

Housekeeper **RECRUITMENT PACK**

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Housekeeper

Please refer to the “Available Contracts” document for full details of all contract types, hours, working patterns and locations.

Number of Vacancies	2
Directorate	Operations
Department	Visitor Experience
Reporting To	Duty Manager (Housekeeping)
Salary	£12.71 per hour / £24,520 per annum (pro rata)
Contract	Permanent
Working Hours	Multiple hours available
Working Pattern	Multiple working patterns available
Probation Duration	6 months
DBS Check Required	Basic
Holiday Entitlement	30 days plus public holidays (pro rata)
Location	Multiple locations available
Closing Date & Time	Thursday 18 June 2026 at 12 noon
Interviews	To be confirmed

About the Role

As a Housekeeper, you will play an important role in maintaining high standards of cleanliness across our public and non-public venues, ensuring spaces are welcoming, safe and well-presented for visitors, colleagues and partners.

This is a practical, hands-on role within an award-winning housekeeping team, where attention to detail and pride in your work are key. Your contribution will support the smooth day-to-day operation of our venues and help create a positive experience for everyone who uses them.

Key Responsibilities

- Work as part of the Housekeeping and wider Visitor Experience team to deliver high standards of cleanliness across the estate.
- Clean and maintain washroom areas, including toilets, urinals and sinks.
- Clean and maintain gallery and public circulation areas, including hard floors, carpets and other surfaces.
- Take part in programmed deep and intensive cleans across the estate.
- Support the visitor experience by helping to create an enjoyable, safe, secure and comfortable environment.

You'll Be Expected To

- Adhere to the standards expected of all public services as defined by the HM Treasury publication “Managing Public Money”. Those standards are honesty, impartiality, accountability, openness, accuracy, reliability, transparency, objectivity, integrity and fairness.
- Assist in developing and implementing our commitment to Equality, Diversity

- & Inclusion and promote non-discriminatory practices in all aspects of work.
- Continue to grow your knowledge and skills through the undertaking of professional development, which is established with your manager through an annual performance development review.
- Fully understand and adhere to all of National Museums Liverpool's policies, procedures and guidelines in your day-to-day work, including Security, Health & Safety, Equality & Diversity and Safeguarding. You will also actively uphold the Museums Association Code of Ethics.
- Perform additional duties from time to time, as required.

People Management

- No people management responsibilities.

Impact & Influence

- Contribute to the overall visitor experience by helping to maintain clean, safe and welcoming environments.

Decision Making

- Use initiative to prioritise daily tasks and manage workload, knowing when to raise issues or seek guidance from the Duty Manager (Housekeeper).

Communication & Networking

- Communicate effectively and work cooperatively with colleagues, both within the Housekeeping team and with other teams and departments.

Resource Management

- Use cleaning equipment and materials responsibly, following guidance and procedures.

Qualifications

- No formal qualifications required.

Experience & Knowledge

- No prior experience required; full training will be provided.

Skills

- Good understanding of spoken English to follow instructions and communicate with colleagues.

Behaviours & Competencies

- Reliable and punctual, with the ability to meet early start times (7am).
- Commitment to learning and taking part in training while on the job.
- Conscientious and hardworking, with a positive approach to tasks and teamwork.

Additional Information

- Each role will have a designated base venue, but you may be required at times to cover other National Museums Liverpool public-facing venues, in line with operational needs.

Information Drop-In Session

In addition to online applications for these positions, we'll be holding a recruitment information drop-in session, which will take place:

Museum of Liverpool
10 June 2026
10:30am – 12pm

This is a great opportunity to meet the team, learn more about the role and rota, and complete a paper application on the day.

No appointment is needed — just drop in and say hello!

Interview

As part of the selection process, applicants will be invited to attend a group interview session. During this session, you'll have the opportunity to:

- Meet some of our current team members
- Take part in a practical cleaning task where you'll be shown how we work
- Speak with members of the interview panel

This will give you a practical understanding of the role and help us get to know how you work in a hands-on setting.

We work in line with the Disability Confident scheme and are committed to actively promoting and implementing equality of opportunity in all that we do. We value diversity and treat everyone fairly and equally. We ensure our recruitment process is inclusive and accessible, and we welcome applications from all backgrounds. We support our staff through unexpected life changes by providing an Employee Assistance Programme and reasonable adjustments that enable continued employment.

This job description is intended as a guide to the nature of the work required of the prospective employee. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that may be required in the future.

Employee Benefits

- Civil Service Pension Scheme
- 35% staff discount in all our Cafés
- 25% staff discount in all our Shops
- Employee Assistance Programme
- Employee Recognition Schemes (including a Good Deed Feed)
- Employee Benefits Portal: High Street discounts, retailer discounts, locally negotiated discounts, Cycle to Work Scheme, Travel Loan Scheme, Eyecare Scheme and Smart Pay Scheme
- Access to The Charity for Civil Servants
- Access to the Civil Service Sports Council (CSSC)
- Comprehensive training and development
- Recognition of two Trade Unions

Staff Groups & Committees

- Equality Diversity & Inclusion (EDIG)
- Global Ethnic Majority (GEM)
- Disability & Mental Health
- Emeriti
- LGBTQ+
- THRIVE Engagement
- Ethics
- Environmental & Sustainability Taskforce

How to Apply

If you're still interested in becoming part of National Museums Liverpool, then what are you waiting for? You can apply for this role through our online recruitment platform before the closing date.

