KNOWSLEY SAFARI

RECRUITMENT PACK

UNGULATE KEEPER

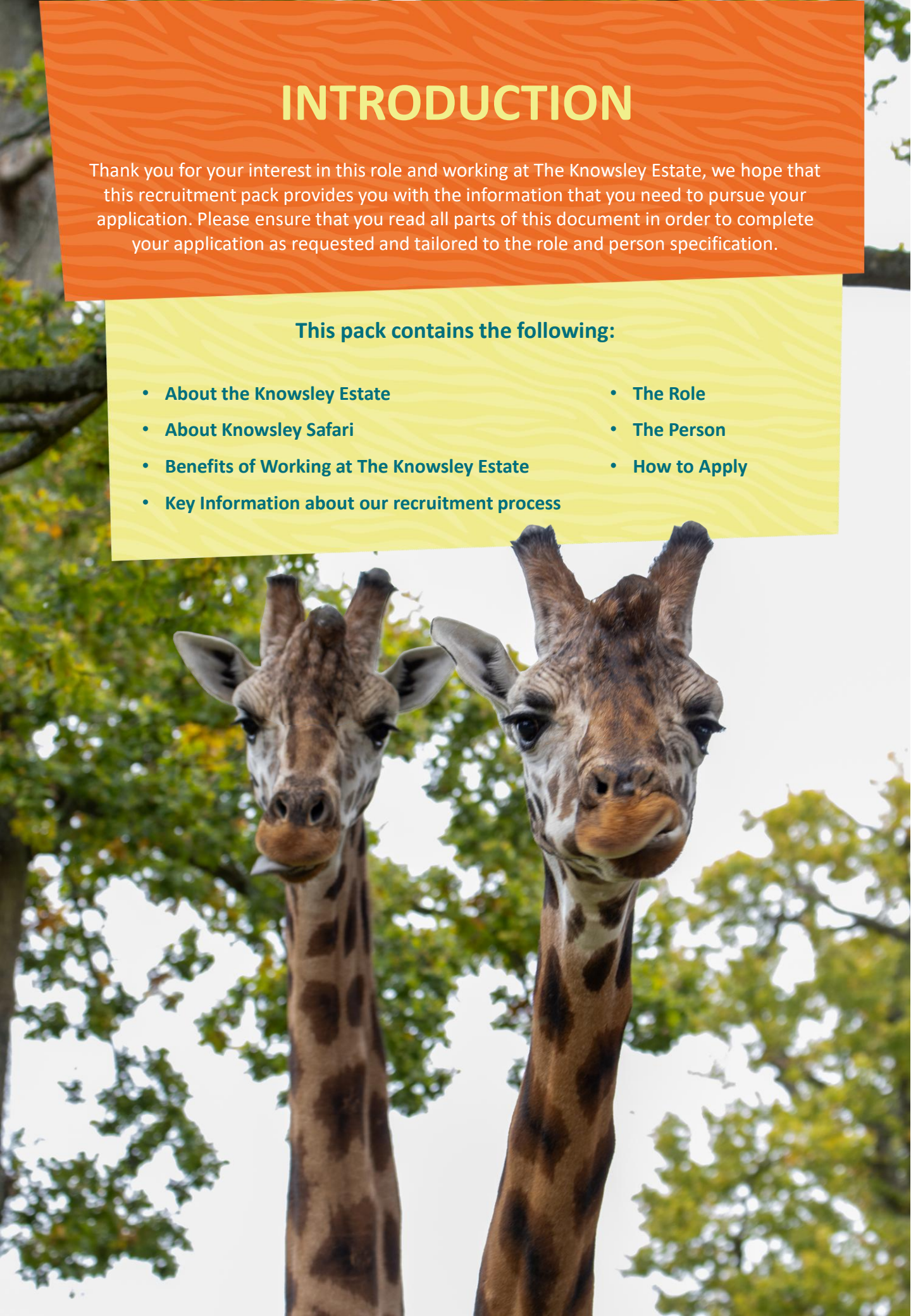
September 2026

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
- About Knowsley Safari
- Benefits of Working at The Knowsley Estate
- Key Information about our recruitment process
- The Role
- The Person
- How to Apply



KNOWSLEY SAFARI

Knowsley Safari is set within the historic grounds of the Knowsley Estate, where animals and discovery have been central for centuries. In the early 19th century, Edward Smith Stanley, 13th Earl of Derby, a founding member and long-standing president of the Zoological Society of London, created Britain's largest private menagerie, housing 28 bird species, 94 animal species, and breeding an impressive 756 animals at Knowsley.

In 1970, the 18th Earl of Derby received permission to create a 346-acre wildlife reserve, the first of its kind in the North of England and within a major city. Knowsley Safari opened in 1971 and quickly became a leading North West attraction, with the safari drive extending to five miles by 1973. Under the 19th Earl of Derby from 1994, the park grew visitor numbers and strengthened its role in international endangered species breeding programmes.

