

Job Description

Communications Assistant

Location	Near Darlington, North Yorkshire
Reports to	General Manager
Contract type	Permanent — 4 days per week, Thursday to Sunday
Hours	32 hours per week
Salary	£14.00 per hour

ABOUT THE ROLE

Kip & Nook is a boutique luxury and lifestyle destination set across 250 acres of stunning North Yorkshire countryside, just 10 minutes from Darlington. Between our accommodation, The Workshop, Alberto's Farmhouse, padel courts, wellness facilities and a growing events calendar, there's always something happening — and always guests to look after and keep informed.

We're looking for a Communications Assistant to help us do that well. You'll support guest communications and on-site content across our busiest days — Thursday to Sunday — keeping our website, email and guest-facing information warm, accurate and true to the Kip & Nook voice.

This is a hands-on, organised role for someone who loves writing, being where the action is, and helping guests feel looked after from the moment they get in touch.

THE ROLE

- Supporting guest communications — responding to messages, enquiries and reviews across booking platforms and email in a warm, on-brand tone.
- Being on-site and visible across our busiest trading days, capturing events, padel, dining and guest moments as they happen for use across our marketing.
- Helping maintain our website and email content, keeping information accurate and current.
- Working with the wider team to promote events, offers and seasonal campaigns to guests.
- Building a library of photo and video content for use across marketing, the website and partner promotion.
- Supporting the Events Manager and FOH teams with content and promotion around private hire, celebrations and on-site events.
- Helping to draft and proofread guest-facing materials — menus, event details, welcome information and signage.
- Keeping an eye on what's working and sharing simple insights with the wider team.

WHAT WE'RE LOOKING FOR

- Confident, warm written communication, with an ear for brand tone and voice.
- A good eye for photography and video, and comfort filming and editing on a phone.
- Genuinely organised, with the ability to plan ahead and hit deadlines.
- Comfortable being out and about across the site — this is not a desk-only role.
- A proactive, can-do attitude and a genuine interest in hospitality, food and drink, and lifestyle content.
- Flexibility across Thursday to Sunday, including event days.

NICE TO HAVE

- Basic photo/video editing skills (e.g. Lightroom, CapCut, Canva).
- Experience with website or email platforms (e.g. Mailchimp, Notion).
- An existing interest in or following within hospitality, food, wellness or lifestyle content.

SCHEDULE

- 4 days per week, Thursday to Sunday.
- 32 hours per week.
- Some flexibility around event dates, planned in advance wherever possible.

WHAT KIP & NOOK OFFERS

- £14.00 per hour, on a permanent contract of 32 hours per week.
- A varied role at the heart of a fast-growing independent hospitality brand.
- Staff discounts on food and drinks across Alberto's Farmhouse and The Workshop.
- Discounted stays at Kip & Nook for you and your loved ones.
- Access to our on-site wellness facilities — saunas, ice baths, yoga studio and padel courts.
- A people-first team that values personality as much as skill.
- Real scope to shape how Kip & Nook communicates with its guests as the business grows.

HOW TO APPLY

Please send your CV and a few lines about yourself to recruitment@kipandnook.com. We'd love to hear from you.