



MAGHERAMORNE ESTATE

Guest Experience and Operations Manager

Salary: £35,000.00-£40,000.00 per year

Magheramorne Estate is one of Northern Ireland's most distinctive and exclusive hospitality destinations, combining exceptional food, memorable guest experiences, and first-class service within a truly remarkable setting. Located just 23 miles from Belfast on the Causeway Coastal Route, the Grade B1 listed Victorian estate stands within 40 acres of mature woodland and beautifully landscaped gardens overlooking Larne Lough. Specialising in exclusive and bespoke weddings, corporate events and large-scale productions.

About the role:

The Guest Experience and Operations Manager is pivotal operational role responsible for delivering exceptional guest experiences across all estate operations. This position combines strategic oversight with hands-on management across housekeeping, food and beverage services, and both day and night porter operations. The successful candidate will lead front line teams to deliver seamless, luxury-standard service while maintaining the estate's reputation for excellence.

Key responsibilities:

- Lead food and beverage, housekeeping and porter team members, fostering a positive, service-oriented culture that reflects the Estate's values and standards.
- Delivery staff training initiatives to meet company standards and consistently achieve required performance levels.
- Confident with wine service, bar operations, and beverage inventory management to maintain high standards while minimising waste and maximising sales.
- Develop and implement operational policies and procedures to enhance efficiency.
- Build good relations and maintain effective communication with all departments, suppliers, and external partners to support smooth operations and guest satisfaction.
- Act as Manager on Duty and assist with guest complaints and security issues (incidents, accidents, loss & damages) as required.
- Ensure compliance with licensing laws, Health, Safety and Fire regulations, and industry standards.



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If you possess the right skills and desire to join an award-winning team, we would love to hear from you, please email your CV and cover letter to recruitment@magheramorneestate.com. A senior member of the team will be in contact initially by phone to discuss the role and your experience further.

You must have the right to work in the UK to be eligible for this role. Documented evidence of eligibility will be required from all candidates prior to commencing employment.

Magheramorne Estate is an Equal Opportunity Employer.

Benefits:

- Company events
- Employee mentoring programme
- Free parking
- Life insurance
- On-site parking
- Private medical insurance

Work Location:

In person