Job Vacancy Information Pack

Post: Catering Assistant (Evolution & Wilds Bistro)

Job Reference: EX668 (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 more than 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 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.

Catering at Yorkshire Wildlife Park

The Catering Department at Yorkshire Wildlife Park manages multiple eating outlets ranging from fast food restaurants, ice-cream kiosks, takeaway outlets and casual dining restaurants providing fresh foods made to order. The teamwork in a dynamic and fast paced environment to provide the very best food and beverage experience for our guests.

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 that 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 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: Hive Catering Assistant

Reporting to: Catering Supervisor/ Restaurant Assistant Manager/ Restaurant General Manager

Department: Catering

Primary Responsibilities

Provide an amazing dining experience for all our guests through great service. Knowledgeable in all our menus, service standards, allergens and guest experience, you have the passion and desire to ensure all our guests have a fantastic time.

Key Work Objectives

- Greeting and seating our guests
- Taking correct orders with upselling
- Guiding our guests through the menus
- Supporting with any allergen requirements
- Delivering food and drinks, clearing when finished
- Allowing our guests to make correct and prompt payment
- Ensuring the restaurant looks clean, tidy and welcoming always
- Support others within the team
- Prepare drinks and desserts as required
- Ensure all company policies are always followed
- Comply with all Health and Safety requirements
- Support on functions and events when required

General

- Maintain the highest levels of professionalism, service and personal appearance always.
- 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.
- Support other teams across park when requested by the senior team

Job Specification

Job Title:	Hive Catering Assistant	
Reporting to:	Catering Supervisor/ Restaurant Assistant Manager/Restaurant General Manager	
Working Hours:	There are a variety of part-time positions available. Shifts will be scheduled in accordance with business requirements and will include regular weekend, evening and bank holiday work.	
Gross Hourly Rate:	Age 16-17 years	£9.20
	Age 18-20 years	£10.05
	Age 21+ years	£12.25
Contract:	Permanent (subject to the successful completion of a probationary period)	
Purpose of role:	Provide a positive dining experience for all our guests through great service	

Main Duties & Responsibilities:

- Greeting and seating our guests
- Taking correct orders with upselling
- Guiding our guests through the menus
- Supporting with any allergen requirements
- Delivering food and drinks, clearing when finished
- Allowing our guests to make correct and prompt payment
- Ensuring the restaurant looks clean, tidy and welcoming always

Candidate:

- Able to work under pressure, flex to the guests' needs and work as part of a team
- Excellent communication skills, ability to listen
- Excellent customer facing skills, always with a genuine smile
- Able to cope well with the physical demands of a restaurant including carrying trays and plates and long hours on your feet.
- Positive approach to learning new skills, product knowledge and how to improve on great customer experiences

- Must be flexible and able to work during our peak times which include weekends, bank holidays and school holidays.

Start Date: As soon as possible

Closing date for applications: Thursday, 19 April 2026

Person Specification

JOB TITLE: HIVE CATERING ASSISTANT

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Previous experience working in a casual dining restaurant or bar	D
Strong Customer service skills	D
Use of tills and ordering systems	D
Skills/ Abilities	
Ability to work under pressure to meet challenging deadlines	E
Must be flexible with proven ability to multi-task	E
Ability to handle physical demands such as carrying trays, plates and long periods of time on your feet	E
Team player with the ability to use own initiative, work unsupervised and support others	E
Good communication skills	E
Positive and enthusiastic approach with a good attention to detail	E
Keen to learn new skills with the ability to thrive within a fast paced and dynamic environment	E
Basic maths skills for handling cash and payments	E
Knowledge	
Basic food hygiene and health and safety awareness	D
Allergen awareness	D
Wine, spirits and beer knowledge	D
Qualifications	
Level 2 Food hygiene certificate	D
Accredited customer service qualification	D