Today, Knowsley Safari welcomes over 500,000 visitors annually with a focus on inspiring and connecting communities with the natural world for the benefit of future generations. Guided by a long-term Master Plan, developments such as the Tiger Trail reflect the park's commitment to high-quality animal habitats, improved visitor facilities, and year-round engagement. Knowsley Safari is a proud member of British and Irish Association of Zoos and Aquariums and the European Association of Zoos and Aquariums, striving to be an exemplar within the zoological and visitor attraction sectors.

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 (a luxury and exclusive private stay and events venue lovingly restored 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). 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 the commitment of our colleagues, their passion 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.

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

JOB TITLE	Ungulate Keeper
CONTRACT TYPE	Permanent
SALARY	£26,783.09 - £28,427.00 depending on experience
WORKING HOURS	Your normal working hours are to be worked 5 out of 7 days as required for the fulfilment of your duties. You will be expected to work weekends and bank holidays.
REPORTING TO	Ungulate Leadership Team

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 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

To provide and maintain the highest standards of animal husbandry, welfare and exhibitory on a daily basis, whilst fostering excellent team working as well as open, honest and accurate communication both within and between teams.

To maintain a high standard of facility and equipment care as outlined by the animal management team and ensuring excellent visitor services through creating a welcoming environment and informing visitors in an appropriate manner.

MAIN DUTIES AND RESPONSIBILITIES

ANIMAL CARE

To ensure the highest standards of animal husbandry, welfare and exhibitory including:

- To provide, maintain and promote the highest standards of animal welfare across the Company, including:
- Application of a sound knowledge of the natural history of the species in your care, taking into account the needs of individual animals.
- Taking a proactive, hands on approach to the daily animal husbandry requirements of the species in your care; providing high standards of cleaning, nutrition and a secure and enriching environment that meets or exceeds the expectation of your line management.
- Maintaining high standards of environmental management: ensuring that housing, outside areas and reserves are maintained in a clean and suitable standard for the species; provision of individual animal's environmental needs; and where possible facilitate choice for animals directly in your care.

THE ROLE

MAIN DUTIES AND RESPONSIBILITIES

- Maintain high standards of nutrition: individual dietary needs must be met and provided for as outlined in the diet sheets, with any changes proposed and approved by AM/DAM. Presentation of food must take into account species individual requirements.
- Promote behavioural health through provision of appropriate species-specific elements of choice that are safe, stimulating and adequately randomised to ensure development and support of normal behaviours.
- Ensure physical health at both group and individual level, monitoring and reporting any issues direct to line managers in a prompt and accurate manner. Provision of daily progress reports on animals under treatment as required.
- Active support and adherence to the preventative health care programmes, including biosecurity and quarantine measures where in place.
- Administering medicines, including topical treatments, only following direction by a veterinarian or line manager acting on behalf of the veterinarian.
- At minimum, twice daily observation of the animals, including their behaviours, health, interactions and other aspects of their daily lives: recording and reporting any significant events, abnormalities or concerns using the systems provided as well as promptly communicating them to your line managers.
- To be able to accurately identify the individual animals within your section.
- Ensure accurate and high-quality records are maintained to facilitate animal care and continuity of care between colleagues in diaries, daily reports and any other agreed record keeping systems.
- Proactively maintaining enclosure security to prevent escapes, including at least once daily checks of fence line integrity and any associated electric fences, reporting any issues immediately to line managers.
- Promoting active hygiene in all animal areas and good housekeeping to minimise opportunities for pest intrusion.
- Patrolling animal areas and undertaking other visitor-animal safety roles required during opening hours.
- To undertake any other duties deemed reasonable by your line manager.

TEAMWORK

To foster excellent teamwork and open, honest, accurate and positive communication both within and between departments, including:

- Appreciate the importance of your role in the Animal Department, valuing your work and impact.
- Ensure you take responsibility and accountability for your actions.
- Promoting an environment of inclusivity and compassion for your colleagues.
- Engage with section colleagues with an optimistic frame of mind on animal welfare, health, behaviour and other aspects of captive care.
- Having a genuine desire to listen to contributions of others in the team, considering difference of opinion, whilst respecting any group decisions made, even if this may differ to your own.
- Help and cooperate with others to deliver the needs of the department and wider Company.
- Ensure work is completed on time and to a high standard.
- Persist with enthusiasm and extra effort as necessary to complete your own task activities successfully.
- Demonstrate strong moral, ethical and honest behaviours in your daily role.
- Demonstrate excellent teamwork within the section as well as the whole Company, willing to offer assistance on other sections or departments as may be required.

