



Job Vacancy Information Pack

Post: Summer Campsite Night Porter

Job Reference: EX528 (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.

Camp Lion Yorkshire Wildlife Park

Camp Lion camping provides guests with a traditional wild camping escape in the heart of nature at Yorkshire Wildlife Park, where campers of all ages can enjoy an unforgettable fun family experience under the stars. Guests can enjoy the thrill of a wild sleepover just a stone's throw from incredible animals.

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 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: Campsite Night Porter
Reporting to: Campsite Supervisor
Department: Camp Lion

Primary Responsibilities

To deliver an exceptional guest experience, ensuring the safety and security of camp lion guests throughout the night.

Key Work Objectives

- To provide a warm welcome for our guests.
- Be the guest's first point of contact and respond to any requests or issues in a timely, effective and courteous manner.
- Ensure shift procedures are completed and a thorough handover provided to the day shift.
- Ensure that the public areas always remain clean and tidy including cleaning of the shower and toilet facilities as and when required.
- Report or, if appropriate, deal with any maintenance, health and safety or cleanliness issues.
- Ensure all fire procedures and health & safety procedures are followed by guests.

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 guests.



Job Specification

Job Title:	Campsite Night Porter
Reporting to:	Campsite Supervisor
Working Hours:	Basic of 40 hours per week normally worked between 10pm – 7am over any 5 days.
Hourly Rate:	Age 18-20 years £8.80 Age 21+ years £10.60
Contract:	Fixed Term
Contract duration:	10 th July 2023 – 3 rd September 2023
Purpose of role:	To deliver an exceptional guest experience and ensure the safety and security of guests through the night.

Main Duties & Responsibilities:

- To greet guests with a warm welcome and perform any late arrival check ins.
- Assist guests with any requests they may have during their stay.
- Ensure the safety and security of Camp Lion guests and any employees in the campsite at night by undertaking security and fire checks throughout the night.
- Ensure the public areas always remains clean and tidy.

Candidate:

- Flexible approach to work with a positive 'can do' attitude.
- Great interpersonal skills.
- Able to work independently throughout the night.
- Ability to understand and anticipate guest needs.
- Able to remain calm under pressure and provide resolutions when required.
- To comply with night working rules outlined in The Working Time Regulations 1998, applicants must be at least 18 years of age to be considered for this role.

Start Date: Monday 10th July 2023

Closing date for applications: Sunday 4th June 2023



Person Specification

Job Title: Campsite Night Porter

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Working in a customer facing role	D
Working with a wide range of customers/guests	D
Working in the leisure/camping industry	D
Working outdoors in all weathers	D
Skills/ Abilities	
Passion for delivering exceptional customer service	E
Adept at troubleshooting and providing sound resolutions	E
Confident working alone through the night (applicants must be at least 18 years of age)	E
Excellent communication skills	E
Problem solving skills	E
Attention to detail	E
Able to work independently	E
Knowledge	
Campsite operations	D
Qualifications	
First Aid at Work Certificate	D