



RATHFINNY

JOB TITLE: Outdoor Dining Area Supervisor

DEPARTMENT: Wine Tourism - Hospitality

LOCATION: Rathfinny Wine Estate, Alfriston

RESPONSIBLE TO: Head Of Wine Tourism

ABOUT RATHFINNY

Rathfinny was established in 2010 by Mark and Sarah Driver with the express intention to produce world-class sparkling wine using methods that are kind to our land, people, community and wider environment.

Located in Alfriston, East Sussex, we are a family-run, grower-producer, crafting low-intervention, traditional method, vintage Sussex Sparkling wines with Sussex PDO status. The Estate is also home to our leading English wine tourism offering, welcoming visitors for vineyard tours, wine tastings and shopping at the Cellar Door, dining and accommodation at the Flint Barns and self-catering Cottage plus dining in our Tasting Room winery restaurant.

Since its inception, sustainability has been an important part of Rathfinny's DNA, using innovative technologies for renewable energy, winemaking, and viticulture. This culminated in achieving B Corp certification in 2023.

INTRODUCTION

We have an exciting position available for a supervisor of our outdoor dining area known as The Hut. As the supervisor you will be responsible for the day-to-day running of The Hut. Working alongside the Executive Chef, the successful applicant will also assist with the development of the dining area and maintaining the high standards of service that visitors to Rathfinny expect.

The successful candidate will have excellent time management and experience in a busy dining environment.

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

POSITION OVERVIEW

The key requirements of this role are to oversee the daily operations and delivery of an exceptional hospitality experience for all guests visiting Rathfinny Wine Estate by providing a consistent and high-quality standard of food and beverage service. All staff are expected to be ambassadors of Rathfinny, imparting knowledge about the wider business operations and English Wine industry to guests. Therefore, basic wine knowledge will be essential to the role. A right to work in the UK is essential.

KEY TASKS & RESPONSIBILITIES

- Ensure high levels of customer satisfaction through excellent service and outstanding experiences.
- To supervise a small team dedicated to the service of guests visiting The Hut.
- To demonstrate excellent knowledge of the food & wine offering across Rathfinny Estate.
- Work with your team to ensure to support budgets & forecasts, maintaining margins & costs.



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- Be aware and understand Health & Safety policies in place- work with the Health and Safety Manager & your team to ensure all FOH staff have completed adequate training courses in line with their role.
- Ensure your team are working to and understand the current year Hospitality Strategy and that revenue targets and budget predictions are hit on a monthly basis.
- To be able to handle customer feedback & complaints courteously- providing feedback to your team to ensure service is addressed where required.
- Ensure stock levels are accurate & investigate any outstanding discrepancies.
- Provide requested reporting to finance department on a weekly/monthly basis.
- Ensure The Hut is presented to the customer in line with Brand expectations.
- Work flexibly within the role and in support of colleagues and other areas of the business as required.

TRAINING PROVIDED

- Estate management courses as required.
- Access to WSET courses.
- There may be times where you are required to attend a training course on or off site.

SUMMARY OF REQUIRED SKILLS

- Excellent customer service skills- attention to detail is essential.
- Proven experience in a fast-paced and busy service environment.
- A willingness to develop your wine knowledge.
- Self- motivated and able to work individually and as part of an enthusiastic and vibrant team.
- Excellent and proactive communicator, being at total ease with the public.
- An ability to work closely, supportively and flexibly with other team members.
- A willingness to learn about viticulture and the winemaking business.
- Proficient with IT software's & able to learn new hospitality systems.
- Enthusiastic and confident with a passion for food and drink.
- To be flexible with hours, working evenings and weekend days as required.
- Strong financial experience in budget management.
- Experience in training new team members.
- Proficient understanding of hospitality procedures and best practises.

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.



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All staff are expected to:

- Engage in the ongoing process of continual improvement in all aspects of quality, safety, authenticity, and legality.
- Utilise 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.

B CORP

Actively participate in B Corp certification and 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 and 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 you are ready to take on this exciting challenge, we would love to hear from you. Register your interest in this role by sending your up-to-date CV/cover letter to HR@rathfinnyestate.com