



Job Vacancy Information Pack

Post: Deputy Restaurant General Manager

Job Reference: EX659 (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 475 animals across 60 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.

Restaurants at the Hive - Yorkshire Wildlife Park

The Yorkshire Hive is the new visitor hub and entrance of Yorkshire Wildlife Park which opened in Spring 2021 alongside the expansion of the world-famous animal reserves. The Hive provides increased facilities for visitors to the Wildlife Park but is also as a destination in its own right. Open all year round, the Hive is the location of several restaurants, a hotel, destination shopping, a multi-purpose event space and a state-of-the-art indoor play centre.

Two of its key features are a contemporary Bistro and the one-of-a-kind Evolution Experience Restaurant. The Bistro specialises in buzzing breakfasts and relaxed lunches, before transforming into casual dining and drinking in the evening. With an attractive sunset terrace, overlooking the Park, it is a glorious place to have a drink on a summer evening. Evolution is an epically immersive dining experience like no other with two themed areas where the lost Jurassic Island meets the fantasy world of caves and mythical dragons.

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:	Deputy Restaurant General Manager
Reporting to:	Restaurant General Manager
Responsible for:	Hive Supervisors and team members
Department:	Catering

Primary Responsibilities

The Deputy Restaurant General Manager eats, sleep and breaths great people and first-class service. They lead from the front and love being involved in the day today operation of the Restaurant, sitting in an office is not where you find this person. They will look to always drive sales and standards. Inspire and direct the team to deliver a fantastic experience.

Key Work Objectives

- Develop and support a one team culture.
- Responsible for the delivery of EHO requirements; ensuring paperwork is complaint and up to date.
- Complete daily operational checks and address any issues in a timely manner. Update any checklists, cleaning rotas, etc as required.
- Provide resolutions to any guest complaints in accordance with company procedure.
- Ensure all FOH team members are trained and have great product knowledge.
- Ensure all KPI's are controlled within the business to company budget.
- Rotas are complete a minimum of 3 weeks in advance.
- Manage FOH stock levels and keep Par Levels up to date
- Always supporting the Team
- Ensure strong compliance on all Health and Safety Policies and Procedures
- Support the RGM and the Kitchen Manager when landing any new menus
- Highlight any till or menu issues to the RGM
- Ensure all HR issues are addressed and highlighted to the RGM to be dealt with in a timely manner
- Complete daily paperwork required and ensure the relevant team members are trained to complete in your absence



- Work with other departments to ensure the best experience for our guests and teams. Maintain a safe and secure environment for all.
- Support the RGM to develop drinks menus, specials and service standards
- Ensure all invoices are entered correctly, any new PLUs are highlighted to the Stock team and stock count is accurate and on time every month.
- Meet challenging financial targets in line with budgets
- Ensure all day part offers, (Breakfast, Lunch and Evening) are all kept to the standard required
- Support the RGM to lead any functions, special events in the Hive
- Collaborate with other departments to ensure Conferences, events, etc. are executed brilliantly.

General

- Proactive with a strong drive to succeed.
- Maintain high levels of professionalism, service, and personal appearance.
- Undertake any other reasonable duties which may be requested of you by the Senior Management Team.
- Responsible for compliance with health and safety & food safety regulations.
- Maintain high levels of professionalism, service and personal appearance.
- Assist other departments in their duties as and when required as directed by Senior Managers.
- Promote the health and wellbeing of all animals.
- Strive to uphold the appearance of YWP by litter picking, emptying bins and notifying the relevant department of any faulty equipment or potential hazards you notice whilst completing your day-to-day duties.
- To ensure the maintenance and security of educational equipment and material.
- To be responsible, along with other team members, for compliance with health and safety regulations for staff and visitors.



Job Specification

Job Title:	Deputy Restaurant General Manager
Reporting to:	Hive Operations Manager
Working Hours:	Average basic of 40 hours per week, to include evenings, weekends and bank holidays
Salary:	up to £35,000 gross per annum
Contract:	Permanent (subject to the successful completion of a probationary period)

Purpose of role: Support the RGM in achieving great service and developing a first-class team.

Main Duties & Responsibilities:

- Develop, lead and support a one team culture.
- Ensure all front of house team members are trained, have great product knowledge and are passionate about delivering exceptional customer service.
- Day to day operational management of the business.
- Ensure that all package offers, (Breakfast, Lunch and Evening) are all kept to the standard required.
- Meet challenging financial targets in line with set budgets.
- Work with other departments to ensure the best experience for our guests and teams.
- Maintain a safe and secure environment for all.

Candidate:

The ideal candidate will have previous management experience working in a high-volume food and drink business and will love working in a high-energy, vibrant and diverse environment. They will be passionate about driving sales and delivering exceptional food and drink quality. They will prosper in a hands-on, operational role (this is most definitely not an office job!) and enjoy working with new concepts, pop-ups, functions and large events. They will thrive on leading and developing a large team from the front. They are an integral part of the operational team, and their professionalism means they deal with any people issues quickly and efficiently.

Start Date: As soon as possible

Closing date for applications: Sunday 14 December 2025



Person Specification

JOB TITLE: Deputy Restaurant General Manager

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Management experience working in a restaurant	E
Training and development of a large team	D
Food and beverage menu development	D
High volume food and beverage sales	E
Customer service and complaint resolution	E
Skills/ Abilities	
Good communicator – verbal & written	E
Passion for great service with a great team	E
Training and development of large team	D
Systems: EPOS, Team scheduling, Stock Management	E
Highly organised	D
Superior leadership and organisational skills	D
Knowledge	
Food & beverage service	E
Team & self-development, motivation & leadership	E
Stock management and rota systems	E
Profit & loss account/income statement	D
Employee relations matters	D
Creating training tools and manuals	D
Industry trends and processes	D
Health and safety and food safety legislation	D
Qualifications	
Personal License Holder	D
GCSE grade C or above or equivalent qualification in Maths and English	E
Diploma and/or Degree in Catering, Hospitality or Business-related subject	D
Level 2 Award in Food Safety for Catering	D