



JOB DESCRIPTION: CUSTOMER EXPERIENCE ASSISTANT MANAGER

POSITION	Customer Experience Assistant Manager
DEPARTMENT	Wine Tourism – Cellar Door
RESPONSIBLE TO	Customer Experience Manager
LOCATION	Rathfinny Wine Estate, Alfriston, East Sussex, BN26 5TU

Salary dependent upon experience. Benefits include pension, medical health insurance, wine allowance, wine training, discount on food and wine, and 25 days holiday a year on a pro rata basis.

Rathfinny Wine Estate is a family-owned business, established in 2010 to produce world-class sparkling wine from our 600-acre estate near Alfriston in East Sussex. Located in the heart of the South Downs and 30 minutes from Brighton, the 93 Ha vineyard is just 3 miles from the English Channel and lies on the same band of chalky soil that forms the Paris Basin. Recognised as an innovator in this exciting new-world region we achieved our B Corp accreditation in 2022, meaning that sustainability is fundamental to what we do. We have a bed and breakfast, cellar door and two restaurants on the vineyard.

We have an exciting position available for a Customer Experience Assistant Manager for our Cellar Door wine shop. As Customer Experience Assistant Manager you will be responsible for the day-to-day running of the Cellar Door department, including the smooth delivery of outstanding Tour & Tastings, drop-in tastings, Cellar Door visits, voucher sales & e-commerce fulfilment. Working alongside the Customer Experience Manager the successful applicant will also assist with the development of the Cellar Door team, staff training and attendance at meetings.

This role requires excellent time management, and the ability to develop strong relationships with both the wider team and customers.

We are looking for a proactive individual with a good work ethic, high standards and, importantly, a strong attention to detail.

CULTURE AND CONDUCT

At Rathfinny Wine Estate we are committed to producing exceptional wines and experiences, enjoyed the world over, that reveal the character of our family Estate in Sussex, using methods that are kind to our land, people, community, and wider environment.

To deliver this commitment we foster an environment of high-performance and a culture of excellence which drives the production of exceptional quality products which are safe, legal and authentic, as well as providing excellent customer service.

All staff are expected to:

- Engage in the ongoing process of continual improvement in all aspects of quality, safety, authenticity, and legality.
- Use skills, knowledge, and experience to suggest ways to solve problems and improve processes.
- Work with enthusiasm and professionalism.
- Treat colleagues with respect and kindness.
- Be friendly, helpful, and cheerful with the team and the public.
- Communicate openly and behave in an ethical, honest, and fair way.
- A happy, welcoming approach to all customers either by phone, email or in person is essential.
- You may be required to wear some items of your own clothing. At all times personal appearance should be professional and in accordance with Rathfinny Wine Estate policy.
- All staff, as ambassadors of Rathfinny Wine Estate, are to adhere to the highest level of customer service.
- All our customers are to be treated with care, consideration and respect while they are provided with an unforgettable shopping/visiting experience.
- At all times the customer should be put before any other duties.
- The successful applicant will need to have a good understanding of English wine and the industry (training provided). You will be required to answer customer queries relating to our vineyard and winery operations.

TYPICAL DUTIES

The successful applicant will facilitate the smooth day-to-day running of the Cellar Door department, including but not limited to:

- Re-ordering of existing non-Rathfinny retail items and assisting Customer Experience Manager with sourcing of new products.
- Ensuring the smooth operation of e-commerce & voucher fulfilment including stock management of e-commerce packaging.
- Ensuring the Cellar Door is presented in line with company branding.
- Ensuring the smooth running of Tours & Tastings day-to-day.
- Ensuring all emails & voicemail enquiries are responded to in a timely and professional manner.
- Completing the weekly banking process.
- Ensuring consistent stock levels of tour tasting wine.
- Ensuring the workplace is kept clean, tidy and organized.
- Rathfinny Reserved – assisting Customer Experience Manager with the dispatch/collection of Rathfinny Reserved orders.
- In liaison with Customer Experience Manager, take a lead on training of new Cellar Door staff and assist with development of the team through appraisals and KiTs.

ADDITIONAL DUTIES

Additional duties include access to and daily use of relevant Cellar Door systems, including but not limited to:

- Tour booking system.
- EPOS till system.
- E-commerce online sales platform (in liaison with the marketing department).

- Third-party gift voucher sales platform.

In the absence of Customer Experience Manager, you may be required to complete a number of duties including but not limited to:

- Monthly stock count.
- Attendance at monthly meetings.
- Working closely with other hospitality departments to ensure the smooth running of the sector and smooth visitor experience.
- Conducting tours for new starters in the Wine Tourism department.
- Ensuring all staff taste new wines/vintages.

SKILLS REQUIRED

- Experience in a luxury retail/hospitality environment, delivering excellent customer service.
- Some experience in a supervisor/team leader position.
- Ability to build positive, trusting working relationships.
- Advanced computer skills.
- Minimum WSET Level 2 (WSET L3 desirable) or equivalent.

PERSONAL ATTRIBUTES

- A positive attitude.
- An ability to keep a team motivated and provide a positive working environment.
- Organised.
- To be a confident and respectful communicator with internal members of staff and visitors to the estate.
- To work flexibly with a hands-on approach and to be prepared to support other work colleagues by taking on extra or different tasks if necessary.
- An ability to work closely, supportively and flexibly with other staff members.
- Attention to detail.

TRAINING PROVIDED

- An introduction to Rathfinny to ensure you have a good understanding of the Estate and vision of the business.
- Tour of the vineyard, winery and bottling building.
- Detailed tasting of all Rathfinny products with notes provided.
- A tour of the full Wine Tourism offering- Cellar Door, Flint Barns & Tasting Room restaurant.
- Use of the reservation system/POS back office and till system.
- There may also be times where you are required to attend a training course on or off site.

B CORPORATION (B CORP)

We expect all members of staff to actively participate in B Corp certification, including the adoption of the highest standard in social and environmental performance, public transparency, and legal accountability to balance profit and purpose. Teams will decide their annual targets and as a member of that team, you will be expected to show how you have contributed to them. Personal targets towards our mission are encouraged but these are not discussed and assessed in the same way.

EVERYONE IS WELCOME

Rathfinny is an equal opportunities employer and actively supports human rights, and all equality legislation. Our ethos is to respect and value people's differences, to help everyone achieve more at work as well as in their personal lives so that they feel proud of the part they play in our success.

We believe that all decisions about people at work should be based on the individual's abilities, skills, performance, and behaviour as well as our business requirements. We are committed to the fair treatment of our staff, potential staff, or users of our services, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical/mental disability, or offending background.

If an applicant, either external or a current employee, needs any specific help to enable them to apply for a role they should make this clear as part of their application.

If you are interested in applying for this role, please email your CV outlining all relevant work experience together with a detailed covering letter outlining why you are suitable for this role to Corinne Whitehouse.

Please send applications to:
Corinne Whitehouse
HR@rathfinnyestate.com