

RATHFINNY



JOB TITLE: Front of House Manager

DEPARTMENT: Wine Tourism - Hospitality

LOCATION: Rathfinny Wine Estate, Alfriston, East Sussex, BN26 5TU

Salary dependent upon experience + pension, medical health insurance, service charge, wine allowance, wine training, discount on food and wine and 25 days holiday a year.

Rathfinny Wine Estate is one of the most exciting and dynamic wine estates in the UK, offering exceptional wine tourism experiences that highlight the beauty of our Estate and the quality of our premium wines. Set in the South Downs of East Sussex, just a few miles from the iconic Seven Sisters cliffs, the family-owned Wine Estate is dedicated to crafting world-class Sussex Sparkling wines. Established in 2010 by husband-and-wife team Mark and Sarah Driver, the Vineyard was planted with the classic sparkling grape varieties on an exceptional south-facing chalk slope. Today, our coastal Vineyard produces fresh, elegant and characterful wines that are celebrated across the world.

We are excited to offer an outstanding opportunity for an experienced Front of House Manager to join the Flint Barns at Rathfinny Wine Estate, reporting into Executive Chef Chris Bailey. This role provides the chance to make your mark, helping us elevate our established offering. Our business combines accommodation, relaxed yet high-quality dining, and fine wine, with a variety of seasonal experiences across the year. We are seeking someone with strong hospitality expertise - ideally with both hotel and restaurant experience - to help us strengthen and grow our operation.

At The Flint Barns, the offer varies throughout the year but breakfast, dinner and Sunday lunch service Wednesday to Sunday for 40-80 guests remains consistent. During the summer, we also introduce an alfresco kitchen service accommodating up to 80+ covers.

Our short set menus are crafted from the finest seasonal produce sourced from small farms and change regularly. As a certified B Corp, sustainability is at the heart of everything we do.

The role's key requirements are to oversee the daily operations and ensure the exceptional hospitality experience for all guests visiting Rathfinny Wine Estate. This includes maintaining consistency and high standards across food, beverage and accommodation services. The winning candidate will be a proactive individual with a strong work ethic and a keen attention to detail. All team members are also expected to be ambassadors for Rathfinny, sharing insights into our wider business operations and English Wine industry to guests.

Looking ahead, there will be exciting opportunities for development and training as the business grows, including plans to enhance our restaurants and accommodation on the Vineyard.

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CULTURE AND CONDUCT

At Rathfinny 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.

STAFF CONDUCT EXPECTATIONS

- Commit to continuous improvement in all areas of quality, safety, authenticity and compliance.
- Use their skills, knowledge and experience to suggest solutions and enhance processes.
- Work with enthusiasm, professionalism and a positive attitude.
- Treat colleagues with respect, kindness and fairness.
- Be friendly, approachable and supportive with both the team and guests.
- Communicate openly while acting ethically, honestly and responsibly.

CORE DUTIES

- Overseeing the multiple food offerings at the Flint Barns, while coordinating with the Guest Relations Manager regarding guest accommodation.
- Leading, training and developing the Front of House team, including managing rotas.
- Working within set budgets and contributing to financial planning.
- Collaborating with the Executive Chef to deliver outstanding service that highlights the Vineyard.
- Strengthening and developing the existing offering, including sourcing high-quality suppliers and ingredients.
- Supporting the drinks programme at Rathfinny in partnership with our on-site experts (wine knowledge is an advantage, though training will be provided).
- Creating a professional, positive, and enjoyable environment for both staff and guests.
- Ensuring strict compliance with food hygiene standards, health and safety regulations, and maintaining accurate legal records.
- Supporting colleagues across the Estate when required, as teamwork is central to our culture at Rathfinny.

SKILLS

- Strong leadership and team management.
- Excellent time management and organisational skills.
- Creativity, innovation and a progressive approach.
- Exceptional customer service skills.
- Meticulous attention to detail.

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- Michelin star/plate experience (advantageous).
- Excellent communication skills, with confidence engaging the public.
- Willingness to learn about viticulture and winemaking.
- Basic computer literacy.
- Ability to work collaboratively, flexibly and supportively with others.

B CORP

Our goal has always been to create exceptional wines and experiences while being kind to our land, community and wider environment. From dedicating over 200 acres towards regeneration efforts, to investing in renewable energy on-site, we balance purpose with profit. In 2023, we proudly achieved B Corp certification. B Corp is the highest standard of sustainable credentials a businesses can achieve that combines social and environmental performance, public transparency and legal accountability to balance profit and purpose.

Staff are encouraged to actively participate in B Corp values. 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 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.