THE ROLE

MAIN DUTIES AND RESPONSIBILITIES

- Prepared to share in the decision-making process that impact your area and that of the wider department's contribution to the Company.
- Demonstrate resourcefulness and show initiative in your daily work.
- Follow Company policies and procedures, suggesting improvements in a positive manner where opportunities are noted.
- Endorse and support the Company's vision, mission and objectives: ensuring you represent the Company in a positive manner.
- Cultivate a positive work environment.
- Considerate and respectful of others, their views and their beliefs.
- Actively engage with the Company's community and culture.
- Promoting and engaging within a safe and respectful work community, exemplifying safe behaviours and habits.
- Offer solutions to problems, not concentrate on the problem itself: interacting effectively with line managers to problem solve.
- Develop your ability to recognise any limitations you may have and escalate issues to colleagues or line managers where support may be required.
- Contribute to the development of your section.
- Assisting with mentoring of new staff members
- Adhering to your rota and a willingness to be flexible as may be required by your line managers.
- Identify areas with your line manager for personal development and how the Company can support you to develop within the organisation.

GUEST EXPERIENCE

To ensure optimal guest experience; including:

- Demonstrate pride and confidence in everything you do.
- Take individual responsibility for the guest experience.
- Care about the guest experience, identifying areas of improvement and communicate these to your line managers.
- Ensure consistency in the guest experience, be they the first or the last guest of the day.
- Engage in a warm, welcoming manner when interacting with guests and other staff members, even during challenging situations.
- Providing optimal customer care helping guests with any query or issue they encounter in a polite, accurate and authentic manner.
- Maintaining high standards across the site, including your own personal appearance.
- Recognise situations that need to be escalated in a timely fashion to senior colleagues or the ADM, ensuring customer satisfaction and safety is managed appropriately.

THE ROLE

MAIN DUTIES AND RESPONSIBILITIES

CONSERVATION, RESEARCH, LEARNING AND DISCOVERY

- Have a good understanding of the Animal Collection Plan and the roles the species in your care play in the wider Company's operation as well as the professional zoo industry.
- Maintain and develop robust knowledge of the conservation projects supported by the Company and ongoing research projects pertinent to the species in your care, actively sharing this knowledge with guests and staff.
- Actively contribute and cooperate with any ongoing research projects involving species under your care by collecting samples, and/or providing access to approved researchers.
- Actively supporting Learning and Discovery colleagues in the educational and information delivery of the wider Company as directed by senior colleagues.
- Engage with any native species programmes maintained on site, both flora and fauna, either through active contribution or through policy driven habitat management programmes.
- Be willing to act as a Company representative at national or international meetings when required, promoting the Company's mission and work in conservation, education and research as appropriate.

FACILITY AND EQUIPMENT MAINTENANCE

To maintain a high standard of facility and equipment care as outlined by your line managers, including:

- Cleaning all areas of your section as well as shared facilities used for animal care purposes daily or as required where this differs on a situational basis.
- Actively maintain equipment, vehicles and tools in a clean and tidy manner as per the manufacturer's guidelines and as directed by line managers, in accordance with current Health and Safety legislation.
- Ensure that all equipment used is kept in good working order, is well maintained and stored suitably. Where fuel is required this must be appropriate to the equipment being used.
- Where using a vehicle ensure all daily checks are completed and the vehicle is safe for use.
- Reporting repair works on facility/equipment where needed to your line manager in a timely fashion, in cases where this is a direct risk to animal, staff or guest welfare then this must be reported immediately, and areas made safe.
- Actively contributing to work-efficiency and cost saving improvements, suggesting ideas to your line manager.

HEALTH AND SAFETY

To ensure a safe working environment for yourself, your colleagues, the guests and the animals is maintained at all times:

- Ensure you take responsibility and accountability for your own actions.
- Ensure that any Health and Safety concerns are reported immediately to your line managers so as action can be taken.
- Ensure that you have a good working knowledge and adhere to the Company's Health and Safety documentation, guidance, processes, policies and related Safe Working Protocols, Risk Assessments and COSHH assessments.
- Ensure that you report any procedural failings so changes can be made to ensure the safety of yourself, your colleagues, guests and animals, where applicable.

THE PERSON

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

QUALIFICATIONS

- 5 GCSEs (pass) or equivalent
- Basic numeracy and English skills
- DMZAA, ANCMZA or equivalent (preferred)

EXPERIENCE

- Interest and commitment to animal welfare and conservation
- Preferred minimum of three years general zoo or wildlife husbandry experience
- Demonstrate knowledge of BIAZA, EAZA, or similar programmes
- Demonstrate knowledge of wider zoological community

SKILLS & ABILITIES

- Attentive to animal's needs
- Diverse range of knowledge of biology and animal husbandry of species directly responsible for
- Ability to use initiative
- Ability to demonstrate common sense
- Excellent communication skills
- Demonstrate ethical and moral standards and application
- Ability to work in a team and mentor junior team members
- Ability to lead a team
- Punctuality
- Ability to prioritise
- Demonstrate knowledge of health and safety methodology

OTHER

- Valid driving licence for the UK
- Ability to work within basic Microsoft office or mac equivalent platforms

HOW TO APPLY

Please send your CV to recruitment@knowsley.com

CLOSING DATE:	Midnight on 13 September
INTERVIEW DATE:	w/c 21 September
START DATE:	ASAP