Job Vacancy Information Pack

Post: Hex Wildlife Hotel Receptionist

Job Reference: EX695 (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.

Hex Wildlife Hotel at The Hive - Yorkshire Wildlife Park

The Hive is the exciting leisure and entertainment hub situated at the entrance of Yorkshire Wildlife Park. Home to Wilds Café Bistro, The Evolution Experience Restaurant, Uproar! Play barn, Planet Putt, along with an extensive retail offering.

The Hex Wildlife Hotel opened in April 2022 and consists of 104 rooms, with Hex Connect, our conference and events space opening in October 2024.

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 the below means:

Email: recruitment@yorkshirewildlifepark.com

And if email is unavailable

Post: HR Department, Yorkshire Wildlife Park, Brockholes Lane, Branton, Doncaster, DN3 3NH

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: Hex Wildlife Hotel Receptionist

Reporting to: Reception Manager

Department: Hex Wildlife Hotel

Primary Responsibilities

To deliver an exceptional guest experience.

Key Work Objectives

- To provide a warm welcome for our guests
- Respond to guest requests and any issues in a timely manner and in an effective and courteous manner
- Follow all guest billing procedures and ensure accurate invoices and billing
- Ensure all shift procedures are completed and a thorough handover given to the oncoming shift
- Proactively maximise room and upgrade sales
- Liase with other departments to ensure guest, YWP, and local information is kept up to date
- Ensure the reception area remains clean and tidy at all times
- Stay up to date with current and up-coming promotions
- Report any maintenance, H&S, or cleanliness issues to the Duty Manager on shift.

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:	Hex Wildlife Hotel Receptionist	
Reporting to:	Reception Manager	
Working Hours:	37.5 hours per week scheduled in accordance with business requirements (including evenings, weekends, and bank holidays)	
Hourly Rate:	Age 16-17years	£9.20
	Age 18-20years	£10.85
	Age 21+ years	£12.75
Contract:	Permanent (subject to the successful completion of a probationary period)	
Purpose of role:	To deliver an exceptional guest experience.	

Main Duties & Responsibilities:

- To greet our guests with a warm welcome.
- Undertake all front desk operations.
- Ensure all guest bills are accurate and settled in full.
- Proactively upsell room types and experiences according to the guests needs.
- Ensure the reception area remains clean and tidy at all times.
- Report any maintenance, health and safety or cleanliness issues.

Candidate:

- Flexible with a positive 'can do' attitude
- Great communication & telephone skills
- Ability to understand and anticipate guest needs
- Able to remain calm under pressure in a busy environment
- High standards of grooming & personal presentation

Start Date: As soon as possible

Closing date for applications: 22 November 2026

Person Specification

JOB TITLE: Hex Wildlife Hotel Receptionist

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Minimum 6-12 months experience working in a Hotel Receptionist role	E
PMS & EPOS	E
Sales aptitude – confident in upselling room types, add-ons & experiences	E
Skills/ Abilities	
Customer service	E
Communication and telephone skills	E
Organisation & multi-tasking	E
Composure under pressure	E
Takes pride in personal appearance and presentation	E
Entry level skills in 1 or more foreign language	D
Knowledge	
Basic knowledge of GDPR	D
Credit Card Compliance	D
Good working knowledge of IT systems	E
Health & safety	D
Qualifications	
GSCE (or equivalent qualification) in English Grade 4/C or above	E
NVQ, Diploma, or Degree (or equivalent qualification) in Hospitality, Customer Service, or Business Administration	D