



## Job Vacancy Information Pack

### Post: Evolution General Manager

**Job Reference: EX386 (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.

### **Evolution at The Hive - Yorkshire Wildlife Park**

The Hive is the exciting new development at Yorkshire Wildlife Park.

One of the key features of The Hive is Evolution, a unique experiential restaurant where team members deliver an inspiring and truly memorable dining experience for our visitors.

### **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 to the following email address [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:** General Manager  
**Reporting to:** Commercial Director  
**Department:** Evolution – The Hive

### Primary Responsibilities

To operate and run the new 350 seat immersive restaurant in the exciting and dynamic environment of The Hive at Yorkshire Wildlife Park.

### Key Work Objectives

- Recruitment, training, and ongoing development of a large retail team (Front of House & Kitchen)
- Motivate, inspire, and retain a team.
- Drive a guest focused service culture that thrives on the extraordinary.
- Passionate about influencing the continuing improvement of the concept.
- Schedule staff to meet customer needs in a challenging sales environment.
- Meet stretching financial targets.
- Maintain a safe and secure environment for guests and employees.
- Track stock levels of food, drink, supplies, and equipment, forecast needs, and oversee ordering.
- Complete and maintain all relevant records.

### 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>	Evolution General Manager
<b>Reporting to:</b>	Commercial Director
<b>Working Hours:</b>	Average basic of 40 hours per week, to include evenings, weekends and Bank Holidays
<b>Salary:</b>	Competitive
<b>Contract:</b>	Permanent (subject to the successful completion of a probationary period)
<b>Purpose of role:</b>	General management of a large experiential restaurant

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

- Ongoing development of the restaurant offer.
- Driving sales.
- Day to day operational management of the business.
- Maintaining excellent levels of food and drink quality.
- Recruitment, training, and development of the restaurant team.
- Maintaining Health & Safety Standards.
- Managing stock levels & wastage.

### **Candidate:**

The ideal candidate will have previous experience of managing a high-volume restaurant and enjoys working in a high energy vibrant environment. They will be passionate about driving sales and delivering exceptional food and drink quality. They will thrive on leading and developing a large team and want to be instrumental in the ongoing development of all aspects of the offer

**Start Date:** As soon as possible

**Closing date for applications:** Sunday 28<sup>th</sup> November

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



## Person Specification

**Job Title: General Manager**

Assessment Criteria	Essential (E) Desirable (D)
<b>Experience</b>	
Management and leadership of a large restaurant	E
Opening a new business from scratch	D
Brand and concept development	D
High volume food sales	E
Experience of entertainment industry	D
<b>Skills/ Abilities</b>	
Good communicator – verbal, written and presentation	E
Passion for food, drink and guest service	E
Training and development of supervisor/management level personnel	E
Systems: EPOS, staff scheduling, inventory management	E
Ability to work flexible hours including evenings and weekends	E
Superior leadership and organisational skills	E
<b>Knowledge</b>	
Food & Beverage	E
Staff & self-development, motivation, & leadership	E
Stock management	E
Profit & Loss Account/Income Statement	E
Staff Scheduling	E
<b>Qualifications</b>	
Personal License Holder	D
GCSEs or equivalent	E
Diploma and/or Degree in Catering, Hospitality or Business-related subject	D
Level 2 Food Safety	D