



Job Vacancy Information Pack

Post: Room Attendant

Job Reference: EX671 (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.

Hex Wildlife Hotel at The Hive - Yorkshire Wildlife Park

The Hive is the exciting leisure and entertainment hub situated at the entrance of Yorkshire Wildlife Park. Consisting of Evolution (Experiential Restaurant), Uproar! (Playbarn), and Wilds Café Bistro, as well as an extensive retail offering.

The Hex Wildlife Hotel opened in April 2022, with a further 30 rooms opening in December 2024, taking the property up to 104 rooms. We are thrilled to have been a recipient of the 2024 Tripadvisor Travellers Choice Award and the Booking.com Traveller Review Awards for 2 successive years. We strive to ensure that every guest has an exceptional time whilst staying with us and as part of our housekeeping team you will play a key role in that. With a mix of standard king and twin rooms, family rooms, and suites, at Hex Wildlife Hotel we try to offer the ideal room type for every traveller.

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 and are available to attend interviews on the dates outlined on the job 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 the below means:

Email: recruitment@yorkshirewildlifepark.com

And if email is unavailable

Post: HR Department, Yorkshire Wildlife Park, Brockholes Lane, Branton, Doncaster, DN3 3NH

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: Room Attendant
Reporting to: Head Housekeeper
Department: Hex Wildlife Hotel

Primary Responsibilities

To deliver with pride the professional cleaning and servicing of Hex Wildlife Hotel and presenting a clean, friendly, and welcoming environment to deliver exceptional guest satisfaction.

Key Work Objectives

A room attendant at Hex Wildlife Hotel takes pride in the key role they play in delivering the unforgettable memories we constantly strive for our guests to take away with them.

A room attendant undertakes the below tasks with due care and attention:

- Changing bed linen and making beds
- Replacing used towels
- Sweep and mop floors
- Vacuum carpets
- Dust furniture
- Replenishing in-room toiletries
- Restocking in-room hospitality tray amenities
- Cleaning public areas, like corridors & lobby areas
- Reporting any technical or maintenance issues
- Assisting with any guest queries in a pleasant and friendly manner
- Accurately recording and lost property
- Ensuring all assigned rooms/areas are clean and tidy by the end of the shift
- Working within set room time guidelines to achieve productivity goals
- Following hotel security guidelines

General

- Maintain high levels of professionalism, service, and excellent grooming standards.
- Undertake any other reasonable duties which may be requested of you by the management team.
- To be responsible, along with other staff members, for compliance with health and safety regulations for yourself, other staff and guests.



Job Specification

Job Title:	Room Attendant
Reporting to:	Head Housekeeper
Working Hours:	There are a variety of part-time positions available. Typical working hours are between the hours of 08:30 – 16:30 and may vary by day of week. Shifts will be scheduled in accordance with business requirements and will include regular weekend, evening and bank holiday work. Weekend only hours are also available.
Gross Hourly Rate:	Age 16-17 years £9.20 Age 18-20 years £10.85 Age 21+ years £12.75
Contract:	Permanent (subject to the successful completion of a probationary period)
Purpose of role:	To deliver with pride the professional cleaning and servicing of Hex Wildlife Hotel and presenting a clean, friendly, and welcoming environment to deliver exceptional guest satisfaction.

Main Duties & Responsibilities:

- Servicing hotel rooms to a consistently high cleanliness standard
- Cleaning public areas
- Reporting any technical or maintenance issues

Candidate:

- Great attention to detail.
- Good time management.
- Positive attitude.
- Motivated and a confident independent worker.
- Previous experience desirable but not essential.



Start Date: April 2026

Closing date for applications: Sunday 29 March 2026



Person Specification

JOB TITLE: ROOM ATTENDANT

Assessment Criteria	Essential (E) Desirable (D)
Experience	
6 months previous experience in a room attendant/housekeeping role	D
Skills/ Abilities	
Passion to produce consistently high cleanliness standards	E
Attention to detail	E
Able to work independently	E
Time management	E
Knowledge	
COSHH	D
Health & Safety	D
Qualifications	