



Job Vacancy Information Pack

Post: Guest Experience/ Contact Centre Supervisor

Job Reference: EX610 (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 475 animals across 60 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 opportunity monitoring form at the end of the job application form. The equal opportunity 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.

Guest Experience and Contact Centre at Yorkshire Wildlife Park

The Guest Experience and Contact Centre Department is responsible for the welcome and admission of all visitors to the park. The department handles face-to-face enquiries, selling and administering annual memberships and selling animal experiences. The work carried out by the department also covers all potential customer experience prior to visiting Yorkshire Wildlife Park and the team strive daily to exceed customer expectation. The department is responsible for ensuring friendly and professional communication is made in a timely manner and plays a pivotal role in driving the business.

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 the 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

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: Guest Experience/Contact Centre Supervisor

Reporting to: Head of Guest Experience

Department: Guest Experience and Contact Centre

Primary Responsibilities

- Ensure that all guests are greeted on arrival with efficiency and professionalism.
- To be the face of YWP and supervise the welcome, sales approach and admission process experienced by all guests
- To ensure admissions, payments and bookings are being processed in line with agreed procedures.
- Assist the GE Manager with rotas, back-office systems and processes to ensure the department operates efficiently.
- Support with the daily Supervision of the Guest Services Building, including the Contact Centre, to ensure exceptional customer service is delivered at all times.

Key Work Objectives

- Ensure that all guests are greeted on arrival and issued with visitor's information, booklets, maps and any other appropriate material.
- Ensure all opportunities for sales are consistently actioned.
- Be responsible for the overseeing of all departmental staff and duties.
- Supervise the team to ensure the guests are addressed in an appropriate manner and that service is tailored to their individual needs.
- Supervise the process for all transactions and promptly address any queries.
- Supervise the answering of phone calls, emails, website/social media messages in accordance with protocol.
- Liaise with Accounts on payments, invoices, pro-formas and financial reporting on group visits.
- Supervise that all emergency calls within the Guest Experience area are dealt with appropriately.
- Supervise and ensure that all relevant areas are well presented, kept clean and tidy and walkways are kept clear of obstruction.
- Ensure that all complaints are addressed promptly and in line with protocol.
- Contribute to staff training and the ongoing development of the team.
- Assist with staff appraisals and performance management processes.
- To assist in the promotion and achievement of KPI's and operating procedures.
- Assist with leading and motivating the Guest Experience and Contact Centre teams.
- Support the Contact Centre when required.

General

- Strive to uphold the reputation and appearance of Yorkshire Wildlife Park in all actions.
- Enhance the highest levels of professionalism, service, and personal appearance at all times.
- Undertake any other reasonable duties which may be requested of you by the Management team.



Job Specification

Job Title: Guest Experience/Contact Centre Supervisor

Reporting to: Head of Guest Experience

Working Hours: 32 hours (normally worked on any 4 over 7 days) per week scheduled in accordance with business requirements. To include evenings, weekends and bank holidays as required.

Hourly Rate: £12.79 gross

Contract: Permanent (subject to the successful completion of a probationary period)

Main Duties & Responsibilities:

- Ensure that all guests are greeted on arrival with efficiency and professionalism.
- To be the face of YWP and supervise the welcome, sales approach and admission process experienced by all guests.
- To ensure admissions, payments and bookings are being processed in line with agreed procedures.
- Assist the GE Manager with rotas, back-office systems, and processes to ensure the department operates efficiently.
- Support with the daily Supervision of the Guest Services Building, including the Contact Centre, to ensure exceptional customer service is delivered at all times.

Candidate:

- Excellent communication skills with the ability to effectively communicate at all levels.
- Ability to work under pressure.
- Self-motivated, and enthusiastic with a can-do attitude.
- Must be able to work independently and as a part of a team.
- Excellent organisational skills.
- Must be flexible and able to work during the peak times which includes weekends, bank holidays and school holidays.

Start Date: As soon as possible

Closing date for applications: Thursday 6th February 2025



Person Specification

JOB TITLE: GUEST EXPERIENCE/CONTACT CENTRE SUPERVISOR

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Experience in customer-facing /customer-service environment	E
Experience of supervising other members of staff within a team environment	E
Evidence of implementation of customer service standards within a commercial environment	E
Experience of till operation	E
Experience of the implementation and delivery of new visitor products and services	D
Customer complaint resolution	E
Skills/ Abilities	
Excellent verbal skills with the ability to communicate to members of the public and other team members	E
Ability to thrive working in a fast-paced, commercial environment	E
Problem-solving skills with the ability to suggest resolutions	E
Ability to effectively encourage the development and support other team members	E
Ability to take sole responsibility for a team and work on own initiative	E
Excellent time management and organisational skills	E
Ability to take direction and support senior members of the management team	E
Experience of supervising customer-facing team members.	D
Knowledge	
Knowledge and experience of EPOS systems, till operation and cash handling	E
Well-versed and competent with Microsoft Office	E
Qualifications	
NVQ level three or equivalent in Customer Service	D
GCSE A-C level in numeracy and literacy or equivalent	D
First Aid at Work Certificate	D