



## Job Vacancy Information Pack

### Post: Hex Hotel Night Porter

**Job Reference: EX410 (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.

### **Hex Hotel at The Hive - Yorkshire Wildlife Park**

Set in the heart of the Hive with its vibrant street life of restaurants, retail and entertainment, the Hex Hotel is the destination hotel for Yorkshire Wildlife Park. When complete in April, the Hex Hotel will have 148 rooms for guests visiting the wildlife park or events, business guests for conferences or wedding guests. Open all year round, the Hex will be an important addition to leisure hotels in Yorkshire.

### **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

**Job Title:** Night Porter  
**Reporting to:** Deputy General Manager  
**Department:** Hex Hotel

### Primary Responsibilities

To deliver an exceptional guest experience and ensure the safety and security of hotel guests through the night.

### Key Work Objectives

- To provide a warm welcome for our guests
- Ensure all enquiries are dealt with in line with hotel standards
- Be the guest's point of contact and respond to any requests or issues in a timely manner and in an effective and courteous manner
- Follow all guest billing procedures and ensure accurate invoices and billing for any early check out/ late check in guests
- Ensure shift procedures are completed and a thorough handover given to the oncoming shift
- Ensure the reception and public areas remains clean and tidy at all times
- Report any maintenance, health and safety, or cleanliness issues
- Ensure all fire procedures and health & safety procedures are followed.

### 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 guests.



## Job Specification

<b>Job Title:</b>	Night Porter
<b>Reporting to:</b>	Deputy General Manager
<b>Working Hours:</b>	An average of 32 hours per week. The schedule of work will be 4 shifts on followed by 4 shifts off, subject to change in accordance with business requirements. Hours are normally worked between the times of 10pm and 7am.
<b>Hourly Rate:</b>	£10.48 gross per hour
<b>Contract:</b>	Permanent (subject to the successful completion of a probationary period)
<b>Purpose of role:</b>	To deliver an exceptional guest experience and ensure the safety and security of hotel guests through the night.

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

- To greet our guests with a warm welcome and perform any late arrival check ins.
- Assist guests with any requests they may have during their stay.
- Ensure that any early check out guest bills are accurate and settled in full.
- Ensure the safety and security of hotel guests and any employees in the hotel at night by undertaking security and fire checks throughout the night.
- Ensure the reception and public areas remains clean and tidy at all times.
- Report any maintenance, H&S, or cleanliness issues.

### **Candidate:**

- Flexible with a positive 'can do' attitude
- Great communication & telephone skills
- Able to work independently
- Ability to understand and anticipate guest needs
- Able to remain calm under pressure in a busy environment
- High standards of grooming & personal presentation

**Start Date:** February 2022

**Closing date for applications:** Sunday 16<sup>th</sup> January 2022

**Interviews to be held:** Dates to be confirmed



## Person Specification

**Job Title: Night Porter**

Assessment Criteria	Essential (E) Desirable (D)
<b>Experience</b>	
At least 1 years experience working in a similar role	D
Property management system & till administration	D
Cash handling	E
<b>Skills/ Abilities</b>	
Passion for delivering exceptional customer service	E
Excellent communication and telephone skills	E
Problem solving skills	E
Attention to detail	E
Able to work independently	E
<b>Knowledge</b>	
Good working knowledge of IT systems	E
Health & Safety	D
<b>Qualifications</b>	
First Aid	D
Personal License Holder	D