



## Job Vacancy Information Pack

### Post: Summer Campsite Representative

**Job Reference: EX526 (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.

Our Campsite Representatives are essential to our guests stay here at YWP and are a vital part of their overall experience. If you think that you have what it takes, and you would like to spend an enjoyable summer here at YWP we would love to hear from you.

### **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](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

**Job Title:** Summer Campsite Representative  
**Reporting to:** Campsite Supervisor  
**Department:** Camp Lion

### Primary Responsibilities

To deliver exceptional customer service, ensuring that each guest has an amazing and memorable camping experience at Camp Lion.

### Key Work Objectives

- Maintaining touring pitches.
- Litter picking of the campsite.
- Ensure that campsite etiquette is maintained.
- Upsell of additional tours and experiences where appropriate.
- Welcoming guests on arrival and providing a farewell at departure.
- Daily cleaning of toilet and shower block facilities.
- Daily housekeeping of luxury bell tents including the making of beds and general cleaning.
- Complete evening park patrols for guests visiting The Yorkshire Hive.
- Looking after guests during their stay, providing information and dealing with any camper queries.
- Provide a walk bus service to the Yorkshire Hive.
- Speedy turnaround of Bell Tents for afternoon check in.

### General

- Maintain the highest levels of professionalism, service, and personal appearance.
- 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

<b>Job Title:</b>	Summer Campsite Representative
<b>Reporting to:</b>	Campsite Supervisor
<b>Working Hours:</b>	There are both full and part time vacancies available for these positions. Shifts will be scheduled in accordance with business requirements (to include weekends and bank holidays as required)
<b>Hourly Rate:</b>	Age 16-20 years      £8.80 Age 21+ years      £10.60
<b>Contract:</b>	Fixed Term
<b>Contract duration:</b>	10 <sup>th</sup> July 2023 – 3 <sup>rd</sup> September 2023
<b>Purpose of role:</b>	Provide a safe and memorable experience for all guests staying at the campsite.

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

- Looking after the interests of guests from check in to departure.
- Keeping the campsite clean and safe.
- Upsell tours and experiences.
- Being the go-to team member for any queries about the campsite or Yorkshire Wildlife Park/ The Yorkshire Hive.
- Housekeeping duties of glamping tents and toilet/ shower facilities.

### **Candidate:**

- Outgoing with a pleasant and cheerful nature.
- Excellent communication skills.
- Ability to work well under pressure.
- Good organising and problem-solving skills.
- Practical with good organisational skills.
- Happy to work outdoors in all weather.
- Physically competent in performing manual tasks on a daily basis.
- Eager to be part of an exciting and dynamic team.
- Enjoys working in a fast-paced customer facing environment.
- Able to work during peak periods including evenings, bank and school holidays.

**Start Date:** Monday 10<sup>th</sup> July 2023

**Closing date for applications:** Sunday 4<sup>th</sup> June 2023



## Person Specification

### JOB TITLE: SUMMER CAMPSITE REPRESENTATIVE

Person Specification	Essential (E) Desirable (D)
<b>Experience</b>	
Working in a customer facing role	D
Working in the leisure/camping industry	D
Working with a wide range of customers/guests	D
Working outdoors in all weathers	D
<b>Skills/Abilities</b>	
Able to problem solve and adapt to change quickly and effectively	E
Excellent communication skills	E
Able to thrive in a busy fast paced environment	E
Must be physically competent in performing manual tasks on a daily basis	E
Able to work a variety of shifts including weekends and bank holidays	E
<b>Knowledge</b>	
Administration of a booking system	D
Understanding of camping	D
Knowledge Yorkshire Wildlife Park	D
<b>Qualifications</b>	
First Aid at Work Certificate	D