



Job Vacancy Information Pack

Post: Deputy Retail Store Manager

Job Reference: **EX585 (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 opportunity monitoring form and submit this to us along with your completed application form. The equal opportunities monitoring form will be 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.

Retail at Yorkshire Wildlife Park & The Yorkshire Hive

Retail at Yorkshire Wildlife Park and The Yorkshire Hive currently comprises of three permanently situated stores, supplemented by a number of pop-up retail stores during event days/ evenings.

Our diverse retail offering caters for all ages and with plans to further expand the retail offering, there's never been a more exciting time to join the team.

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.

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 that 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: Deputy Retail Store Manager

Reporting to: Retail Store Manager

Department: Retail

Primary Responsibilities

Responsible for ensuring the efficiency of the daily operational running of the retail stores in line with the standards and expectations set by the Retail Store Manager. Support the Retail Store Manager with the continuous development of the retail store to deliver the company KPI's. Manage and motivate the team to consistently deliver exceptional customer service standards.

- Work with the Retail Store Manager to analyse and interpret sale figures and identify trends to maximise sales.
- Responsible for ensuring stock levels are to the set requirements and are managed cost effectively.
- Liaise with suppliers as when required to ensure invoicing of orders and deliveries are received within the agreed time frames set by the retail manager.
- Utilise the EPOS and stock management systems for reporting purposes, to record sales figures and the ability to analyse data for the planning of the store.
- Awareness of market trends and movements within the retail industry to support and advise the Retail Store Manager when required.
- Plan, forecast and report on sales, costs, and business performance as directed by the Retail Store Manager.
- Produce rotas in line with department budget, ensuring that productivity is maintained.
- Assist with displays and promotional events in store and across the park.
- Assist the Retail Store Manager and HR team with staff management to maximise the store and planning efficiency.
- Motivate the team through effective engagement and drive delivery of the Retail Store Manager's initiatives and targets set on the shop floor. Support with the completion of appraisals and one to one performance update meetings with the retail team.
- Maintain excellent customer service standards throughout to support the continuous efforts of achieving repeat visitor targets to the store and park.

General

- Maintain the highest levels of professionalism, service and personal appearance.
- 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

Job Title:	Deputy Retail Store Manager
Reporting to:	Retail Store Manager
Working Hours:	Average basic of 40 hours per week scheduled in accordance with business requirements. To include regular weekend and bank holiday work.
Salary:	Competitive
Contract:	Permanent (subject to the successful completion of a probationary period)

Main Duties & Responsibilities:

- Support the Retail Store Manager with product control; ensuring that stock levels throughout the store and storeroom are well maintained.
- Deputise overseeing all operational aspects of the retail stores, ensuring all expectations and standards set by the Retail Store Manager are being achieved.
- Deliver exemplary customer service to all guests, ensuring that guest's expectations are exceeded wherever possible.

Candidate:

- Excellent communication skills.
- Ability to work under pressure.
- Positive, driven individual.
- Self-motivated and enthusiastic.
- Must be able to work independently and as a part of team.
- Excellent organisational skills.
- Must be flexible and able to work during our peak times which includes weekends, bank holidays and school holidays.

Start Date: As soon as possible

Closing date for applications: Sunday 2nd June 2024

Interviews to be held: Dates to be confirmed



Person Specification

JOB TITLE: DEPUTY RETAIL STORE MANAGER

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Working within set targets and budgets	D
Experience working in a customer facing role	E
Working in a fast-paced, multi-facetted retail environment	E
Leading and managing a team	E
Clothing merchandising	D
Managing online retail platforms	D
Skills/ Abilities	
Demonstrate commitment, enthusiasm and the drive to achieve	E
Positive, enthusiastic with "a can-do" attitude	E
Excellent communication and engagement skills	E
Ability to confidently resolve customer complaints or queries	E
Ability to problem solve and adapt to change effectively	E
Excellent organisation and time management skills	E
Knowledge	
Cash handling and processing of till transactions	E
Knowledge of the retail sector, with an understanding of stock management requirements	D
Qualifications	
NVQ level 2 in Customer Service	D
Management Diploma or equivalent	D
GCSE (or equivalent) A-C level in numeracy and literacy	D