



Job Vacancy Information Pack

Post: Cleaning Assistant (Maternity Cover - Maximum Period 12 Months)

Job Reference: **EX207 (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.

Visitor Operations Department at Yorkshire Wildlife Park

Responsible for the consistent maintenance of excellent on-site cleanliness standards, the cleaning team is accountable for the delivery of exemplary cleanliness standards across a number of areas to ensure daily standards for park opening every morning. The team undertake a variety of cleaning tasks using a range of cleaning equipment and chemicals.

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 the below means:

Email: recruitment@yorkshirewildlifepark.com

And if email is unavailable

Post: HR Department, Yorkshire Wildlife Park, Brockholes Lane, Branton, Doncaster, DN3 3NH

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:	Cleaning Assistant (Maternity Cover – Maximum Period 12 Months)
Reporting to:	Cleaning Team Leader/ Deputy Cleaning Team Leader
Department:	Cleaning

Primary Responsibilities

To undertake a variety of cleaning tasks to ensure standards for site cleanliness are maintained in accordance with set protocol.

Key Work Objectives

- Undertake a variety of cleaning tasks in accordance with set work schedules and protocols including the cleaning of offices, toilet facilities, conferencing areas, play areas, staff and visitor dining areas and any other park area as directed.
- Work with appropriate cleaning chemicals in accordance with COSHH regulations.
- Complete all work in accordance with current set Health and Safety requirements.
- Observe and comply with site rules and regulations at all times.
- Maintain equipment and materials in a clean and safe working order.
- Report all machine and building faults to line manager.

General

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



Job Specification

Job Title:	Cleaning Assistant
Reporting to:	Cleaning Team Leader/ Deputy Cleaning Team Leader
Working Hours:	30 hours per week (normally worked between 3.40am and 10am, any 5 days over 7)
Salary:	£9.55 gross, per hour
Contract:	Fixed term to cover maternity period
Purpose of role:	Provision of a cleaning service to ensure exemplary standards for cleanliness are maintained across site.

Main Duties & Responsibilities:

- Undertake a variety of cleaning tasks including mopping, hoovering, servicing of toilet facilities, window cleaning, sweeping and operation of a variety of cleaning equipment/ machinery.
- Adherence to COSHH regulations.
- Ensure health and safety procedures and set protocols are followed at all times.

Candidate:

- Reliable and hardworking with a professional attitude
- Able to work under pressure and to a tight schedule.
- Strong team ethic with the confidence to work both as part of a team and individually.
- Self-motivated and enthusiastic.
- 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: 24th February 2019

Interviews to be held: **First stage** interviews will be held on 3rd March 2019 followed by **Second Stage** interviews held week commencing the 11th March 2019.



Person Specification

JOB TITLE: CLEANING ASSISTANT

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Previous experience working as part of a team.	E
Previous experience working within a customer facing role	D
General cleaning activities	E
Skills/ Abilities	
Excellent time management and organisational skills.	E
Demonstrated commitment and enthusiasm	E
Must be confident working as part of a team or on your own.	E
Problem solving skills with the ability to work under pressure to tight deadlines	E
Must be flexible and with the ability to multi-task	E
Must be physically competent in performing manual tasks on a daily basis	E
Knowledge	
Basic understanding of COSHH regulations	E
Qualifications	
3 GCSE's at A-C grade or equivalent	D
Level 2 Award or equivalent in Customer Service	D
Cleaning NVQ Level 2 Diploma or equivalent	D