

RATHFINNY



JOB TITLE: Head Housekeeper – 12 Months Maternity Cover

DEPARTMENT: Wine Tourism- Hospitality

LOCATION: Rathfinny Wine Estate, Alfriston

RESPONSIBLE TO: Guest Relations Manager

START DATE: Monday 12th May 2025

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.

POSITION OVERVIEW

To ensure high standards and organisation of housekeeping in all areas of Rathfinny Wine Estate including our Flint Barns rooms and the Rathfinny Cottage self-catering accommodation. All staff are expected to be ambassadors of Rathfinny Wine Estate, to promote our brand and to adhere to the highest standards and level of customer service.

KEY TASKS & RESPONSIBILITIES

- Ensure the housekeeping standards agreed are managed and adhered to
- Ensure all housekeeping staff are trained to follow the correct standards.
- To Be responsible for the ordering of all stock ordering and control including cleaning supplies, linen and all elements of the room amenities (E.g. Ear plugs, coffee pods, tea bags etc)
- Flag any maintenance or health and safety issues around the Flint Barns and the Rathfinny Cottage

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SUMMARY OF REQUIRED SKILLS

- Ability to lead a team.
- Attention to detail is essential.
- An ability to work closely, supportively and flexibly with other staff members.
- Driving license is essential due to the location of the estate and nature of the role.

TRAINING PROVIDED

- The successful applicant will receive full training.
- An induction tour of the vineyard and winery is available to ensure you have a good understanding of the Estate and vision of Rathfinny.
- There may be times when you are required to attend a training course which is either held onsite or off site.

HOURS OF WORK

- This is a 12-month temporary position of 32.5 hours per week worked on a rota basis to cover maternity leave. However, shifts will be regularly the same where possible for continuity.
- At times it may be necessary for you to work additional hours, sometimes at short notice, to cover a colleague's sickness, holidays or training, flexibility in this area is an advantage.
- Being punctual and prepared to start your shift on time is essential.

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.

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- 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. A right to work in the UK is essential.