



RATHFINNY

JOB TITLE: Tour & Tasting Guide

DEPARTMENT: Cellar Door

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

RESPONSIBLE TO: Cellar Door Manager

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 traditional method, vintage Sussex Sparkling wines with Sussex PDO status. The estate is also home to our leading English wine tourism offering. We welcome visitors for vineyard tours, wine tastings and shopping at the Cellar Door, plus dining and accommodation at the Flint Barns and self-catering Cottage and drinks and light bites at The Hut.

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

We have an exciting position available for a Tour & Tasting Guide in our Cellar Door wine shop. Tour & Tasting Guides are responsible for delivering our popular vineyard & winery tours, as well as drop-in tastings at the Cellar Door. Tour & Tasting Guides are also responsible for wine & retail sales through the Cellar Door and fulfilling online e-commerce orders. Where necessary, you will be required to assist with bookings of our wine tourism & dining offers across the estate.

This role requires excellent time management, and the ability to develop strong relationships with both the wider team and customers.

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

CORE DUTIES

Typical duties of the role include:

- To deliver engaging and educational vineyard tours & tastings (and drop-in tastings), whilst maintaining a high level of professionalism.
- To educate all visitors about Rathfinny and the wider English wine industry.
- To sell our Sussex wines through the Cellar Door shop.



RATHFINNY

- To process and fulfil e-commerce orders.
- To ensure the Cellar Door is kept fully stocked of retail products at all times, and monitor stock levels accordingly.
- To answer departmental emails and phone calls.
- To keep a clean and tidy work area, including washing and polishing glassware for tastings.
- To the best of your ability, ensure all health and safety, security and emergency policies are adhered to.
- To help create a professional environment for staff to work in and customers to enjoy.
- To ensure hygiene standards and health and safety regulations are strictly observed.
- At Rathfinny we work very much as a team. As an employee of Rathfinny you must be prepared to support other work colleagues, and may be required to take on extra or different tasks to help support others.

SKILLS

- Time management - being punctual and prepared to start your shift on time is essential.
- Creativity and progressiveness.
- Excellent customer service skills.
- Attention to detail is essential.
- Excellent communication skills and being at ease with the public.
- A willingness to learn about viticulture and winemaking.
- Basic computer skills.
- An ability to work closely, supportively and flexibly with other staff members.
- An excellent understanding of the operations around the production of our wines.
- Experience in a customer service/retail/hospitality role.
- WSET Level 2 or above desirable. A passion for wine a must!
- A willingness and ability to drive (expenses covered) to undertake occasional chores is an advantage.
- This is a part-time position, with a focus upon weekend working. Bank Holiday, school holiday and occasional evening work is also a requirement of the role.
- 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 essential. (Additional work hours will be paid at your normal hourly rate.)

The role will be based at Rathfinny Wine Estate, which is one mile south of Alfriston, BN26 5TU. Due to the remote location, being able to drive to work is beneficial although car sharing with other staff may be an option.



RATHFINNY

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, 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, 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. A Right To Work in the UK is essential.

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 and cover letter to corinnew@rathfinnyestate.com.