



MANOR HILL

Oct 2026

Recruitment Pack

Manor Hill House
Operations & Events Assistant Manager





MANOR HILL

Welcome To Manor Hill House!

Who are we?

We are a family run business delivering exclusive weddings and special events. Opening in 2012, Emma and Michael Moffett have spent over a decade shaping Manor Hill House into what it is today.

www.manorhillhouse.co.uk

Building on our passion for great food, we have also launched Cooksey Catering. Delivering small batch ready meals crafted from locally sourced ingredients.

www.cookseycatering.co.uk

Our newest venture: Upton Warren Retreats offers guests relaxing getaways in our shepherd huts and the lodge, available to book through our website or via Airbnb.

www.uptonwarrenretreats.co.uk

What's in this pack

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Cooksey 
CATERING



Worcestershire Country Kitchen



Life at Manor Hill House

Our Ethos & Values

At Manor Hill House, we create extraordinary client experiences built on:

- **Exceptional Experience First:** Customer service is at the heart of everything we do. We care deeply about the details to ensure every guest has an unforgettable experience.
- **Proactive & Curiosity-Led:** We empower our team to take the initiative and take ownership of their work. Never hesitate to ask questions when you need clarity; learning and growing together makes us stronger.
- **Open & Honest Communication:** We build trust through clear, direct communication across all levels. Management is always approachable, open to feedback, and ready to support the team.





MANOR HILL

1. Life at MHH

Life at Manor Hill House

Our Ethos & Values

At Manor Hill House, we create extraordinary client experiences built on:

- **Fresh Thinking & Attention to Detail:** We value adaptability and creative ideas. Our managers lead by example, bringing energy and sharp precision. Offering new perspectives help to continuously improve our venue and introducing new processes.
- **One Team Spirit:** We are a small, tight-knit team, and "teamwork makes the dream work" is how we operate daily. We support one another, adapt quickly together, and share in every success.

We take full pride in every service we provide, ensuring our guests and clients feel valued and genuinely cared for every step of the way.

Job Description

Operation & Events Assistant Manager

About the role

The Operations & Events Assistant Manager role focuses on the set-up, co-ordination and execution of all events run within our premises, external venues and the running of Cooksey Catering.

Working within our small team, the successful candidate will manage daily admin duties, handle couple meetings and consultations. Additionally, maintaining a warm, professional phone manner.

The Assistant manager is responsible for handling invoicing, updating event spreadsheets, and managing complex event diaries with a keen attention to detail. This role involves managing hospitality staff and covering late evening shifts.

Beyond event management, responsibilities include maintaining the high standards of our main house, shepherd huts, and lodge, which involves regular manual handling for event setups and physical venue maintenance.



What we are looking for

Operations & Events Assistant Manager

Our team works to a 5 day rota covering 7 days a week. This will require working Saturday and Sundays, with 9-10 days off per month on a rota basis.

For special occasions or key events, we aim to provide cover. Event days will require you to be present from 9/10am until early evening with responsibility for overseeing the smooth running of the event and main activities.

Evening or late night shifts will be required only occasionally.



MANOR HILL

- **Experience in Hospitality and Events**

Proven experience in hospitality and delivering a wide range of events.

- **Client-Facing Skills**

Warm, approachable, and exceptional with people!

- **Team Leadership & People Management**

A natural leader who can motivate and manage venue and hospitality staff.

- **Organisational & Diary Management**

Strong organisational skills to handle event diaries, schedule viewings, and coordinate seamless day-to-day operations across our busy event calendar.

- **Venue & Standards Maintenance**

Setting and maintaining high standards ensuring the house, shepherd huts, lodge, and grounds are impeccably presented at all times.

- **Experience in Marketing & Social Media**

Using Meta Business Suite, TikTok, Instagram & Pinterest to showcase the venue, promote our seasonal showcases & engage with prospective couples.

2.3 What we're looking for



What we are looking for

Operations & Events Assistant Manager

Our team works to a 5 day rota covering 7 days a week. This will require working Saturday and Sundays, with 10-11 days off per month on a rota basis.

For special occasions or key events, we aim to provide cover. Event days will require you to be present from 9/10am until early evening with responsibility for overseeing the smooth running of the event and main activities.



- **Order Processing & Customer Care**

Experience in managing customer order life cycles, from receiving online requests to managing customer queries, order confirmations, and delivery updates

- **Client-Facing Skills**

Warm, approachable, and exceptional with people!

- **Packing & Dispatch Handling**

Knowledge of managing order packing, quality checks, and dispatch logistics for food or perishable products.

- **Recipe Costing & Spreadsheet Tracking**

Familiarity with using Excel spreadsheets to track portion costs, ingredient prices, and profit margins.

