



Job Vacancy Information Pack

Post: Retail Assistant

Job Reference: EX566 (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.

Retail at Yorkshire Wildlife Park

The Safari Stores offer a unique retail experience for our guests. The Safari Stores offer a large range of products, from inspirational gifts to themed souvenirs, with a selection of products to suit all ages. Our retail team ensures a seamless and memorable retail experience by consistently providing excellent customer service.

Use of Curriculum Vitae (CVs)

Our policy is to recruit and employ our employees based on 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: Retail Assistant
Reporting to: Head of Retail/ Retail Supervisor
Department: Retail

Primary Responsibilities

- Assisting with the day to day running of the retail stores.
- Meet and maintain all store expectations and standards daily.
- Stock replenishment.
- Providing exemplary customer service, meeting the needs of all our customers who visit instore.

Key Work Objectives

- Adherence to all health and safety policies set in the park and store.
- Responsible for cash handling and processing of till transactions within the retail stores.
- Assist with the upsell of the YWP retail items instore ensuring the sales targets set by the management team are achieved.
- Assist the with the planning of store merchandising, layout, customer flow and stock ordering as required.
- Ensure the retail stores are well maintained meeting the expectations and standards set by the Retail Manager.
- Assist in creating new displays that will enhance the appearance of the stores.
- Receipt of deliveries and the organising and pricing of stock, whilst maintaining product displays throughout the day with rapid and efficient stock replenishment.
- Assist with the completion of monthly stock takes as directed by the management team and for daily stock control and monitoring.

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

Job Title:	Retail Assistant
Reporting to:	Head of Retail/ Retail Supervisor
Working Hours:	There are a variety of part time positions available ranging from 8-16 hours per week. All contracts include weekend and evening work. Please state your weekly hours preference and any restrictions regarding your availability to work in Section 5 of the application form.
Hourly Rate:	Age 16-20 years £8.80 Age 21+ years £10.60
Contract:	Fixed term
Contract Duration:	March – September 2024
Purpose of role:	Assisting with making a memorable retail experience for all guests

Main Duties & Responsibilities:

- Drive and achieve sales performance targets.
- Complete till transactions for all purchases being made instore.
- Support with product accuracy and control ensuring stock levels throughout the store and storeroom are maintained to the highest level.
- Deliver exemplary customer service to all visitors to ensure the customers' expectations are exceeded.

Candidate:

- Excellent communication skills.
- Ability to effectively communicate at all levels.
- Ability to work under pressure.
- Self-motivated, and enthusiastic.
- Must be able to work independently and as a part of team.
- Excellent organisational skills.
- Must be flexible and able to work during the peak times which includes weekends, bank holidays and school holidays.

Start Date: March 2024

Closing date for applications: 24 February 2024



Person Specification

Job Title: Retail Assistant

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Meeting sales targets	D
Working in a customer facing role	D
Working in a fast-paced environment	E
Processing till transactions	D
Assisting with the production/maintenance of retail displays	D
Skills/ Abilities	
Enthusiasm and "a can-do attitude"	E
Excellent verbal communication	E
Able to confidently interact with customers of all ages	E
Ability to problem solve and quickly and effectively adapt to change	E
Thrive in working in a very busy, fast-paced environment	E
Knowledge	
Processing of till transactions	D
Knowledge of the retail sector, with an understanding of stock management requirements.	D
Qualifications	
Accredited customer service qualification	D