



RATHFINNY

JOB TITLE: Front of House Assistant Manager

DEPARTMENT: Wine Tourism - Hospitality

LOCATION: Rathfinny Wine Estate, Alfriston

RESPONSIBLE TO: Front of House Manager

THE ROLE

We are seeking a friendly, enthusiastic front-of-house supervisor to work in our Tasting Room restaurant. Key requirements for the role include:

- To support the Front of House Manager in ensuring the highest standards of customer service are maintained
- Interacting with customers in a friendly and professional manner
- Stock control including ordering and stock takes when required.
- Handling payment transactions accurately including cashing up.
- Experience of POS systems
- Strong organisational and interpersonal skills
- Be a positive ambassador for Rathfinny.
- Passionate about giving great service.
- Be able to use your own initiative, as well as working within a team.
- Ability to work in a fast-paced environment and remain calm under pressure.
- Able to follow instruction to ensure service runs successfully as well as running service when needed. This includes events and private hire.
- Wine knowledge an advantage but training will be provided onsite.
- Over 18 years old only due to the sale of alcohol.
- Prior experience in bar service is essential, you must be knowledgeable and passionate about the service you provide.
- A positive attitude and willingness to go above and beyond to ensure customer satisfaction.
- Flexibility to work evenings and weekends.
- Rathfinny is in a rural location, own transport is essential.

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



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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.

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.
- 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.



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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