



## Job Vacancy Information Pack

### Post: Deputy Cleaning Team Leader

**Job Reference: EX472 (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.

### **Cleaning Department at Yorkshire Wildlife Park**

Responsible for the consistent maintenance of excellent on-site cleanliness standards, the cleaning team is accountable for the delivery of exemplary cleanliness standards across a number of areas to ensure daily standards for park opening every morning. The team undertake a variety of cleaning tasks using a range of cleaning equipment and chemicals.

### **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 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

<b>Job Title:</b>	Deputy Cleaning Team Leader
<b>Reporting to:</b>	Cleaning Team Leader
<b>Working Hours:</b>	40 hours per week (1.45am – 10.05am normally worked over 5 days per week)
<b>Department:</b>	Cleaning

### Primary Responsibilities

Responsible for the operational supervision of the cleaning team in the absence of the Cleaning Team Leader. Assist with supervisory duties as requested. Lead by example and undertake a variety of cleaning tasks to ensure standards for site cleanliness in accordance with set protocol.

### Key Work Objective

- Responsible for the operational supervision of the cleaning team in the absence of the Cleaning Team Leader.
- Responsible for quality checks throughout the shift to ensure that exemplary levels of cleaning standards are delivered.
- Undertake a variety of cleaning tasks in accordance with set work schedules and protocols including the cleaning of offices, toilet facilities, conferencing areas, play areas, staff and visitor dining areas and any other park area as directed.
- Undertake a variety of cleaning tasks including mopping, hoovering, servicing of toilet facilities, window cleaning, sweeping and operation of cleaning equipment / machinery.
- Assist with the ordering of cleaning materials.
- Work with appropriate cleaning chemicals in accordance with COSHH regulations.
- Complete all work in accordance with current set health and safety requirements.
- Observe and comply with site rules and regulations.
- Maintain equipment and materials in a clean and safe working order.
- Report all machine and building faults to the Duty Manager.
- Assist with the training of new staff.

### General

- Maintain high levels of professionalism, service and personal appearance.
- Assist other departments in their duties as and when required as directed by the Operations Director.
- Be responsible, along with other members of staff, for compliance with health and safety regulations for staff and visitors.



## Job Specification

<b>Job Title:</b>	Deputy Cleaning Team Leader
<b>Reporting to:</b>	Cleaning Team Leader
<b>Working Hours:</b>	40 hours per week (1.45am – 10.05am over 5 days a week), including weekends and bank holidays as required.
<b>Salary:</b>	£23,050 gross, per annum
<b>Contract:</b>	Permanent (subject to the successful completion of a probationary period)
<b>Purpose of role:</b>	Provide supervision and support to a team of Cleaning Assistants and undertake a variety of cleaning tasks to ensure standards for site cleanliness in accordance with set protocol.

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

- Responsible for supervision of the cleaning team in the absence of the Cleaning Team Leader.
- Responsible for quality checks to ensure that exemplary levels of cleaning standards are delivered across the park.
- Undertake a variety of cleaning tasks.
- Assist with the ordering of cleaning materials.
- Ensure that cleaning chemicals are used in accordance with COSHH regulations.
- Ensure that the cleaning team consistently comply with the appropriate health and safety regulations.

### **Candidate:**

- Strong team ethic with the confidence to work as part of a team and individually.
- Reliable and hardworking with a professional attitude.
- Ability to work to tight deadlines.
- Strong leadership skills.
- Able to undertake physically demanding work in all weather conditions.
- Must be flexible to work during our peak times which includes weekends, bank holidays and school holidays.

**Start Date:** As soon as possible

**Closing date for applications:** Sunday 15<sup>th</sup> May 2022



## Person Specification

**JOB TITLE: DEPUTY CLEANING TEAM LEADER**

Assessment Criteria	Essential (E) Desirable (D)
<b>Experience</b>	
Previous experience supervising a team	E
Previous experience working within a customer facing role	D
Undertaking general cleaning activities	E
<b>Skills/ Abilities</b>	
Excellent time management and organisational skills.	E
Ability to work on own initiative to organise and delegate work activities	E
Ability to oversee and mentor team development	E
Demonstrated commitment and enthusiasm	E
Problem solving skills with the ability to work under pressure to achieve tight deadlines	E
Must be flexible with the ability to multi-task	E
Must be physically competent in performing manual tasks daily	E
<b>Knowledge</b>	
Awareness of Health and Safety at Work Act 1974	D
Understanding of COSHH regulations	E
<b>Qualifications</b>	
Level 2 Award or equivalent in Customer Service	D
Cleaning NVQ Level 2 Diploma or equivalent qualification	D