Don't forget to provide an up-to-date CV along with a supporting statement completed within the application form that outlines why you're suitable for this role – highlighting relevant experience, knowledge and skills in response to the requirements set out in the recruitment pack above.

If you require an alternative method of application, or assistance with our online recruitment platform, please contact the People Team at Recruitment@liverpoolmuseums.org.uk.

Candidates who have concerns about the recruitment or selection process, including potential breaches of our policy or issues relating to fairness, accessibility, safeguarding or conduct, should raise these with the People Team in the first instance via the email address above. Concerns will be handled sensitively, reviewed promptly, and responded to in line with National Museums Liverpool's commitment to fair and transparent resourcing practices. Where appropriate, matters may be escalated in accordance with our wider governance and safeguarding procedures.

Get to Know Us

Our people are at the heart of National Museums Liverpool, and each employee makes a difference every day. Together we create memorable experiences for everyone and challenge expectations.

We pride ourselves on being a place for everyone, where we can be our true selves in a supportive environment and do our best work. We are always aiming higher, aspiring to be more representative of the communities we serve. Through our people, we are building a culture that embeds trust, respect and inclusion, helping us to evolve as an organisation every day.

With seven extraordinary museums and galleries housing and caring for over 4 million objects of international importance, exciting exhibitions, exquisite events and imagination-inspiring learning, we are certainly never dull. We hold in trust and safeguard some of the world's greatest museum collections, which are universal in their range – covering everything from archaeology and ethnology to natural and physical sciences, fine and decorative arts, maritime, social and industrial history.

Whether you work in our shops and cafés, at our events, in our visitor experience, engagement, producing and communicating teams, or curating and caring for our collections, you can be sure of an interesting, engaging and encouraging environment in which to thrive and be proud.

You should find everything you need in this recruitment pack to help you decide whether you share our values and possess the right skills, experience and knowledge to be successful in this role. Don't forget to explore liverpoolmuseums.org.uk, where you'll find a whole host of other information that will help you discover more about who we are and what we do.

We look forward to receiving your application.

Laura Pye
Director

Mission

To create memorable experiences, for everyone, challenging expectations.

Vision

National Museums Liverpool is a group of very different and wide-ranging museums and galleries. Established more than 150 years ago as a complement and counterbalance to the museums in London, it was brought together in 1986 as a nationally funded group, as a symbol of hope and regeneration and because of the global importance of our collections.

We are seven exceptional museums and galleries, sharing important stories from ancient times to today through our more than four million objects.

As an organisation we are **Welcoming, Honest and Educational**, and as a team we are **Trustworthy, Respectful and Inclusive**.

By 2030, we want to be the best museum “league” in the world. A league recognised as the best of the best—like the Champions League, the NFL, or the Premiership—we want our museums and galleries to be places that everyone wants to see and that all stakeholders want to be associated with. In our buildings and online, we will have world-class displays and engagement programmes that make everyone feel welcome. “Off the pitch”, our world-class collections and colleagues will be supported to be their best and given great facilities. We will embrace the fact that each “team” in our league is unique, with its own fan base and individual stars. Collectively, we want to be a league that all museums will aspire to be part of and that is recognised externally as a leading example.

In delivering this vision by 2030...

- we will have the most representative audience and colleague profiles within the museums sector in the UK.
- we will engage over ten million people each year: more than four million visitors to our museums and galleries and a further six million through digital engagement, touring exhibitions and outreach.

- we will be a place where people want to work, are happy to work and proud to work together.
- we will generate over £50,000 a day, more than half our turnover, through commercial business, grants and gifts.
- we will ensure that we provide great facilities to look after our valuable collections and colleagues, with accommodation fit for the next 30 years.
- we will encourage all schools in the Liverpool City Region to visit at least one of our museums and galleries each year.
- we will celebrate the unique identities and collections of our museums and galleries, play to their strengths and delight their different audiences.
- we will be recognised as a valued leader of cultural and economic growth for the city, the city region and the north of England, and as one of the world’s finest museum groups.

Aims

To achieve our mission and vision we will focus on six strategic aims:

- Be more representative
- Be more self-sufficient
- Provide memorable experiences
- Partner and influence
- Engage and empower
- Be more sustainable

We recommend reading our Strategic Plan to find out more about our ambition.

Useful Links

- [Our Story](#)
- [Our Venues](#)
- [Strategic Plan & Annual Performance](#)
- [Senior Staff](#)
- [Board of Trustees](#)
- [RESPECT Group](#)
- [Partnerships](#)
- [Reports & Policies](#)