



## Job Vacancy Information Pack

### Post: Catering Assistant

**Job Reference: EX417 (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.

### **Catering at Yorkshire Wildlife Park**

The Catering Department at Yorkshire Wildlife Park manages multiple eating outlets ranging from fast food restaurants, ice-cream kiosks, takeaway outlets and restaurants providing fresh, locally sourced foods made to order. The team work in a dynamic and fast paced environment to provide the very best food and beverage experience for our guests.

### **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:

[recruitment@yorkshirewildlifepark.com](mailto: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

<b>Job Title:</b>	Catering Assistant
<b>Reporting to:</b>	Catering Supervisor/Deputy Catering Supervisor
<b>Department:</b>	Catering

### Primary Responsibilities

To ensure that all guests entering catering units are catered to effectively and professionally, receiving excellent customer service. Ensure that exemplary standards of food hygiene and presentation are consistently demonstrated. Responsible for the cleanliness and general upkeep of all eating and back of house areas in line with set standards and protocol.

### Key Work Objectives

- Ensure that all areas are cleaned in line with protocol before and after opening and throughout the day.
- Adhere to the principles outlined in the food hygiene training provided to you at all times.
- Communicate effectively with colleagues to ensure the smooth running of the catering outlet.
- Ensure all till transactions are processed in line with set protocol.
- Cater to each guest entering the catering unit, ensuring exemplary customer service at all times.
- At unit closing, ensure clean down is completed accurately, in adherence to hygiene standards and set inhouse protocols, reporting any problems as appropriate to management.
- Ensure that stock is rotated, and any labelling applied appropriately.
- Restock products as directed.
- Ensure tables are cleared and cleaned down with the appropriate sanitiser as soon as they are vacated.

### General

- Maintain the highest levels of professionalism, service and personal appearance at all times.
- 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

<b>Job Title:</b>	Catering Assistant
<b>Reporting to:</b>	Catering Supervisor/ Deputy Catering Supervisor
<b>Working Hours:</b>	Basic of 20 hours per week. Hours will be scheduled in accordance with business requirements and will include evening, weekend and bank holiday work as required.
<b>Hourly Rate:</b>	£4.70 – £9.00 gross per hour (age dependent)
<b>Contract:</b>	Permanent (subject to the successful completion of a probationary period)
<b>Purpose of role:</b>	To work as part of a busy catering team to provide a quality food and beverage service.

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

- Duties will involve any of the following; till operation, food service, customer service, clearing tables, dishwasher operation, coffee machine operation and general cleaning duties.
- Ensure all guests entering catering units receive excellent customer service.
- Comply with protocols and procedures to ensure the smooth running of the catering facility.
- Ensure compliance with health and safety and food hygiene standards at all times.

### **Candidate:**

- Able to work under pressure and to a tight schedule.
- Excellent interpersonal skills.
- Excellent customer facing skills.
- Enthusiastic and positive approach.
- Must be flexible and able to work during our peak times which include weekends, bank holidays and school holidays.
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**Start Date:** 12<sup>th</sup> February 2022

**Closing date for applications:** Sunday 23<sup>rd</sup> January 2022

**Interviews:** Dates to be confirmed



## Person Specification

**JOB TITLE: Catering Assistant**

Assessment Criteria	Essential (E) Desirable (D)
<b>Experience</b>	
Previous experience working in a busy catering facility	D
Previous experience working within a customer facing role	D
<b>Skills/ Abilities</b>	
Ability to work under pressure to meet challenging deadlines	E
Must be flexible with proven ability to multi-task	E
Team player with the ability to use own initiative and work unsupervised	E
Good communication skills	E
Positive and enthusiastic approach with a good attention to detail	E
Keen to learn new skills with the ability to thrive within a fast paced and dynamic environment	E
<b>Knowledge</b>	
Basic food hygiene and health and safety awareness	E
<b>Qualifications</b>	
Level 2 Food hygiene certificate	D
Accredited customer service qualification	D