



Job Vacancy Information Pack

Post: Leisure Assistant

Job Reference: EX206 (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.

Leisure Services at Yorkshire Wildlife Park

Responsible for the maintenance of exemplary on-site cleanliness standards; encompassing tasks such as litter picking, the emptying of bins and servicing of toilet facilities. In addition, the Leisure Department is responsible for the supervision of children's play areas in accordance with set health and safety protocols in addition to assisting with car parking duties during our peak periods. Consistent outstanding customer service is at the forefront of the department's aims and provides the centrepiece for everything we do.

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: Leisure Assistant
Reporting to: Leisure Manager/ Leisure Supervisor
Department: Leisure Services

Primary Responsibilities

Responsible for the maintenance of exemplary on-site cleanliness standards, litter picking, supervision of children's play areas in accordance with set health and safety protocol and assisting with car parking duties.

Key Work Objectives

- Responsible for the supervision of children's play areas in line with set health and safety protocol.
- Ensure that cleanliness across site is maintained to the set exemplary standard by undertaking a number of cleaning duties including litter picking, emptying bins and floor sweeping.
- Complete facility checks for toilets and hand washing stations throughout the day and undertake cleaning activities as required.
- Responsible for the daily upkeep of the cleanliness of indoor play areas in accordance with COSHH guidelines.
- Ensure our visitors are greeted on arrival and cars are appropriately parked in our car parks.
- Responsible for maintaining a safety overview of children's play areas during busy periods.

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:	Leisure Assistant
Reporting to:	Leisure Manager/ Leisure Supervisor
Working Hours:	Basic minimum of 12 hours per week, normally worked over Saturday and Sunday. Additional hours and flexibility will be required to meet the needs of the business and candidates must be available to work during our peak times which include weekends, school holidays and bank holidays.
Hourly Rate:	£4.28 - £8.00 gross, per hour
Contract:	Fixed Term
Contract Duration:	25 th March 2019 to the 6 th September 2019
Purpose of role:	To work as part of a team to ensure that play area protocols are adhered to at all times and park cleanliness standards are consistently maintained.

Main Duties & Responsibilities:

- Responsible for the upkeep of consistent exemplary daily cleanliness and hygiene standards across site by undertaking duties such as litter picking, emptying bins, undertaking routing checks and cleaning toilet and hand washing facilities.
- Ensure that safety protocols are adhered to in children's play areas.
- Responsible for ensuring the appropriate parking of visitor cars on arrival.

Candidate:

- Able to work under pressure and to a tight schedule.
- Excellent interpersonal skills.
- Must be confident in supervising children's play areas and enforcing appropriate safety rules.
- Team player with the ability to multi-task.
- Excellent customer facing skills.
- Confident in undertaking daily cleaning activities.
- Must be flexible and able to work during our peak times which include weekends, bank holidays and school holidays

Successful candidates will be required to undertake an enhanced Disclosure and Barring Service check, the cost of which will be met by Yorkshire Wildlife Park.

Start Date: 25th March 2019

Closing date for applications: 24th February 2019

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



Person Specification

JOB TITLE: LEISURE 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	D
Experience of working with or supervision of children of all ages	D
Skills/ Abilities	
Good verbal skills with the ability to communicate to members of the public at all levels.	E
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	
Understanding of COSHH regulations	E
Supervision of children's play activities	D
Qualifications	
3 GCSE's at A-C grade or equivalent	D
NVQ Level 1/ 2 or equivalent in Customer Service	D