



## Job Vacancy Information Pack

### Post: Leisure Assistant

**Job Reference: EX480 (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 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.

### **Leisure at Yorkshire Wildlife Park**

Responsible for the maintenance of exemplary on-site cleanliness standards; encompassing tasks such as litter picking, the emptying of bins and servicing of toilet facilities. In addition, the Leisure Department is responsible for assisting with car parking duties during our peak periods. Consistent outstanding customer service is at the forefront of the department's aims and provides the centrepiece for everything we do.

### **Use of Curriculum Vitae (CVs)**

Our policy is to recruit and employ our employees based 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, 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 to the following email address: [recruitment@yorkshirewildlifepark.com](mailto: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:** Leisure Assistant  
**Reporting to:** Leisure Manager/ Leisure Supervisor  
**Department:** Leisure

### Primary Responsibilities

Responsible for the maintenance of exemplary on-site cleanliness standards, litter picking and assisting with car parking duties.

### Key Work Objectives

- Ensure that cleanliness across site is maintained to the set exemplary standard by undertaking a number of cleaning duties including litter picking, emptying bins and floor sweeping.
- Complete facility checks on toilets and hand washing stations throughout the day and undertake cleaning activities as required.
- Responsible for the daily upkeep of the cleanliness of indoor play areas in accordance with COSHH guidelines.
- Ensure that our guests are greeted on arrival and cars are appropriately parked in our car parks.
- Responsible for maintaining a safety overview of children's play areas during busy periods in line with set health and safety protocol.

### General

- Maintain high levels of professionalism, service and personal appearance.
- 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 visitors.



## Job Specification

<b>Job Title:</b>	Leisure Assistant
<b>Reporting to:</b>	Leisure Manager/ Leisure Supervisor
<b>Working Hours:</b>	12 - 30 hours per week to include at least one weekend day. Hours will be scheduled in accordance with business requirements.
<b>Hourly Rate:</b>	£8.23 if you are aged 16-20 years £9.68 if you are aged 21 years or over
<b>Contract:</b>	Permanent (subject to the completion of a probationary period)
<b>Purpose of role:</b>	Ensure that park cleanliness standards are consistently maintained.

### **Main Duties & Responsibilities:**

- Responsible for the upkeep of consistent exemplary daily cleanliness standards across the park by undertaking duties such as litter picking, emptying bins, undertaking routing checks and cleaning toilet and hand washing facilities.
- Ensure the appropriate parking of guest cars on arrival, always providing a friendly greeting.

### **Candidate:**

- Able to work under pressure and to a tight schedule.
- Excellent interpersonal skills.
- Team player with the ability to multi-task.
- Excellent customer facing skills.
- Confident in undertaking daily cleaning activities.
- Must be flexible and able to work during our peak times which include weekends, bank holidays and school holidays.

**Start Date:** As soon as possible

**Closing date for applications:** Sunday 29<sup>th</sup> May 2022



## Person Specification

**Job Title: Leisure Assistant**

Assessment Criteria	Essential (E) Desirable (D)
<b>Experience</b>	
Previous experience working as part of a team.	E
Previous experience working within a customer facing role	D
General cleaning activities	D
<b>Skills/Abilities</b>	
Good verbal skills with the ability to communicate to members of the public at all levels.	E
Excellent time management and organisational skills.	E
Demonstrated commitment and enthusiasm	E
Must be confident working as part of a team or on your own.	E
Problem solving skills with the ability to work under pressure to tight deadlines	E
Must be flexible with the ability to multi-task	E
<b>Knowledge</b>	
Understanding of COSHH regulations	D
<b>Qualifications</b>	
NVQ Level 2 or equivalent qualification in Customer Service	D