



KNOWSLEY HALL

RECRUITMENT PACK

HOUSEKEEPER



April 2024



INTRODUCTION

Thank you for your interest in this role and working at The Knowsley Estate, we hope that this recruitment pack provides you with the information that you need to pursue your application. Please ensure that you read all parts of this document in order to complete your application as requested and tailored to the role and person specification.

This pack contains the following:

- About the Knowsley Estate
- Benefits of Working at The Knowsley Estate
- Shortlisting
- The Role
- The Person
- How to Apply



ABOUT THE KNOWSLEY ESTATE

Owned by The Earl and Countess of Derby, The Knowsley Estate is comprised of two operating entities. Firstly, Stanley Enterprise, the leisure arm of the business, focussing on outstanding quality of customer service and guest experience and home to two great Merseyside icons – Knowsley Hall (lovingly restored from Police offices over the last 25 years by The Earl and Countess of Derby) and Knowsley Safari (Founded in 1971 by 18th Earl, uncle of the current owner). The gardens created from scratch by Lady Derby and the Knowsley Parks & Gardens team. Stanley Enterprise is a legal partnership between Lord Derby & their older son Edward Stanley. Secondly, The Stanley Estate and Stud Company which operates the landed side of the business including farmland, residential properties and Stanley Grange Business Village. Further afield in Newmarket near Cambridge, is Stanley House Stud and which is where the family's 'Mare in a Million' Ouija Board lived.

The walled Park covers over 2500 acres and has been in the continual ownership of the Stanley Family since 1385 and from that time the history of the family has been closely intertwined with the history of the country. If you delve into the family's history, you'll discover that Lord Stanley was created the 1st Earl on the battlefield of Bosworth by Henry VII, the 14th Earl was Prime Minister three times, the 15th Earl was Foreign Secretary and the 17th Earl was Secretary of State for War during the First World War the ambassador to Paris. William Shakespeare and Edward Lear both worked and wrote at Knowsley.

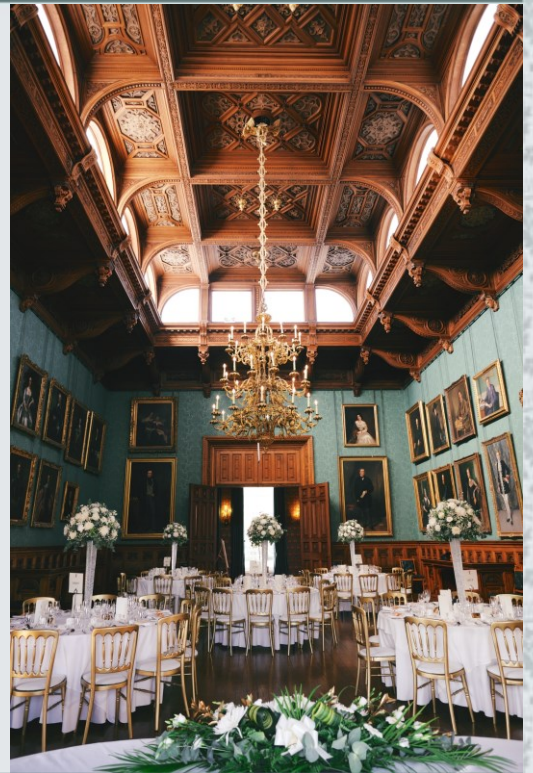
The beautiful park was landscaped with the advice of Lancelot 'Capability' Brown in the 1770's. The park was extended in the nineteenth century and is enclosed by a stone wall 9 ½ miles long. At times in its long history, the park has contained a racecourse and (reputedly) a gold-mine.

At The Knowsley Estate, we know that ultimately, it is our staff's commitment and hard work that will drive us forward. It is our vision to value and invest in our people to inspire them to channel their pride and passion in their work towards our goals. We are committed to the personal development of our staff where aspirations can be met and opportunities are available.

SHORTLISTING

Candidates should ensure before they apply, that they have read through The Role and The Person thoroughly and that they meet the criteria outlined for this role as a minimum.

