



Job Vacancy Information Pack

Post: Wilds Bistro Assistant Manager

Job Reference: EX370 (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.

Wilds Bistro

Wilds Café-Bistro is an exciting new contemporary destination at the Yorkshire Hive. Our informal Café-Bistro with a buzzing atmosphere is open from morning till late. Delicious breakfast, lazy lunches, afternoon tea and dinner or just a coffee and cake, there is something for everyone, at any time. It offers a relaxing pause in the day for visitors to the Wildlife Park or the Hive, or a casual dining venue in the evening for an inviting atmosphere and great service, for an inspirational signature dish in the bistro, or a snack at the bar or on the sunset terrace overlooking the Park.

Wilds Café-Bistro is open to visitors to the Hive, to the Yorkshire Wildlife Park and is the main restaurant for guests at the Hex Hotel.

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: Wilds Bistro Assistant Manager
Reporting to: Wilds Bistro Manager
Department: Wilds Bistro

Primary Responsibilities

- To open and establish a completely new restaurant in the exciting and dynamic environment of The Hive at Yorkshire Wildlife Park.
- Inspire and direct a large team to ensure that all guests consistently receive the highest levels of service.
- Effective management of the floor; ensuring the team are fully trained in all aspects of the restaurant and each service runs smoothly.

Key Work Objectives

- Lead the team by example adopting a hands on approach.
- Recruiting, training and ongoing development of a large team.
- Motivate, inspire and retain a team.
- Drive a guest focussed service culture that delivers exceptional service.
- Ensure that guests receive a consistent exemplary food and beverage experience.
- Schedule staff to meet customer needs in a challenging sales environment.

General

- Ensure 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

Job Title:	Wilds Bistro Assistant Manager
Reporting to:	Wilds Bistro Manager
Working Hours:	Basic of 40 hours per week; to include evenings, weekends and Bank Holidays.
Salary:	Competitive
Contract:	Permanent
Purpose of role:	Support the manager with all aspects of the operational management of the restaurant.

Main Duties & Responsibilities

- Ongoing development of the restaurant offer.
- Responsible for ensuring the consistent delivery of excellent service standards.
- Day to day operational management of the business.
- Recruitment, training, development and performance management of the restaurant team.
- Maintain the required health & safety standards.
- Effectively manage stock levels & wastage.

Candidate:

- Passionate about driving sales and delivering exceptional food and drink quality.
- Thrives working in a fast paced, target driven commercial environment.
- Driven to succeed.
- Pro-active and enthusiastic approach to work.
- Excellent communication and collaboration skills.

Start Date: October 2021

Closing date for applications: Sunday 24th October 2021

Interviews: Dates to be confirmed



Person Specification

JOB TITLE: WILDS BISTRO ASSISTANT MANAGER

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Supervisory/management experience within the hospitality industry	E
Experience working within a fast-paced restaurant environment	E
Staff rostering in line with set budgets	D
Development and delivery of service standards	D
Delivery and/ or development of staff training	D
Effective performance management of staff on an individual and/ or team level	D
Skills/ Abilities	
Excellent verbal and written communication skills	E
Able to quickly and effectively adapt to constantly changing business volumes	E
Confident working with various IT systems including EPOS and Microsoft Office	E
Thrives in a fast paced, multi-faceted environment	E
Confident and outgoing personality with the ability to effectively communicate with people of all ages	E
Able to provide effective leadership and adapt this to business context	E
Knowledge	
Food & beverage service	E
Effective leadership and core people management principles	E
Stock management	D
Basic food hygiene and health and safety awareness	E
Qualifications	
3 GCSEs (A-C level) or equivalent	D
Diploma and/or Degree level qualification in a Catering, Hospitality or Business-related subject	D
Level 1 Food Hygiene Certificate	D