



Job Vacancy Information Pack

Post: Guest Experience Assistant

Job Reference: EX564 (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.

Yorkshire Wildlife Park's £50 million expansion has seen a 150-acre expansion of the existing site. This includes new animal reserves, lakes and landscaping and along with The Yorkshire Hive that has retail, restaurants and a destination hotel.



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.

Guest Experience at Yorkshire Wildlife Park

The Guest Experience Department is responsible for the welcome and admission of all visitors to the park. With over 30 team members, the department handles face to face enquiries, selling and administering annual memberships and selling animal experiences. The department also delivers special events, including summer concerts, Winter Illuminations, our Halloween spectacular and more.

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:	Guest Experience Assistant
Reporting to:	Guest Experience Manager/ Supervisor
Department:	Guest Experience

Primary Responsibilities

To ensure all customers are dealt with efficiently and professionally by handling payments and ticketing in an efficient and accurate manner. Ensure all bookings are recorded accurately and payments collected promptly. To promote experiences, annual membership, and adoptions wherever possible. To be responsible for creating a positive and professional impression of Yorkshire Wildlife Park.

Key Work Objectives

- Ensure all visitors are greeted on arrival and issued with information relevant to their visit.
- Make sure that each guest is treated in a friendly and welcoming manner.
- Responsible for admitting guests and selling tickets for park admission efficiently and accurately.
- Make sure that each guest receives great customer service, that is tailored to their needs.
- Process all transactions following the agreed procedures.
- Work in a variety of locations across the park throughout the day, in all weather conditions.
- Ensure work areas are kept clean and tidy and clear of obstruction.
- Responsible for using tills and computer systems accurately, as directed.
- Ensure telephone calls are answered promptly and handled as required.
- Ensure supplies of products and visitor information are restocked throughout the day.
- Manage any queues on busy days in a friendly and efficient manner.
- Work effectively as part of a team and use your own initiative to make sure all customer service actions are delivered smoothly.
- Accurately answer guest questions.
- Acknowledge and thank guests on departure.
- Upsell products confidently, developing a positive relationship with our guests.

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:	Guest Experience Assistant
Reporting to:	Guest Experience Manager/ Supervisor
Working Hours:	There are a variety of part time positions available ranging from 7-20 hours per week. All contracts include weekend work. Please state your weekly hours preference and any restrictions regarding your availability to work in Section 5 of the application form.
Hourly Rate:	Age 16-20 years £8.80 Age 21+ years £10.60
Contract:	Fixed term
Contract Duration:	March – September 2024
Purpose of role:	To ensure all customers are dealt with efficiently and professionally by handling payments and ticketing in an efficient and accurate manner.

Main Duties & Responsibilities:

- Responsible for admitting guests and selling tickets efficiently and accurately.
- Make sure that each guest is treated in a friendly and welcoming manner.
- Make sure that each guest receives great customer service, that is tailored to their needs.
- Process all transactions following the agreed procedures

Candidate:

- Must have excellent customer service skills.
- Happy to work outdoors in all weather conditions. –
- Must have excellent verbal skills and be able to communicate well with members of the public and other team members.
- Confident working as part of a team and using own initiative.
- Excellent attention to detail.
- Thrives working in a very busy, fast-paced environment.
- Flexible and available to work during peak periods including weekends, bank holidays and school holidays

Start Date: March 2024

Closing date for applications: 24 February 2024



Person Specification

Job Title: Guest Experience Assistant

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Previous experience working as part of a team	E
Previous experience of working in a customer facing role	E
Experience of till operations	D
Experience of upselling products and services	D
Skills/ Abilities	
Excellent verbal skills with the ability to communicate with members of the public and other team members at all levels	E
Ability to thrive working in a fast-paced, commercial environment	E
Flexible approach to varying indoor and outdoor working environments	E
Ability to work as part of a team, and confidently use own initiative	E
Demonstrate commitment and enthusiasm	E
Ability to follow agreed procedures	E
Knowledge	
Knowledge of till operation and cash handling	D
Qualifications	
NVQ level two (or equivalent qualification) in Customer Service	D
GCSE A-C level (or equivalent qualification) in numeracy and literacy	D