



Job Vacancy Information Pack

Post: Summer Campsite Supervisor

Job Reference: EX527 (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.

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

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: Summer Campsite Supervisor
Reporting to: Conference & Hospitality Manager
Department: Camp Lion

Primary Responsibilities

Responsible for the operational supervision of a team of Campsite Representatives to ensure the consistent and exemplary provision of an outstanding and unique camping experience.

Work Objectives

- To be responsible for the day-to-day operational supervision of a team of Campsite Representatives.
- Ensure that the cleanliness standards for toilets, showers, hand washing facilities and other campsite areas are maintained to an exemplary standard.
- Ensure that all required record keeping, including safety checks, is completed to a satisfactory standard.
- Prioritise and delegate work appropriately depending on business volumes, ensure that quality checks are completed throughout the day.
- Assignment of jobs to a team of Campsite Representatives on a daily basis including the housekeeping of tents, shower and toilet facilities.
- Production of weekly rotas for the team – ensure cover where and when required.
- Deal with and resolve customer queries and resolve any matters of dissatisfaction.
- Assist the Campsite Manager to develop, coach and motivate a team of Campsite Representatives to ensure the consistent delivery of an exemplary customer experience.
- Ensure that check in and check out times for guests are effectively managed, including the appropriate greeting and farewell procedure are consistently adhered to.
- Upsell products and services of Yorkshire Wildlife Park and The Yorkshire Hive, facilitating activities for campers at these venues.
- Completing daily reports, interpreting booking information sent out from Camp Manager software and putting this into practice on the campsite.
- Liaising with the Conference & Hospitality Manager daily on overall site operations.
- Maintain high levels of professionalism, service and personal appearance.
- Assist other departments in their duties as and when required.
- Be responsible, along with other staff members, for compliance with health and safety regulations for staff and visitors.

General

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



Job Specification

Job Title:	Summer Campsite Supervisor
Reporting to:	Conference & Hospitality Manager
Working Hours:	Basic minimum of 40 hours per week. Additional hours and flexibility will be required at times to meet the needs of the business.
Hourly Rate:	£ 11.00 gross per hour
Contract:	Fixed term
Contract duration:	10 th July 2023 – 3 rd September 2023
Purpose of role:	Supervise a team of Campsite Representatives to ensure the consistent delivery of a unique, quality camping experience.

Main Duties & Responsibilities

- Responsibility for the operational supervision of a team of Campsite Representatives.
- Produce staffing rotas in line with pitch bookings.
- Ensure that exemplary cleanliness standards are maintained across the campsite
- Coach, develop and motivate the team to consistently deliver a high standard of work.
- Ensure that check in and check out procedures are smoothly operated.

Candidate:

- Enthusiastic and able to work under pressure and to a tight schedule.
- Excellent interpersonal skills.
- Excellent customer facing skills.
- Flexible and able to work during our peak times which include weekends and bank holidays.

Start Date: Monday 10th July 20203

Closing date for applications: Thursday 8th June 2023



Specification Person

JOB TITLE: SUMMER CAMPSITE SUPERVISOR

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Supervising a team of staff	D
Previous experience working within a customer facing role	E
Previous experience working in the leisure/ camping sector	D
Resolving customer queries/ expressions of dissatisfaction	D
Skills/ Abilities	
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
Problem solving skills with the ability to work under pressure to tight deadlines	E
Must be flexible and with the ability to multi-task	E
Proven ability to supervise and co-ordinate a range of tasks and individuals	E
Able to assist with the assembly/ maintenance of tents	E
Willing to work outdoors in all weathers	E
Knowledge	
Assembly of tents and other camping equipment	D
Booking system administration	D
Qualifications	
NVQ Level 2 in Customer Service or equivalent qualification	D
First Aid at Work Certificate	D