by example in every aspect ensuring the outlets run efficiently and smoothly.

Key Work Objectives

- Ensure all staff are in the correct section
- Responsible for overseeing all activities within the outlet as the most senior member of staff.
- Ensure all areas of the unit are set up in time for the units agreed opening time.
- Deal with any customer complaints in a discreet and courteous manner.
- Ensure all catering staff are presented in accordance with the company's Personal Presentation Policy.
- Ensure all compliance paperwork (both legal and internal) is completed thoroughly and submitted in a timely fashion.
- Ensure food is prepared in accordance with cooking procedures and temperature checks are carried out and recorded by staff members as appropriate.
- Responsible for the upkeep of YWP Food Safety policy to achieve 5 star EHO standards. Book the team on level 2 food hygiene as required.
- Ensure all timesheets are completed in accordance with the guidance supplied by the payroll cut off.
- Report any misconduct or performance issues to the Hive Catering Operations Manager as soon as they arise.
- Complete daily operational spot checks in the outlet to ensure exemplary standards are maintained, report any issues to the Hive Catering Operations Manager if you are unable to resolve these yourself.
- Assist with the induction of new Catering staff as required.
- Responsible for stock management within the outlet through daily requisitions, inputting wastage, inter unit transfers, completing a monthly stock count and fully investigating losses.
- Assist the Hive Catering Operations Manager in implementing systems and protocols, ensuring they are delivered every day and that standards are maintained.
- Provide on the job coaching to the team, ensuring all equipment training is completed and upselling techniques flow throughout the team.
- Responsible for controlling the supervisor's area of responsibility in times of emergency procedure implementation.
- Ensure any units serving alcohol fully comply with the alcohol license and follow Challenge 25 at all times
- Support the wider team with any events, functions, pop ups and temporary units
- Support the management team to ensure service is exceptional at all times

General

- Maintain the highest levels of professionalism, service and personal appearance at all times.
- To be responsible, along with other staff members, for compliance with health and safety regulations for staff and visitors.
- Undertake any other reasonable duties which may be requested of you by the management team.

Job Specification

Job Title:	Hive Catering Supervisor
Reporting to:	Hive Catering Operations Manager
Working Hours:	Basic of 32 hours per week; to include evenings, weekends and Bank Holidays.
Hourly Rate:	£13.35 per hour
Contract:	Permanent (subject to the successful completion of a probationary period)
Purpose of role:	Support the Management team with running a fast-paced front of house operation

Main Duties & Responsibilities:

- Driving sales.
- Leading by example.
- Maintaining excellent levels of food and drink quality.
- Deliver exceptional customer service.
- Training, and development of the restaurant team.
- Maintaining Health & Safety Standards.
- Opening and closing the Bistro to a high standard in the absence of a manager.
- Confidently running shifts in the absence of a manager.
- Communicating any issues between the team and management.

Candidate:

The ideal candidate will have previous experience in a supervisory role in a high-volume restaurant or bar and enjoys working in a high energy vibrant environment. They will be passionate about driving sales and delivering exceptional food and drink quality along with going above and beyond customer expectations. They will thrive on leading a large team and want to be instrumental in the ongoing development of all aspects of the offer.

Start Date: As soon as possible

Closing date for applications: Thursday 19 November 2026

Person Specification

Job Title: Hive Catering Supervisor

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Supervisory Experience	E
Hospitality industry	E
Leading a team	E
Skills/ Abilities	
Good communicator – verbal & written	E
Passion for food, drink and guest service	E
Training	D
Ability to work flexible hours including evenings and weekends	E
Knowledge	
Food & Beverage	E
Staff & self-development	E
Stock management	D
Qualifications	
GCSEs or equivalent	D
Level 2 Food Hygiene	D