Due to the high volume of applications that we receive, we regret that we are only able to contact those applicants that have been shortlisted to interview. If you have not heard from us within one month of the closing date, please note that we have decided not to take your application any further any time.



BENEFITS

- 33 days' annual leave (inclusive of bank holidays), increasing with service
- Access to a generous pension scheme
- Complimentary tickets to Knowsley Safari
- Free entry to affiliated zoo's and collections through BIAZA
- Discounts on a range of products and services offered by the Estate
- Estate Summer BBQ and Christmas Tea Party staff events
- Health Cash Plan to cover costs such dental and optical amongst others
- Employee Assistance Programme, counselling and support helpline to discuss any worries anonymously
- PERKS online discount scheme
- Thrive wellbeing app, full of tips and techniques to help you monitor and improve your health.
- Commitment to your personal development
- Cycle to Work scheme
- Celebration of Service awards
- Free car parking

THE ROLE

J O B T I T L E	Housekeeper
C O N T R A C T T Y P E	Permanent
C O N T R A C T E D H O U R S	20 hours per week
W O R K I N G H O U R S	Hours can be anything between the hours of 8am – 11pm Monday through Sunday, must be able to work over weekends. Flexibility is key for us so please do let us know your availability when applying.
R E P O R T T O	Head Housekeeper
S A L A R Y	£12.25 per hour

The following job description has been designed to give a clear definition of the role, but it is hoped that the employee will seek to develop the role to the best of their ability and that the role can be developed to make full use of their potential.

Main Duties and Responsibilities

- Deliver the 5-star standards which have been set by your department head in conjunction with the Countess of Derby.
- Work with and around the Derby Collection which includes the handling of antiques and precious objects.
- Deliver and maintain high standards of cleanliness, having an excellent eye for detail, meticulous standards and an energetic and efficient approach to work.
- Display a positive and courteous attitude at all times.
- Create a welcoming environment for all guests to Knowsley Hall.
- Ensure the cleanliness of all public areas, state rooms, bedrooms, toilets, linking corridors and passageways, and back of house areas. Your general cleaning duties include:
 - Vacuuming
 - Dusting
 - Hoovering
 - Mopping
 - Sanitising
 - Buffing
 - Laundry
 - Ironing

- Undertake Stately Home specific training such as pest control and Derby Collection object handling. This includes regular salvage meetings, and the willingness to become part of the emergency response team.
- Undertake service and standards training to ensure that you are able to complete your role as expected and to the quality expected of a prestigious Stately Home.
- Swiftly turn-around all bedrooms necessary when we have back-to-back events without dropping our service standards.
- Maintain discretion and confidentiality for guests at all times.
- Provide housekeeping support at events by being Housekeeping warden at events to fulfil cleaning duties. This may include turning down of beds when required.
- Assist in the cleaning and setting of fireplaces in public rooms.
- Report any minor maintenance issues with the Hall, defects or concerns to your line manager.
- Conduct yourself in a manner which is in keeping with the standards and tone of Knowsley Hall as a prestigious stately home.

Any other duty or responsibility as directed by your manager or supervisor that is commensurate with the position.



THE PERSON

Our ideal candidate will have the following skills, qualifications, and characteristics:

- At least one year's previous housekeeping experience would be preferred but need not have handled antiques and precious objects as training will be given.
- Cheerful team player who is helpful and positive.
- Outstanding attention to detail.
- Awareness of need for discretion and confidentiality.
- Ability to maintain a polite and courteous manner at all times.
- Takes responsibility to meet the high standards required.
- Ability to work on your own initiative and part of a team.
- This is a fast-paced role with a lot of manual working and so you will be expected to be physically fit and able to complete the responsibilities required.
- Flexibility in hours of work is required between 11am and 11pm on Saturday's. Please let us know if you are flexible on any other days in the week.

Where does this role sit within Knowsley?



HOW TO APPLY

Please send your CV to recruitment@knowsley.com.

CLOSING DATE:

Ongoing. This role will close when we have recruited our next Housekeeper

INTERVIEW DATE:

Ongoing

START DATE:

ASAP

