

RECRUITMENT PACK

ENGAGEMENT ASSISTANT



February 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
- About Knowsley Safari
- Benefits of Working at The Knowsley Estate
- Key Information about our recruitment process
- 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 and Knowsley Safari. 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 home to the family's 'Mare in a Million' – Ouija Board.

The walled Estate covers over 2500 acres and has been in the 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 Minister of War during the First World War and involved in negotiating the Treaty of Versailles.

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.



ABOUT KNOWSLEY SAFARI

Knowsley Safari is situated within the grounds of the Knowsley Estate. Animals and discovery have always been at the heart of the Estate – even before the safari park was ever created. Edward Smith Stanley, the 13th Earl of Derby, founding member of the Zoological Society of London and president for 20 years, built up a huge collection of birds, mammals and fish from around the world, many of which had never been seen in Britain before. At the time, Lord Derby's private zoo became the largest and most important of its type in Britain and when he died, his menagerie was as big as 28 bird species and 94 animal species – and an impressive 756 animals bred at Knowsley.

In October 1970, nearly 120 years later, the 18th Earl of Derby got permission to build a 346-acre wildlife and game reserve on part of the Estate. The first in the North of England and the first in a big city. Knowsley Safari Park opened in 1971 and quickly became one of the North West's leading attractions, with new exhibits and the extension of the safari drive to 5 miles in 1973.

In 1994, the 19th Earl of Derby took over and increased the visitor numbers and stepped-up participation in worldwide endangered species breeding programmes. Over the past few years, discussions have been underway to change the safari park as we know it now within the 'Master Plan'. This includes ideas around new animal habitats, a visitor hub, better facilities for guests in the winter months, with attractions and adventure which enable us to be open more days throughout the year. Our Tiger Trail opened in June 2018 and is a great example of the type and quality of exhibit that you can expect to see in Knowsley's future.

We attract over 600,000 guests every year and were awarded the *Large Visitor Attraction of the Year in the Liverpool City Region Tourism Awards 2020*. We do amazing work to inspire and connect our communities with the natural world for the benefit of future generations through our enthusiastic and expert people. Our aim is to be an exemplar in the zoological industry and to other large visitor attractions, we want to be the best!

We are a member of the British and Irish Association of Zoos and Aquariums (BIAZA) and the European Association of Zoos and Aquaria (EAZA).



KEY INFORMATION

BENEFITS OF WORKING AT KNOWSLEY

- 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
- Investment from us into you and your role
- Estate Summer BBQ and Christmas Tea Party staff events
- Health Shield Healthcare including health cash plan to cover costs such as dental and optical
- Employee Assistance Programme, a 24/7 counselling and support helpline to discuss any worries or issues anonymously
- PERKS online discount scheme
- Thrive wellbeing app full of tips and techniques to help you monitor and improve your health
- Cycle to Work scheme
- Free Uniform
- Free car parking
- Celebration of Service awards

Shortlisting

Candidates should ensure before they send in their application, 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 application we receive, we regret that we are only be able to contact those applicants who 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 at this time.

Right to Work Documentation

We ask all candidates to bring with them documentation to prove that they have the right to work in the UK, this is normally your passport, or birth certificate and proof of national insurance but you will be advised of other documentation if the above do not apply.



THE ROLE

J O B T I T L E	Engagement Assistant
C O N T R A C T T Y P E	Permanent
R E P O R T T O	Head of Learning, Discovery, Research & Conservation
W O R K I N G H O U R S	Your normal working hours are to be worked 5 out of 7 days, averaging 29 hours per week as well as any other hours that are reasonably required for the fulfilment of your duties. You may be expected to work bank holidays and weekends however, this may vary and it may be necessary for you to work outside of these hours.
S A L A R Y	£16,603

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

You will be responsible for the delivery of all aspects of engagement programming. This includes kids' clubs and summer schools, animal experiences, guided tours, guest engagement and community groups workshops. Your energetic and enthusiastic teaching will connect guests with nature and your attention to detail and procedures will ensure our social impact on the local community can be monitored.

Main Duties and Responsibilities

- Deliver all aspects of engagement programming including but not limited to: Intrepid Explorers, Mini Explorers, Knowsley Academy, Junior Rangers, Community Groups (including for dementia, MIND and others), Talks, Guest Engagement and Home Educators.
- Deliver experiences including meerkat, giraffe, bush dogs, private walking tours and safari tours and baboon buses (predominantly at weekends)
- Support the development and modification of existing programs in accordance with the education strategy

Main Duties and Responsibilities Continued

- Support the Engagement Supervisor in the development of and compliance of the experiences program
- Support the development of new projects under both 'people' and 'planet' aspects of departmental objectives. This includes working with different audiences such as care homes, hospitals, mental health support groups and underprivileged groups. In addition to the experiences program, family workshops and further kids' club's development.
- Uphold compliance on all engagement programming including but not limited to risk assessments, safeguarding, program guides and evaluation
- Support the delivery of some School's Team programs during peak times June and July
- Work flexibility according to the needs of the business including weekends and bank holidays
- Ensure that Knowsley Safari is seen as an innovative educational resource committed to both preservation of species and social impact within the local community
- Embrace and positively promote the company's Mission, Strategic Objectives and Values and deliver the education strategic objectives through departmental and personal objectives.
- Understand financial targets and departmental budgeting and contribute to running Learning and Discovery as a profitable division with KSP, ensuring targets and KPI's are delivered.
- Contribute to and complete tasks relating to Visitor Services, Animal Department and Research & Conservation.
- Ensure the welfare of animals used or kept are of the highest welfare standards.
- Ensure the cleanliness and care of all teaching and office spaces, vehicles and all equipment including the safe storage of valuable items
- Ensure that all Health & Safety procedures are understood and adhered to.
- To perform any other reasonable task or duty as directed by his or her supervisor

THE PERSON

The successful candidate will have the following characteristics, skills, and qualifications:

- Enjoy talking to people of all ages and in particularly engaging with children and families
- Ideally you will have some experience in a guest facing role – this could include in a zoo, museum, school, or hospitality setting
- Given the multi-faceted programming of the department you will be team player
- highly conscientious and adaptable
- A can-do attitude, be self-reflective and a willingness to learn and develop.
- Ideally the successful candidates will have a full driving licence
- This post is subject to an enhanced DBS check



HOW TO APPLY

Please send your completed application form and CV to recruitment@knowsley.com.

CLOSING DATE:

Midnight on 20 March 2024

INTERVIEW DATE:

Thursday 28 March 2024

