

# COLCHESTER ZOO

Colchester Zoo is home to over 160 species and is dedicated to supporting conservation projects around the globe. As an award-winning visitor attraction with over 1 million guests visiting each year, every staff member at the zoo works together to ensure that our guests have an enjoyable and unforgettable experience.

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**JOB TITLE:      Catering Team Member**

We are looking for people to fill vacancies that have arisen in the Catering Team as we get ready for Easter and our main summer season at our award-winning zoo, East Anglia's premier tourist attraction.

As part of our organization's mission statement, we aim to provide guests with an excellent customer experience. Successful applicants will make a significant contribution to this by ensuring guests are served a variety of different types of food, drinks and ice creams across the 13 restaurants and outlets across the zoo.

You could be working in an ice cream shop, snack shop or in our main Penguin's Restaurant. We need everyone to play a part whether you are assisting with washing up, clearing and cleaning tables, preparing and serving food or dealing with payments.

The right people do not need to have prior experience in catering but do need to be adaptable and excited to learn new skills. No two days are the same at Colchester Zoo and in these roles, you can be assured of a variety of tasks and roles across your working day.

**If you are:**

- hard-working and committed.
- organised and methodical.
- outgoing and adaptable and willing to learn
- able to remain pleasant and calm in a busy and demanding environment
- patient, professional and courteous when dealing with guest enquiries
- confident and outgoing with high standards of personal appearance
- passionate about delivering exceptional guest service
- flexible and adaptable to changes
- able to work well as part of a team and independently.

**we would love to hear from you!**

- KEY RESPONSIBILITIES:**
- Support the Catering managers and other team members to perform the required daily operations and any tasks deemed appropriate.
  - Ensure that all guests receive a warm, friendly and memorable welcome.
  - Contribute to maintaining the cleanliness within buildings and of the equipment in them.
  - Ensure a good knowledge of services, products and the law around food and hygiene. Training on Natasha's law will be provided.
  - Operate and complete tasks in accordance with the Company's Health & Safety Policy
  - Be flexible and ready to move to different Catering restaurants and outlets as the business needs and at times support other commercial departments.

- SKILLS AND QUALIFICATIONS:**
- Punctual, hard-working and able to use own initiative
  - A highly motivated individual with excellent guest service skills
  - Ability to work under pressure and juggle competing priorities in a busy, fast paced and challenging environment with minimum supervision
  - Excellent and clear communication skills for a range of customer needs and abilities
  - Ability to work collaboratively within a team
  - To work calmly and effectively in a high-pressure environment
  - Maintenance of hygienic and safe working environments
  - Ability to interact positively and professionally with the public, and colleagues

**EXPERIENCE:** No previous experience needed.

- WORKING HOURS:**
- This is a zero-hour position
  - Availability to work weekends and across holiday periods is an essential requirement
  - Weekday term time availability is also desirable
  - Typical shifts may be 1-2 days at weekends and up to 5 days during holiday periods
  - Pay rate – to be discussed at interview and subject to successful completion of a three-month probation period.

**UNIFORM:** Uniform will be provided. Uniform must be worn at all times with a name badge.

**SALARY:** To be discussed at interview and subject to successful completion of a three-month probation period.

## HOW TO APPLY

If you are interested in applying, please complete the [Colchester Zoo Employment application form](#). Please ensure all sections of the application form are completed, do not enter 'Refer to CV'.

Send you CV and completed Employment Application Form to [zoeowens@colchesterzoo.org](mailto:zoeowens@colchesterzoo.org)

**Closing date for applications 29th September 2023.**

Please be aware that we will only process applications that include a completed application form and CV. We do have a lot of interest in our vacancies, if you have not heard from us after four weeks of submitting your application you should assume you have not been successful on the occasion.



**SECTION FOUR – Continuous Professional Development, other training, current study  
(type in information)**

<b>Qualification (Inc. grade)</b>	<b>School / University / Institution</b>	<b>Date Achieved</b>

**SECTION FIVE – Membership of Professional Body, include any offices held  
(type in information)**

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**SECTION SIX – CURRENT / MOST RECENT EMPLOYMENT (type in information)**

<b>Job Title:</b>		<b>Current Job:</b>	
<b>Employer:</b>			
<b>Start Date:</b>		<b>End Date:</b>	
<b>Salary:</b>			
<b>Main duties and responsibilities:</b>			
<b>Notice Period:</b>			
<b>Reason for leaving:</b>			

<b>SECTION SEVEN – PREVIOUS EMPLOYMENT: (type in information)</b>			
<b>Job Title:</b>		<b>Current Job:</b>	
<b>Employer:</b>			
<b>Start Date:</b>		<b>End Date:</b>	
<b>Salary:</b>			
<b>Main duties and responsibilities:</b>			
<b>Notice Period:</b>			
<b>Reason for leaving:</b>			

<b>PREVIOUS EMPLOYMENT CONTINUED... (type in information)</b>			
<b>Job Title:</b>		<b>Current Job:</b>	
<b>Employer:</b>			
<b>Start Date:</b>		<b>End Date:</b>	
<b>Salary:</b>			
<b>Main duties and responsibilities:</b>			
<b>Notice Period:</b>			
<b>Reason for leaving:</b>			

<b>PREVIOUS EMPLOYMENT CONTINUED... (type in information)</b>				
<b>Job Title</b>	<b>Employer</b>	<b>Start Date</b>	<b>Leave Date</b>	<b>Reason for leaving</b>

**GAPS IN EMPLOYMENT – please specify reasons and dates for any gaps in employment (type in information)**

**SUPPORTING INFORMATION - Please provide any information in support of your application. This should provide us with evidence of the skills, knowledge, personal attributes, competence and experience to carry out with the role for which you are applying (type in information)**

**REFERENCES – Please give the details of two referees, one should be your current or most recent employer (i.e. you line manager or Head of Department) References from family or friends are not accepted if you have an employment history (type in information)**

<b>Title:</b>		<b>First Name:</b>	
<b>Can the reference be contacted?</b>		<b>Surname:</b>	
<b>Job Title:</b>			
<b>Address:</b>			
<b>Email:</b>		<b>Telephone:</b>	
<b>Relationship:</b>			

<b>Title:</b>		<b>First Name:</b>	
<b>Can the reference be contacted?</b>		<b>Surname:</b>	
<b>Job Title:</b>			
<b>Address:</b>			
<b>Email:</b>		<b>Telephone:</b>	
<b>Relationship:</b>			

**DISABILITY – Do you require any special arrangements to be made to participate in the selection process on account of a disability? If yes, please give brief details (type in information)**

**CONVICTIONS – Have you ever been convicted of a criminal offence i.e. cautions, reprimands or warnings? If yes, please give details of any unspent convictions.**

**DECLARATION: Please read carefully before signing this application**

I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered. I agree that the organisation reserves the right to require me to undergo a medical examination. (Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor). I agree that this information will be retained in my personnel file during my employment and for up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act. I agree that should I be successful with this application, I will, if required apply to the Criminal Records Bureau/Scottish Criminal Records Office for a basic disclosure. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the company, any offer of employment may be withdrawn or my employment terminated.

**Signed:**

**Date:**