

# Communications & Events Assistant — Kip & Nook

Kip & Nook, Manfield, North Yorkshire

Location: <b>Manfield, North Yorkshire   DL2 2RD</b>	Salary: <b>£23,000–£26,000 per annum</b>
Hours: <b>Full-time, five days per week. Monday–Friday (occasional weekends &amp; bank holidays)</b>	Contract: <b>Permanent</b>

## *THE HUB OF EVERYTHING.*

Kip & Nook is a boutique luxury glamping and lifestyle destination set across 250 acres of stunning North Yorkshire countryside, just 10 minutes from Darlington. Hotel guests, restaurant visitors, corporate retreats, wellness days, weddings, car meets, run clubs, padel tournaments — there is always something happening here, and it never slows down.

We're looking for a Communications & Events Assistant to sit at the centre of all of it. You'll be the voice on the phone, the person behind the inbox, and the organisational backbone that keeps our guests, our events, and our team connected. You'll report into our Events & Communications Manager and work closely with senior management, marketing, FOH managers and chefs across the business.

This is a brilliant opportunity for someone who thrives in a fast-paced environment, loves people, and gets a genuine kick out of keeping things running smoothly. We'll give you full training on our systems, but you need to be the kind of person who picks things up quickly and isn't fazed by learning new tools.

And honestly... It's a really fun place to work! You'll be surrounded by incredible countryside, a team that actually likes each other, and a business that's growing fast and doing things differently. We want to find the right person, invest in them, and have them here for a long time.

## THE ROLE

### Guest Communications

- Managing the general enquiry inbox - responding to guest queries, booking requests and information enquiries promptly, professionally and warmly
- Answering the business phone throughout the day - you'll be the first point of contact for many of our guests
- Handling hotel guest communications before, during and after their stay

### Events Support

- Supporting the Events & Communications Manager with planning and coordination of corporate events, social events, weddings and internal events
- Supporting the events inbox - responding to enquiries for corporate events, weddings, parties and wellness days, coordinated by the Events Manager
- Helping to manage event timelines, supplier communications, guest lists and logistics
- Assisting with on-the-day event coordination when required (occasional weekends and bank holidays)
- Liaising with FOH managers, chefs and external suppliers to ensure events run smoothly

### Systems & Administration

- Working across our core systems daily: MEWS (hotel PMS), OpenTable (restaurant bookings), Notion (internal planning), Gmail, Playtomic (padel bookings) and MomoYoga (yoga studio) and MindBody (wellness)
- Keeping booking information, guest records and event details accurate and up to date
- Supporting the team with administrative tasks, reporting and internal communications as needed
- Communicating across departments - you'll be a key link between senior management, marketing, FOH and the kitchen

## WHAT WE'RE LOOKING FOR

- Excellent customer service skills - this is non-negotiable. You need to know how to look after people, whether that's on the phone, over email, or face to face
- Incredible attention to detail! Nothing slips through the cracks
- Confidence working in a busy, fast-moving environment with multiple priorities
- Strong written and verbal communication - professional, warm, and clear
- Comfortable learning and working across multiple systems and platforms (full training provided, but you need to be tech-confident and a quick learner)
- Organised, proactive and able to manage your own workload without constant direction
- A team player who enjoys working with different people across the business

## NICE TO HAVE (BUT NOT ESSENTIAL)

- Hotel or restaurant experience - if you've worked in hospitality, you'll understand the pace and the guest mindset. But we can train environment as long as you know how to take care of people
- Experience with any of our systems (MEWS, OpenTable, Notion, Playtomic, MomoYoga)
- Events coordination or administration experience
- Experience managing a shared inbox or high-volume communications

## SCHEDULE

- Monday to Friday, full-time
- Occasional weekends and bank holidays when the business requires (events, peak periods)

## WHAT YOU'LL GET

- £23,000–£26,000 per annum depending on experience
- Full-time, permanent contract
- Monday to Friday working pattern — rare in hospitality
- Full training on all systems and processes
- Staff discounts on food and drinks
- Discounted stays at Kip & Nook for you and your loved ones
- Access to our on-site wellness facilities — saunas, ice baths and padel courts
- A people-first team that values personality as much as skill
- A genuinely fun, dynamic workplace where no two days are the same
- Real investment in your development — we want this to be a long-term role, not a stepping stone

## ABOUT KIP & NOOK

Kip & Nook is a one-of-a-kind boutique hotel and lifestyle venue set within 250 acres of North Yorkshire countryside. From our unique cabins and campervan pitches to our padel courts, yoga studio, sauna, ice bath and cinema room - we're constantly growing. Alberto's Farmhouse, our brand new Italian-inspired restaurant, opens in June. The Workshop (our bar and social hub) is the beating heart of the site, packed with cars, bikes, a log burner, pool table, beer on tap and a cracking cocktail menu. We invest in our team, we value personality as much as skill, and we create an environment where people can genuinely develop and thrive.

Find out more at [kipandnook.com](https://kipandnook.com) and [albertosfarmhouse.com](https://albertosfarmhouse.com)

---

**To apply, send your CV and a few lines about yourself to [stay@kipandnook.com](mailto:stay@kipandnook.com)**

We'd love to hear from you.