



Casual Housekeeper & Cleaning Assistant - Muncaster Castle

Casual Contracts: Flexible, including weekends and holidays.

Hours: As business requires.

Pay: Minimum Wage

Start Date: Negotiable.

Responsible to: Head of Castle, Marketing & Administration.

Accommodation: Discounted accommodation available if required.

Benefits: Good overall package including Holiday, Pension and a great work/life balance.

Language: English (preferred).

Work authorisation: United Kingdom (required).

Ability to Commute: Ravenglass (required).

Ability to Relocate: Ravenglass: Relocate before starting work (required).

Work Location: In person at Muncaster Castle.

Background:

Muncaster Castle is one of the Lake District's most important heritage visitor attractions, set within over 70 acres of stunning gardens and wider estate, with breathtaking views of some of the most picturesque Lakeland fells. The castle itself has been home to the Pennington family for over 800 years, and they remain actively involved in shaping its future.

We have been welcoming daily visitors to Muncaster since 1968 and currently host over 60,000 visitors a year, with an ambition to significantly grow this number. Our mission is to protect and share the heritage and history of this extraordinary place, ensuring it continues to inspire and delight for generations to come.

Our site includes the historic castle and gardens, the Hawk and Owl Centre, The Stables Café, varied accommodation offers, gift shops and The Weapons Hall activity centre. We also host a wide range of popular seasonal festivals and events, creating unforgettable experiences for visitors of all ages.



As we transition into an exciting new phase under the next generation of leadership, we are looking to build a dynamic team to help us elevate Muncaster's visitor experience and offerings. If you are looking for a role where you can make a real impact while working in one of the most beautiful places in the world, we would love to hear from you!

About the Role

We're looking for hardworking, detail-oriented **Housekeeper & Cleaning Assistants** to join our Muncaster Visitor Management (MVM) team on a casual basis. If you take pride in high standards, love variety in your work, and enjoy being part of a friendly and supportive team, this could be the perfect fit for you!

As a key part of our site operations, you'll help ensure that all accommodations, guest and staff areas are clean, tidy, and welcoming. From historic castle suites and cosy bell tents to staff offices and public facilities, your work will help maintain the high standards our visitors expect.

What You'll Do

- Keep all toilet facilities (public, staff, and event areas) clean and well-stocked.
- Complete housekeeping and changeover cleans for Muncaster accommodation, including holiday homes, heritage suites and hotel rooms.
- Maintain staff offices, outdoor showers, and back-of-house spaces.
- Replenish supplies like toilet paper, soap, and cleaning products.
- Support with laundry and linen duties as needed.
- Follow cleaning schedules and safety procedures (including COSHH and SOPs)
- Report any damage or maintenance needs.
- Use and store cleaning products and equipment safely.
- Assist with ordering stock and using environmentally friendly products wherever possible.

What We're Looking For

- Reliable, positive, and flexible team players.
- High attention to detail and pride in doing a thorough job.
- Someone happy to work across departments and pitch in where needed.
- Able to follow health & safety guidelines and cleaning protocols.
- A friendly face for visitors – you're part of what makes Muncaster special!
- Can work flexibly with various hours, including weekends and holidays.



Knowledge, Experience and Skills

Required

- Ability to follow cleaning schedules and safety procedures.
- Good attention to detail and high standards of cleanliness.
- Ability to work independently and as part of a team.
- Friendly and approachable manner when dealing with the public.
- Physically fit and able to carry out manual tasks (e.g., lifting linen, bending, standing for long periods).

Desirable:

- Previous cleaning or housekeeping experience.
- Knowledge of COSHH and use of cleaning chemicals.
- Experience working in a hospitality, heritage, or visitor attraction setting.
- Basic understanding of stock control or ordering supplies.
- Commitment to environmentally friendly working practices.
- UK Driving Licence.

Benefits:

- Company events
- Discounted or free food
- Free On-site parking
- Working in one of the most beautiful parts of the UK
- Relocation assistance if required
- Sick and holiday pay
- Career building opportunity - Coming in at the start of some very exciting developments with a chance to shape those developments – the potential is enormous and the vision inspiring.
- Working with a friendly family team who all have a great love for Muncaster – it's hard work but there is never a dull moment, and we all have a lot of fun!

Why Join Us?

- Work at a stunning historic site with incredible views and fascinating stories.
- Be part of an exciting new chapter at Muncaster Castle.
- Enjoy a fun and supportive team environment.
- We offer great staff accommodation at very competitive rates.

To Apply: Please send us an up to date CV and brief cover letter saying how you meet the criteria and why you want this role to kym@muncaster.co.uk