



Job Vacancy Information Pack

Post: Deputy Park Catering Operations Manager

Job Reference: EX680 (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 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 opportunity 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.

Catering at Yorkshire Wildlife Park

The Catering Department at Yorkshire Wildlife Park manages multiple eating outlets ranging from fast food restaurants, ice-cream kiosks, takeaway outlets and restaurants providing fresh, locally sourced foods made to order. 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 based on 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 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: Deputy Park Catering Operations Manager

Reporting to: Park Catering Operations Manager

Department: Catering

Primary Responsibilities

The Deputy Park Catering Operations Manager leads from the front, managing the day today operation of wildlife park Catering. Responsible for driving sales and standards of work with the supervisory team to facilitate continuous improvement of the offer, whilst ensuring that all the correct processes and procedures are always followed. They will inspire and direct the team to deliver a fantastic experience for all guests.

Key Work Objectives

- Develop and support a one team culture.
- Responsible for the delivery of EHO requirements; ensuring paperwork is complaint and up to date.
- Complete daily operational checks and address any issues in a timely manner. Update any checklists, cleaning rotas, etc as required.
- Provide resolutions to any guest complaints in accordance with company procedure.
- Ensure all park catering team members are trained and have great product knowledge.
- Ensure all KPI's are controlled within the business to company budget.
- Oversee that all rotas are completed a minimum of three weeks in advance.
- Manage front of house stock levels and keep par levels up to date.
- Ensure strong compliance on all health and safety policies and procedures.
- Support the senior management team with the rollout of new menus.
- Highlight any till or menu issues to the Catering Operations Manager.
- Appropriately and promptly manage employee relations issues in line with guidance provided by the Catering Operations Manager and HR Department.
- Complete daily paperwork required and ensure that relevant team members are trained to complete this in your absence.
- Work with other departments to ensure the best experience for our guests and teams. Maintain a safe and secure environment for all.
- Support the senior team to develop drinks menus, specials and service standards.
- Ensure all invoices are entered correctly, any new PLUs are created and stock count is accurate and on time every month.



- Meet challenging financial targets in line with budgets.
- Support the Park Catering Ops to lead any functions, special events in the Hive
- Collaborate with other departments to ensure conferences, events and functions are delivered to an exemplary standard.

General

- Maintain high levels of professionalism, service, and personal appearance.
- Undertake any other reasonable duties which may be requested of you by the senior management team.
- Responsible for compliance with food safety regulations.
- Maintain high levels of professionalism, service and personal appearance.
- Assist other departments in their duties as and when required as directed by the senior management team.
- To be responsible, along with other team members, for compliance with health and safety regulations for staff and visitors.



Job Specification

Job Title: Deputy Park Catering Operations Manager

Reporting to: Park Catering Operations Manager

Working Hours: Average basic of 40 hours per week, to include evenings, weekends and bank holidays

Salary: Competitive

Contract: Permanent (subject to the successful completion of a probationary period)

Purpose of role: Support the Park Catering Operations Manager to deliver exemplary service and develop a first-class team.

Main Duties & Responsibilities:

- Develop, lead and support a one team culture.
- Ensure all front of house team members are trained, have great product knowledge and are passionate about delivering exceptional customer service.
- Day to day operational management of the business.
- Ensure all invoices are entered correctly, any new PLUs are created and stock count is accurate and on time every month.
- Meet challenging financial targets in line with set budgets.
- Work with other departments to ensure the best experience for our guests and teams.
- Maintain a safe and secure environment for all.

Candidate:

The ideal candidate will have previous management experience working in a high-volume food and drink business and will love working in a high energy, vibrant and diverse environment. They will be passionate about driving sales and delivering exceptional food and drink quality. They will prosper in a hands on, operational role (this is most definitely not an office job!) and enjoy working with new concepts, pop ups, functions and large events. They will thrive on leading and developing a large team from the front. They are an integral part of the operational team, and their professionalism means they deal with any people issues quickly and efficiently.

Start Date: As soon as possible

Closing date for applications: Sunday 30th August 2026



Person Specification

JOB TITLE: Deputy Park Catering Operations Manager

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Management experience working in high volume catering sites	E
Training and development of a large team	D
Food and beverage menu development	D
High volume food and beverage sales	E
Customer service and complaint resolution	E
Skills/ Abilities	
Good communicator – verbal & written	E
Passion for great service with a great team	E
Training and development of a large team	D
Systems: EPOS, Team scheduling, Stock Management	E
Highly organised	D
Superior leadership and organisational skills	D
Knowledge	
Food & beverage service	E
Team & self-development, motivation & leadership	E
Stock management and rota systems	E
Profit & loss account/income statement	D
Employee relations matters	D
Creating training tools and manuals	D
Industry trends and processes	D
Health and safety and food safety legislation	D
Qualifications	
Personal License Holder	D
GCSE grade C or above or equivalent qualification in Maths and English	E
Diploma and/or Degree in Catering, Hospitality or Business-related subject	D
Level 2 Award in Food Safety for Catering	D