



# RATHFINNY

**JOB TITLE:** The Hut Manager

**DEPARTMENT:** Wine Tourism - Hospitality

**LOCATION:** Rathfinny Wine Estate, Alfriston

**RESPONSIBLE TO:** Head of Wine Tourism

**CONTRACT:** 6 months fixed term

## THE ROLE

This is an exciting opportunity to lead the guest experience at one of the busiest and most prominent points of Rathfinny Wine Estate during the peak summer season. As Hut Manager, you will lead a fast-paced hospitality team at the heart of the Estate, playing a crucial role in welcoming visitors, shaping first impressions and driving wine sales.

The role is responsible for delivering a consistently high-quality customer experience through confident leadership, strong service standards and an energetic, well-trained team. Operating at the centre of visitor flow, the Hut, our alfresco wine bar, is pivotal to Rathfinny's wine tourism offer, particularly during periods of high footfall. As an ambassador for Rathfinny, you will confidently share knowledge of the Estate and our wines, helping to create memorable and engaging experiences for all guests. A good working knowledge of wine or willingness to learn is therefore essential.

## RESPONSIBILITIES

- To lead a team dedicated to the service of guests visiting The Hut, our seasonal alfresco wine bar located at the centre of the Estate.
- Ensure high levels of customer satisfaction through excellent service and outstanding experiences.
- Create a positive, professional environment for staff and guests.
- To demonstrate excellent knowledge of the food & wine offering across Rathfinny Estate.
- Coordinate with Head of Wine Tourism and Culinary Lead on new menu items to ensure we have excellent staff training and allergen compliance.
- Manage stock, inventory, ordering, cash procedures, and track sales/costs against budgets.
- Provide requested reporting to finance department on a weekly/monthly basis.
- Ensure adherence to food hygiene, health & safety, and company policies. Complete required records and ensure all FOH staff have completed adequate training courses in line with their role.



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- To be able to handle customer feedback & complaints courteously- providing feedback to your team to ensure service is addressed where required.
- 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.
- Uphold Rathfinny's B Corp sustainability standards and contribute to annual team targets.

## REQUIRED SKILLS

- Proven leadership in hospitality. Ability to manage, train and develop a team.
- Proven experience in a fast-paced and busy service environment.
- Strong passion for food and drink, understanding of quality products and ingredients.
- Strong time management and organisational skills.
- Excellent communication skills, confident in engaging with guests and team members.
- High attention to detail and commitment to quality standards.
- Ability to manage budgets and interpret financial performance.
- Knowledge of wine service (training provided if needed).
- Familiarity with food hygiene, health & safety, and allergen protocols.
- Ability to work flexibly and collaboratively.
- Proficiency in hospitality systems and IT software (POS, Excel for reporting).
- Eagerness to learn about viticulture and winemaking.
- Due to the remote location of Rathfinny Wine Estate being able to drive to work is essential.

## WHAT WE OFFER

- Competitive Salary.
- Access to WSET courses and Estate wine training.
- Opportunities for professional growth within a dynamic, expanding hospitality offering.
- Staff discount: 35% on wine and 20% on dining & tours.
- 25 days of holiday a year plus bank holidays (pro rata)
- Medical health insurance
- The chance to be part of a brand that values sustainability, quality, and innovation.



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## HOURS OF WORK

This is a full-time position of 45 hours per week, 5 days a week, worked on a rota basis, so that weekends, bank and school holidays will be included. 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.

## WHY JOIN RATHFINNY?

Joining team Rathfinny means becoming part of something truly exceptional: a family-run, B Corp certified, award-winning wine estate nestled in the stunning South Downs, dedicated to sustainable practices and producing world-class Sussex sparkling wine. You'll work alongside a passionate team, learning about viticulture, winemaking, hospitality, and vineyard-to-glass storytelling, while helping shape the estate's hospitality offering. With exciting opportunities for growth, you'll play a key role in an innovative hospitality destination that values people, quality and the environment.

## ABOUT RATHFINNY

Rathfinny Wine Estate in East Sussex is a single-site sparkling wine producer, crafting vintage Sussex Sparkling wines served in some of the world's finest hotels, restaurants and bars.

Founded in 2010 by Mark and Sarah Driver, the family-run estate sits in the Cradle Valley in the rolling South Downs National Park, just three miles from the sea near the iconic Seven Sisters cliffs. The south-facing chalk slope is planted with the classic sparkling grape varieties: Pinot Noir, Chardonnay and Pinot Meunier. One of the UK's most coastal vineyards, Rathfinny produces fresh, characterful English sparkling wines celebrated around the world.

Sustainability has been at the heart of Rathfinny since the start. Over a third of the estate's land has been returned to nature, with concrete steps taken across the business to reduce its environmental footprint. That commitment was recognised in 2023 when Rathfinny became the world's first single-site sparkling wine producer to achieve B Corp certification.

Sussex Sparkling achieved Protected Designation of Origin (PDO) status in June 2022, becoming the first English region to earn this distinction. The PDO mark assures consumers worldwide of the exceptional quality and authentic provenance of wines from Sussex with Sussex Sparkling on the label.

In addition to producing Sussex Sparkling, Rathfinny Wine Estate has become a much-loved destination for wine tourism, where visitors can stay, dine, taste and shop, all in one beautiful South Downs setting.



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## **B CORPORATION**

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 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 ready to take on this exciting challenge, we would love to hear from you! Register your interest in this role by sending your current and up to date CV and a cover letter to [hr@rathfinnyestate.com](mailto:hr@rathfinnyestate.com)