



Job Vacancy Information Pack

Post: Food & Beverage Assistant

Job Reference: **EX466 (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 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 400 animals across 70 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.

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 Specification

Job Title:	Food & Beverage Assistant
Reporting to:	Restaurant/ Outlet Manager or Supervisor
Working Hours:	Various contracts are available ranging from of 8 – 40 hours per week. Flexible working options are available in line with business requirements (Please indicate in Section 5 of the application form your weekly hours preference)
Hourly Rate:	Age 16-20 years £8.23 Age 21+ years £9.68
Contract:	Permanent (subject to the successful completion of a probationary period)
Purpose of role:	To work as part of a busy hospitality team to provide a quality food and beverage service to our guests.

Main Duties & Responsibilities:

- Duties may include any of the following; till operation, food service, hosting, clearing tables, barista service, table service, bar service and general cleaning duties.
- Ensure that all guests receive excellent guest care.
- Comply with protocols and procedures to ensure the smooth running of the catering facility.
- Ensure compliance with health and safety and food hygiene standards at all times.

Candidate:

- Able to work under pressure and to a tight schedule.
- Excellent interpersonal skills.
- Excellent customer facing skills.
- Enthusiastic and positive approach.
- Must be flexible and able to work during some of our peak times which include weekends, bank holidays and school holidays.

Start Date: May/ June/ July 2022

Closing date for applications: Sunday 22nd May 2022

Interviews: Dates to be confirmed



Person Specification

JOB TITLE: FOOD & BEVERAGE ASSISTANT

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Previous experience working in a busy hospitality facility	D
Previous experience working within a customer facing role	D
Skills/ Abilities	
Ability to work under pressure to meet challenging deadlines	E
Must be flexible with the ability to multi-task	E
Team player with the ability to use own initiative and work unsupervised	E
Good communication skills	E
Positive and enthusiastic approach with a good attention to detail	E
Keen to learn new skills with the ability to thrive within a fast paced and dynamic environment	E
Knowledge	
Basic food hygiene and health and safety awareness	E
Qualifications	
Level 1 Food Hygiene Award	D
GCSE (or equivalent) level in Maths and English	D