



Job Vacancy Information Pack

Post: Car Parking Assistant

Job Reference: EX409 (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.

Car Parking Team at Yorkshire Wildlife Park

First impressions count and our car parking team are responsible for ensuring that our visiting guests receive a professional, safe, friendly and fun welcome to the park! Our car parking team members demonstrate a customer centric and professional approach to work but also a sense of fun as on busy days we welcome our guests into the park with giant foam hands!

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 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: Car Parking Assistant

Reporting to: Duty Manager

Department: Car Parking

Primary Responsibilities

Work under the direction of the Duty Manager to ensure that visitor vehicles entering the car park are appropriately parked. Responsible for litter picking and bin emptying and any other general housekeeping duties as required.

Key Work Objectives

- Ensure coaches, cars and any other vehicles entering the car park are appropriately parked and our guests are provided with a warm welcome.
- General housekeeping of the site to include but not exclusive to litter picking, emptying bins and compressing of cardboard.
- Any other general housekeeping tasks as required.

General

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



Job Specification

Job Title:	Car Parking Assistant
Reporting to:	Duty Manager
Working Hours:	Basic of 8 hours per week
Salary:	£4.70 - £9.00 gross per hour (age dependent)
Contract:	Permanent (subject to the successful completion of a probationary period)
Purpose of role:	Ensure that arriving guests are directed to correct parking areas whilst providing a warm and friendly welcome. Provide litter picking and bin emptying cover as required.

Main Duties & Responsibilities:

- General housekeeping of the site; to include litter picking and bin emptying.
- Ensure that cars entering the car parks are appropriately directed to a car parking space and guests are welcomed on arrival and directed to the appropriate entrance area.
- Ensure the car parking areas are professionally presented with correct signage and maintained free from litter.

Candidate:

- Self-starter with the ability to work on own initiative.
- Excellent interpersonal skills and with an outgoing personality.
- Keen to learn, self-motivated and willing to work outdoors in all weather.
- Enthusiastic with excellent customer service skills.
- Successful candidates will be required to direct cars using giant foam hands during our peak periods and must be happy and enthusiastic to do so.
- Must be flexible and able to work during our peak times which include weekends, bank holidays and school holidays.

Start Date: As soon as possible

Closing date for applications: Sunday 23rd January 2022

Interviews: Dates to be confirmed



Person Specification

JOB TITLE: CAR PARKING ASSISTANT

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Previous experience working within a customer facing role	D
Outdoor work within a leisure attraction	D
Skills/ Abilities	
Able to work to tight deadlines	E
Ability to undertake physically demanding work in all weather conditions	E
Team worker	E
Ability to work on own initiative	E
Enthusiastic with a keen attention to detail	E
Confident communicator	E
Excellent customer service skills	E
Enthusiastic and fun approach to work	E
Knowledge	
Sound understanding of health and safety in the workplace	D