



KNOWSLEY HALL

RECRUITMENT PACK

DEPUTY HEAD
HOUSEKEEPER



MARCH 2026



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

Your normal working hours are to be worked 5 out of 7 days, averaging 35 hours per week as well as any other hours that are reasonably required for the fulfilment of your duties. You will be expected to work bank holidays, evenings, and weekends however, this may vary and it may be necessary for you to work outside of these hours. You must be flexible in the hours you are able to work between 7.30am to 11pm, Monday through Sunday due to the nature of the business.

R E P O R T S T O

Head Housekeeper

S A L A R Y

£27,483 per annum

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.

Purpose of the Role

- As a hands-on Deputy you will be the main support for the Head Housekeeper, managing the teams' day-to-day activities in the absence of the Head Housekeeper and working to the highest industry standards to ensure that cleanliness and upkeep of Knowsley Hall.
- You will be jointly responsible for the preparation, cleanliness, safety and security of our 20 bedrooms and state rooms in this wonderful stately home both front and back of house.
- You will demonstrate a guest focussed attitude and a flexible approach towards your responsibilities.
- You will upkeep, clean and care for a wide range of interiors and works of art within the Derby Collection ensuring that they are presented to their very best and ensure that your team are trained by the Curator in the care of fine art and antiques.

Main Duties and Responsibilities

Staff Management

- Responsible for leading the housekeeping team in the absence of the Head Housekeeper which will include the weekly rota, assigning day to day activities working to the daily business needs.
- You will assist the Head Housekeeper with regards to interviews, on boarding procedure for new starters, monthly 1:1s, training and staff development ensuring that the team can meet agreed service standards and working to the efficiency of the training manual.
- Ensuring the Housekeeping team are up to date with all necessary H&S training including but not limited to – COSHH, manual handling, and working at height.
- You will assist with the coordination of the annual spring clean, helping to lead the housekeeping team alongside the Hall Curator, and Hall Steward.
- You will be responsible for the team using the right equipment and materials in the right places e.g., pillow and mattress protectors, correct size linen, FOH v BOH paper hand towels. Full guidance is outlined in the standards document prepared by The Countess of Derby.
- Ensure the team maintains a consistently guest focused attitude.



Standards Management

- Assist with the design, training, and maintenance of service and standards procedures for all areas of Knowsley Hall to ensure that your team work to the highest industry standards. These have been written by The Countess of Derby to ensure that expectations are understood, and standards are met. We are currently a 5* venue and we expect this to be maintained.
- Complete regular reviews/spot checks of the service and housekeeping standards, highlighting to the team areas for improvement.
- The Head Housekeeper will organise for external contractors to enter the premises to carry out duties such as window cleaning, carpet cleaning and pest control etc. but you may be asked on occasion to either help book or supervise this work.
- Ensure that weekly/monthly checks are carried out, this will include the safety of Z-beds and cots, the working of safes and the weekly legionella water purge of all bathrooms. All must be documented and submitted upon request to Estate Office.

Communication

- In the absence of the Head Housekeeper, attend the weekly Hall Operations meeting and share information regarding housekeeping, and any other issues.
- Carry out the daily housekeeping team briefings to ensure all the team understand what their duties are for the day.
- All maintenance will need to be logged and followed up with the Estate Office, reporting any issues to the Head Housekeeper and / or the Head of Operations.

Resources Management

- Support the Head Housekeeper with ensuring sufficient stock levels and replenishment of the bedroom consumables including cleaning products, tea, coffee making facilities, and other consumable items such as toilet rolls etc.
- Carry out monthly stock takes for the Hall and request stock levels from Crag and New House.
- Ensure all relevant paperwork related to COSHH is completed and kept up to date.
- Complete 6 monthly stock takes of all bed and table linen, ordering any items that meet Knowsley Hall's expected quality standard.
- Take 6 monthly quality checks on duvets, pillows and protectors ordering any items that meet Knowsley Hall's expected quality standard.
- Annually check the quality of mattresses.
- Support the Head Housekeeper with ensuring the correct and logical storage of all housekeeping stock e.g. all Z bed linen and protectors are kept together.

