



## Job Vacancy Information Pack

### Post: Retail Assistant

**Job Reference: EX208 (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 Department at Yorkshire Wildlife Park**

The Safari Store, situated within the Safari Village, hosts a unique retail experience for our guests. The Safari Store offers lots of great gift ideas for people of all ages visiting the wildlife park and also for those who simply want to visit the Safari Village, where guests can experience our unique dining and retail experience without paying entry to the park.

### **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](mailto: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

<b>Job Title:</b>	<b>Retail Assistant</b>
<b>Reporting to:</b>	<b>Retail Store Manager/ Deputy Retail Store Manager / Retail Supervisor</b>
<b>Department:</b>	<b>Retail</b>

### Primary Responsibilities

To facilitate an exemplary guest experience for our visitors through exceptional customer service. Responsible for assisting and serving our guests with courtesy and efficiency whilst adhering to company standards.

### Key Work Objectives

- To ensure all guests are greeted and welcomed into the Safari Store, creating a fantastic first impression.
- Deliver a consistently high level of customer service, ensuring each guest is treated with courtesy and care. Convey a genuine level of service by going above and beyond expectations wherever possible.
- Responsible for serving guests at the till with courtesy and efficiency, always striving to create a great lasting impression.
- Ensure the Safari Store stock levels on the shop floor are maintained and replenished, guaranteeing optimum sales during busy peak times.
- Ensure the shop floor and stock room is kept clean, organised and accessible to ensure efficiency in busy peak times.
- Responsible for ensuring the shop floor is visually appealing through effective presentation and merchandising.
- To be a team player within the retail store.

### 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.
- Ensure all Health & Safety procedures and policies are adhered to at all times.



## Job Specification

<b>Job Title:</b>	Retail Assistant
<b>Reporting to:</b>	Retail Supervisor / Deputy Retail Store Manager / Retail Store Manager
<b>Working Hours:</b>	There are variable contracted hours available for this position ranging from 0 hours per week up to 16 hours per week (please indicate in Section 5 of the application form your weekly hours preference)
<b>Hourly Rate:</b>	£4.28 - £8.00 gross, per hour
<b>Contract:</b>	Fixed Term
<b>Contract Duration:</b>	25 <sup>th</sup> March 2019 to the 8 <sup>th</sup> September 2019
<b>Purpose of role:</b>	To facilitate a quality and memorable retail experience for our guests.

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

- Serving guests at till point and assisting guests with their purchases and queries.
- Maintenance of stock levels on the shop floor and organisation of the stock room.
- Delivering a consistently high level of customer service to all guests, consistently striving to exceed guest expectations.

### **Candidate:**

- Able to work under pressure and to a tight schedule.
- Excellent interpersonal skills.
- Enthusiastic and self-motivated.
- Excellent organisational skills.
- Ability to communicate effectively at all levels.
- Must be able to work as part of a team.
- Must be flexible and able to work during our peak times which include weekends, bank holidays and school holidays.

**Start Date:** 25<sup>th</sup> March 2019

**Closing date for applications:** 24<sup>th</sup> February 2019

**Interviews to be held:** **First Stage** interviews will be held on the 2<sup>nd</sup> or 3<sup>rd</sup> of March 2019 followed by **Second Stage** interviews held week commencing 11<sup>th</sup> March 2019.



Person Specification

**JOB TITLE: RETAIL ASSISTANT**

Assessment Criteria	Essential (E) Desirable (D)
<b>Experience</b>	
Experience working well with others in a team or group setting	E
Experience working independently to achieve goals	E
Previous experience working in a retail setting	D
Experience delivering service in a customer facing environment	D
Experience working in a fast-paced environment	D
<b>Skills/ Abilities</b>	
Excellent verbal skills with the ability to communicate to members of the public at all levels	E
Be self-motivated with the drive to develop and achieve	E
Must be confident with the ability to work as part of a team or on your own in a customer facing role.	E
Be well organised and concerned with effective time management	E
Hold the ability to be flexible with working hours and patterns	E
Demonstrate commitment and enthusiasm	E
Able to work as part of a team or independently as required	E
A positive can do attitude	E
Ability to successfully and confidently resolve customer queries and issues.	D
Ability to adapt to change and problem solve	D
<b>Knowledge</b>	
Understanding of retail operations and stock management	D
Till operation and cash handling	D
<b>Qualifications</b>	
GCSE (or equivalent) A-C level in numeracy and literacy	D
NVQ Level 2 (or equivalent) in Customer Service	D