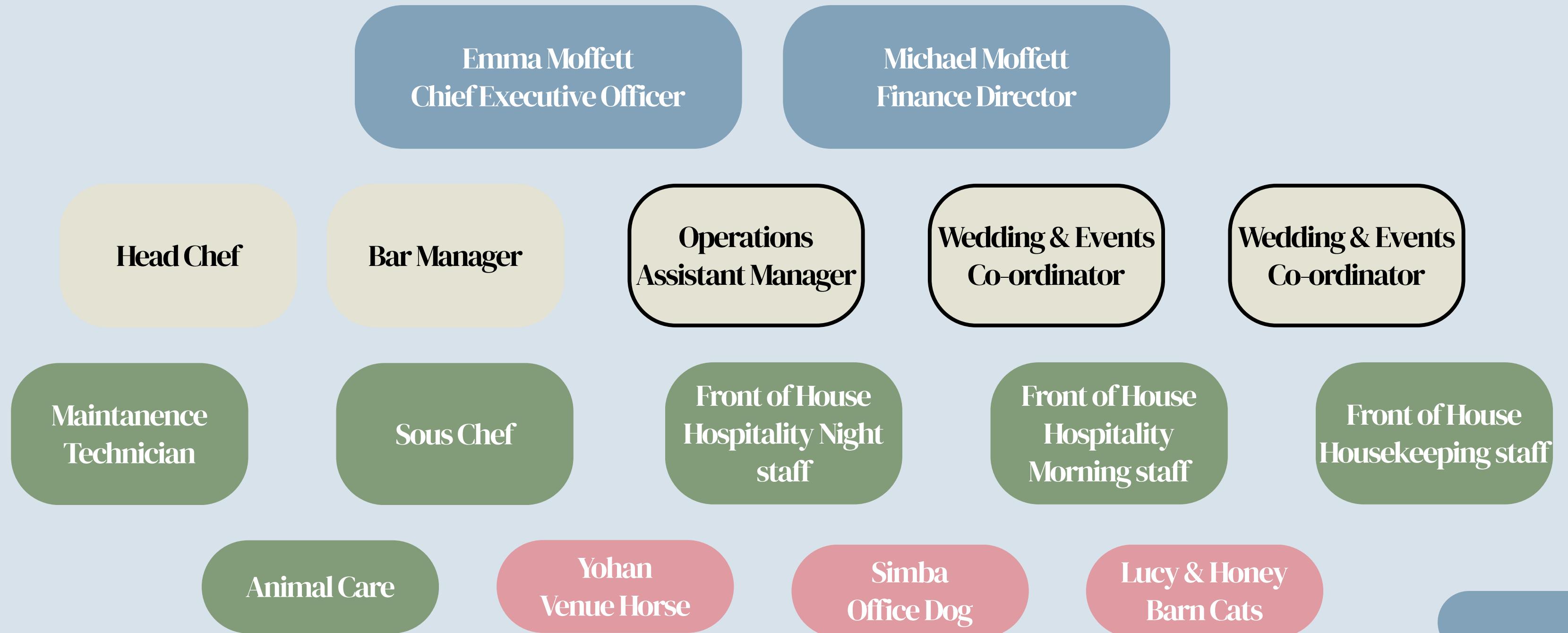
- **Food Marketing & Event Promotions**

Knowledge of supporting marketing, product sampling, local showcases, pop-ups, and social media campaigns..

2.3 What we're looking for



Your position in the team



Season	Month	Role Expectations
Winter	January	Back to work! We have a big focus on sales and marketing, getting prospective couples through the door for venue showovers. We are also getting our couples in for their “Final Details meeting” where we are going through timelines, menus and invoices. Ensuring everything is aligned for their big day.
	February	
Spring	March	We are gearing up for events season, quite a few events get booked during the easter and half term period. Any pieces of decor that we are sourcing for the summer should be ordered by this point.
	April	
	May	
Summer	June	Peak wedding & event season. This is a very busy season where we are scheduling couple drop off’s, ensuring events are executed to their highest level. All our attention is on our couples and prep
	July	
	August	
Autumn	September	This is the “Cooling down” period. Nearing the end of wedding season with an average of 6-8 events per month until November. Prioritising venue showovers and scheduling menu meetings with couples and our head chef
	October	
	November	
Winter	December	Winding down for the year. Staff enjoy some well desrved time off during the festive period from the last week of Christmas until the first week of January



Working through the seasons

Working at Manor Hill House means no two days are ever the same, with each season bringing its own rhythm and priorities.

From the buzz of peak summer wedding season to the autumn celebrations, our focus adapts throughout the year.

Other highlights on our calendar include:

- New Year Wedding Showcase in January
- Spring Showcase in May
- Summer Showcase Evening in August
- Autumn Showcase in October

These key events allow us to welcome prospective couples, spark fresh ideas, and showcase the venue at its best.

Throughout the seasons, we are also letting out our 2 Shepherd huts & The Lodge and taking delivery orders for Cooksey Catering.

Your Application

**Ready to bring your skills to the
Manor Hill House team?**

Send over your CV detailing your experience.
Outline why you think you would be a good fit for the role!



Send your CV & Covering letter to:

info@manorhillhouse.co.uk

Application process



4. Application Process

Submit your application
(CV & Covering Letter)

Application screening. If you are shortlisted, candidates will receive a task assignment

Interview via Zoom or Google Meet .
This is essentially a vibe check to see if you have the personality for the role and assess your task assignment

If you are unsuccessful, you will be informed via email

2nd round interview in person at Manor Hill & task review with management

3rd round you will be asked to come for a trial shift. This gives you the chance to see how the team works and you can see if this job is for you.

If you are successful, you will be contacted to be offered the role



MANOR HILL

Thank You For Your Attention

We'd love to meet you!

01527 861200 | info@manorhillhouse.co.uk



www.manorhillhouse.co.uk
www.cookseycatering.co.uk
www.uptonwarrenretreats.co.uk

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