General Housekeeping

- To ensure the cleanliness of all public areas, state rooms, bedrooms, toilets and linking corridors and passageways.
- To ensure the swift turn-around of all bedrooms, especially when we have back-to-back weddings/private stays, organising your team to ensure this meets our defined service standards.

- To ensure the cleanliness of all colleagues and back of house areas including but not limited to the Estate Office and colleague kitchen/break rooms.
- To ensure the cleanliness of the pantries through a rota system of which department uses them:
 - Glass wash – Events
 - Breakfast Room Servery – Events
 - Events Office Pantry – Events
 - Aintree Room (colleague break room) – Events
 - Linen Room Kitchenette - Housekeepers
- All back of house linen and storage areas are expected to be maintained and cleaned weekly.
- To launder table linen, bedroom linen, and chair covers / bows.
- To launder kitchen uniforms and selected casual uniforms as and when necessary.
- To assist in the cleaning and setting of fireplaces in public rooms.
- Maintain floral displays by replenishing water as required ensuring they are on mats.
- To ensure the disposal of floral arrangements following events to recycling bin and vases to be left by the teak doors for collection.

Events

- To arrange the bedrooms and their contents for specific events such as residential shoots, etc. as directed by the Family or the Client.
- To act as housekeeping warden during major events at the Hall as required.
- Support the Head of Operations with the Warden rota to ensure that the toilets are monitored during events.
- To turn down beds when required.
- Ensure the safety of guests and staff in conjunction with the event managers.

Derby Collection

- You will support the Head Housekeeper by regularly liaising with the Curator of the Derby Collection.
- Housekeeping are responsible for monitoring and reporting minor maintenance issues within Knowsley Hall to the Estate Office as well as reporting damaged works of art from the Derby Collection to the Curator and Lady Derby.
- To monitor and report any missing items from public areas such as picture frames etc. to the Events department, Curator, and Lady Derby.
- To ensure that all flower arrangements sit on mats on the furniture.
- To help the Head Housekeeper and your team to assist the Curator, Site Supervisor, and Hall Steward with the movement of furniture for anything such as filming, building works etc.

Other

- To complete Hall checks as and when required.
- To assist the Curator with the management of pest control.
- Provide housekeeping support to private residences if requested.
- Ensure that the lost property is regularly emptied once per month if items are not claimed.
- You must, at all times, have an excellent attention to detail, bringing to the relevant persons' attention anything necessary or which you feel is not in keeping with the standards and tone of Knowsley Hall as a prestigious stately home.
- Perform any other duty or responsibility as directed by your manager that is commensurate with the position.
- All colleagues are expected to champion outstanding customer service - putting our customers first, creating welcoming experiences, and consistently contributing to a positive, service-focused environment.
- All colleagues are expected to bring a growth mindset – staying curious, seeking solutions, and embracing learning to drive continuous improvement.

THE PERSON

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

Essential Skills and Experience

- Experience in housekeeping within a luxury, heritage or high-end hospitality environment.
- Supervisory or team-leading experience including rota management.

Desirable Skills and Experience

- Experience within a stately home, private estate or 5-star venue.
- Experience caring for fine interiors, antiques or conservation-led environments.
- Understanding of conservation practices or experience working with curatorial teams.

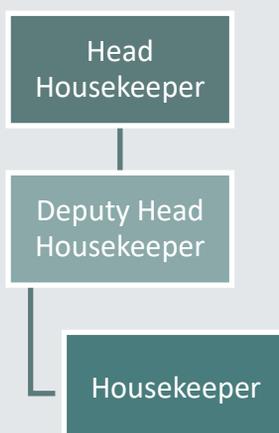
Skills & Knowledge

- Exceptional attention to detail and commitment to high standards.
- Knowledge of COSHH, manual handling and safe working practices.
- Strong organisational skills and ability to lead and motivate a team.
- Clear and confident communication skills.

Personal Attributes

- Professional, discreet and guest-focused.
- Calm under pressure with a flexible approach to work.
- Positive attitude with willingness to support across departments.
- Proactive, solution-focused and committed to continuous improvement.

Where does this role sit within Knowsley?



HOW TO APPLY

Please send your CV to recruitment@knowsley.com.

CLOSING DATE: Sunday 29 March

INTERVIEW DATE: 14 & 15 April

START DATE: ASAP

