



KNOWSLEY HALL

RECRUITMENT PACK

ADMINISTRATIVE
SUPPORT-
FIXED TERM

JANUARY 2025



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.

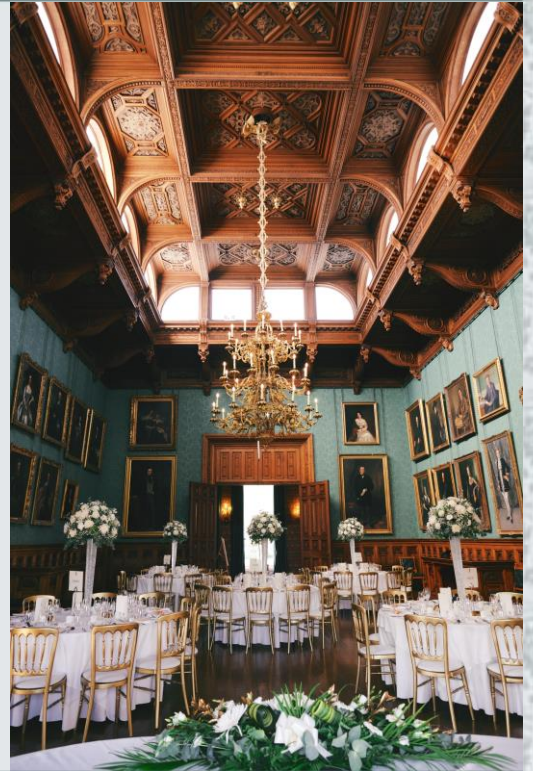
The beautiful park was landscaped with the advice of Lancelot 'Capability' Brown in the 1770's. The park was extended in the nineteenth century and is enclosed by a stone wall 9 ½ miles long. At times in its long history, the park has contained a racecourse and (reputedly) a gold-mine.

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	Administrative Support
C O N T R A C T T Y P E	Fixed term – 6 month contract
W O R K I N G H O U R S	Your normal working hours are Monday to Friday 9am-5.30pm (40 hours per week) with 30 minute unpaid lunch break, as well as any other hours that are reasonably required for the fulfilment of your duties.
R E P O R T T O	Estate Management Administrator
S A L A R Y	Circa £24,000

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

This role will serve as the first point of contact for our tenants, visitors, contractors, and internal customers for all queries, questions, and communications while supporting the smooth day-to-day operations of the office.

Main Duties and Responsibilities

- Act as a first point of contact for all enquiries via phone, email, and in-person.
- Provide a professional and welcoming experience for tenants, clients, contractors, and visitors.
- Address queries efficiently or direct them to the appropriate department or person.
- Welcome and coordinate contractors arriving on-site ensuring adherence to contractor processes.
- Monitor cameras to access gates into the Park (including Stanley Grange) and ensure that visitors/contractors etc. are directed around the Park to their destinations appropriately.
- Perform general office duties such as but not limited to: filing, photocopying, scanning, printing.
- Support your Estate Office colleagues with any documentation they may require in relation to tenants, clients, or contractors.

- Assist with tenant communications where necessary including notices, updates, and reminders.
- Manage data entry tasks ensuring accuracy and timely updates to databases and records.
- Monitor and manage the Estate Office inbox, responding to emails promptly.
- Handle all incoming and ongoing mail to the Estate Office and ensure mail is franked and ready for collection daily.
- Manage meeting room bookings and any refreshment requirements.
- Other duties as directed by the Estate Manager or Estate Management Administrator.

This 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 and will be developed to make full use of their potential.



THE PERSON

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

Key Requirements

- Excellent customer service skills
- Good communication skills both verbally and in writing
- Attention to detail
- A good level of competency with the Microsoft Office 365 suite of products
- Good administrative and organisational skills.
- Ability to multi-task
- Ability to work under pressure and prioritise workload
- Ability to deal with complaints.
- It would be an advantage if the candidate has experience of working with property and tenants in an administrative role

Personal Attributes

- Outgoing, friendly, and welcoming nature.
- Can-do attitude.
- Reliable and flexible in approach to work and tasks.

HOW TO APPLY

Please send your CV to recruitment@knowsley.com.

CLOSING DATE: Midnight on 07 February 2025

INTERVIEW DATE: Ongoing, interviews will be arranged when suitable applications are received

START DATE: ASAP

