



Job Vacancy Information Pack

Post: Housekeeping Manager

Job Reference: EX618 (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 Wildlife Hotel at The Hive - Yorkshire Wildlife Park

The Hive is the exciting leisure and entertainment hub situated at the entrance of Yorkshire Wildlife Park. Consisting of Evolution (Experiential Restaurant), Uproar! (Playbarn), and Wilds Café Bistro, as well as an extensive retail offering.

The Hex Wildlife Hotel opened in April 2022, with a further 30 rooms opening in December 2024, taking the property up to 104 rooms. We are thrilled to have been a recipient of the 2024 Tripadvisor Travellers Choice Award and the Booking.com Traveller Review Awards for two successive years. We strive to ensure that every guest has an exceptional time whilst staying with us and as the leader of our housekeeping team you will play a key role in that. With a mix of standard king and twin rooms, family rooms and suites, at Hex Wildlife Hotel we try to offer the ideal room type for every traveller.

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 the below means:

Email: recruitment@yorkshirewildlifepark.com

And if email is unavailable

Post: HR Department, Yorkshire Wildlife Park, Brockholes Lane, Branton, Doncaster, DN3 3NH

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: Housekeeping Manager

Reporting to: Hotel Manager

Department: Hex Wildlife Hotel

Primary Responsibilities

To efficiently lead the housekeeping team to ensure that a clean and welcoming accommodation is provided to all of our guests, delivering an exceptional guest experience.

Key Work Objectives

The Housekeeping Manager is responsible for overseeing all housekeeping operations to deliver an excellent guest experience whilst constantly evaluating guest satisfaction and setting department targets and objectives.

This includes:

- Guest satisfaction levels and trends with a focus on continuous improvement.
- Operate within departmental budgets through effective stock and cost controls.
- Manage staffing levels to cover business demands and remain in line with budgets.
- Set departmental targets and objectives.
- Maintaining room quality by ensuring jobs of the day, deep cleaning etc are undertaken.
- Maintaining consistently high standards of cleanliness and ensuring team members are welcoming & courteous whilst looking after guests needs.
- Monitor the appearance, standards and performance of the Housekeeping Team in accordance with YWP policies.
- Ensure team members have an up-to-date knowledge of all room categories and amenities as well as a good awareness of current and upcoming events and promotions across the whole YWP business.
- Maintain good communication and work relationships with all other departments and suppliers.
- Undertake regular team meetings.
- Manage staff performance issues in accordance with YWP policies and procedures.
- Recruit, manage, train and develop the housekeeping team.
- Stock control of all cleaning products, chemicals and linen.

General

- Maintain high levels of professionalism, service, and personal appearance.
- Undertake any other reasonable duties which may be requested of you by the senior management team
- To be responsible for compliance with health and safety regulations for yourself, other staff, and guests.



Job Specification

Job Title:	Housekeeping Manager
Reporting to:	Hotel Manager
Working Hours:	40 hours per week scheduled in accordance with business requirements (including weekends and bank holidays)
Salary:	£31,000 gross, per annum
Contract:	Permanent (subject to the successful completion of a probationary period)
Purpose of role:	To efficiently lead the housekeeping team, ensuring that clean and welcoming accommodation is provided to all our guests to deliver an exceptional guest experience.

Main Duties & Responsibilities:

- Operate within departmental budgets
- Manage staffing levels.
- Maintain room quality and standards.
- Manage staff performance.
- Full management responsibility for the housekeeping team
- Stock control.

Candidate:

- Excellent time management.
- Flexible, with a 'can do' attitude.
- Positive and motivational team leader.
- Experience of managing a housekeeping team in a 100+ bed property
- Great interpersonal, communication and leadership skills
- Acute attention to detail.
- Able to remain calm and focused on results under pressure

Start Date: As soon as possible

Closing date for applications: Sunday 13th April 2025



Person Specification

JOB TITLE: HOUSEKEEPING MANAGER

Assessment Criteria	Essential (E) Desirable (D)
Experience	
At least 12 months of previous experience working in a housekeeping manager/head housekeeper role within a hotel	E
Staff Scheduling	E
Skills/ Abilities	
Leadership and team management	E
Passion to produce consistently high cleanliness standards	E
Attention to detail	E
Able to work independently	E
Time management	E
Knowledge	
COSHH legislation	E
Health & Safety legislation	D
Good working knowledge of basic IT systems such as Microsoft Office	E