



Job Vacancy Information Pack

Post: Soft Play Centre Team Member

Job Reference: EX661 (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.

Uproar at The Hive – Yorkshire Wildlife Park

The Yorkshire Hive is the exciting new development at Yorkshire Wildlife Park.

One of the key features is a state-of-the-art play centre Uproar, one of the largest of its kind the UK. Located outside the Park itself, it's a destination in its own right.

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:

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: Soft Play Centre Team Member

Reporting to: Uproar General Manager/ Team Leader

Department: Uproar

Primary Responsibilities

Provide a safe, memorable and fun experience for all guests.

Key Work Objectives

- Maintain a clean and safe environment.
- Work as part of a team to consistently deliver a safe, fun and memorable experience for guests.
- Adjust quickly to rapidly varying levels of trade.
- Ensure that food and drink served is of the required standard.
- Ensure that high levels of safety are consistently maintained.
- Service of hot and cold drinks and snacks to guests.
- Clean and maintain play equipment, dining tables and other accessible areas within Uproar.
- Ensure all due diligence procedures are followed and information recorded accurately.
- Consistently deliver a fun and memorable experience for our all of our guests.
- To host/ assist with parties on a weekly basis.

General

- Maintain the highest levels of professionalism, service and personal appearance at all times.
- To be responsible, along with other staff members, for compliance with health and safety regulations for staff and visitors.
- Undertake any other reasonable duties which may be requested of you by the management team.



Job Specification

Job Title:	Soft Play Centre Team Member		
Reporting to:	Uproar General Manager/ Team Leader		
Working Hours:	Basic of 8 hours per week, to include weekend work.		
Hourly Rate:	Age 16-17 years	£9.20	
	Age 18-20 years	£10.05	
	Age 21+ years	£12.25	
Contract:	Permanent (subject to the successful completion of a probationary period)		
Purpose of role:	Provide a safe, memorable and fun experience for all guests entering the Play Centre.		

Main Duties & Responsibilities:

- Ensure that the highest levels of safety are consistently maintained.
- Service of hot and cold drinks and snacks.
- Delivery of a safe, fun and memorable experience for our all of our guests.
- Maintain a clean and safe environment.

Candidate:

- Able to maintain a friendly and outgoing attitude for long periods of time.
- Ability to communicate effectively with a wide range of people.
- High energy level and ability to climb up and through children's play equipment when required to complete safety checks, cleaning and to assist with evacuation procedures.
- Keen eye for detail in the maintenance and safety of the play equipment.

Start Date: As soon as possible

Closing date for applications: the position will remain open until sufficient relevant applications have been received.



Person Specification

Job Title: Soft Play Centre Team Member

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Working in an indoor children's play centre	D
Working as part of a team	E
Delivery of customer service in a customer facing role	E
Experience in food and drink retailing	D
Skills/ Abilities	
Good verbal communication	E
Passion for guest service	E
Ability to use till systems	E
Adaptable to rapidly changing customer demand	E
Ability to work flexible hours including evenings & weekends	E
Ability to climb up and through children's play equipment	E
Knowledge	
Health and safety at work	D
Food & beverage service	D
Qualifications	
Accredited customer service qualification	D
Level 1 Food Hygiene certificate	D

