



RATHFINNY

JOB TITLE: Estate Head Housekeeper

DEPARTMENT: Wine Tourism

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

RESPONSIBLE TO: Head of Wine Tourism

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 are looking for an experienced and motivated Head Housekeeper to lead and develop the housekeeping function across Rathfinny Wine Estate.

This is a hands-on leadership role responsible for maintaining the highest standards of cleanliness, presentation and guest satisfaction across the Estate. You will oversee housekeeping operations at the Flint Barns, our 10-bedroom bed and breakfast accommodation, while also managing cleaning standards across offices, hospitality venues, event spaces and short-stay rental properties.

Leading a small core team, supported by casual team members during peak periods, you will be responsible for rota management, recruitment and training, stock control, ordering cleaning supplies and linen, and ensuring all areas of the Estate are presented to an exceptional standard. You will be a visible and supportive leader, motivating the team through clear standards, attention to detail and a commitment to continuous improvement.

Working closely with the wider hospitality and operations teams, you will ensure housekeeping resources are effectively planned to meet business demands, support busy event periods and maintain compliance with all health, safety and environmental requirements. You will also play a key role in responding to guest feedback and driving improvements to enhance the overall guest experience.

This role offers an exciting opportunity to make a lasting impact on Rathfinny's hospitality offering. With plans in place to renovate and expand the Flint Barns, there is significant scope for the role to grow and develop alongside the business.



RATHFINNY

CORE DUTIES

- Lead and manage the housekeeping function across Rathfinny Wine Estate, ensuring consistently high standards of cleanliness, presentation and hygiene.
- Oversee cleaning operations across Flint Barns accommodation, offices, hospitality venues, event spaces and rental properties.
- Manage, motivate and develop the housekeeping team, including casual team members.
- Create and manage rotas to ensure adequate staffing levels are in place to meet business demands.
- Conduct regular quality checks and room inspections, implementing improvements where required.
- Establish and maintain housekeeping standards, procedures and training programmes to drive continuous improvement.
- Manage stock levels and ordering of cleaning supplies, guest amenities and linen, ensuring effective cost control.
- Coordinate linen deliveries and supplier relationships to ensure operational requirements are met.
- Work closely with hospitality, events and operational teams to support weddings, events and busy service periods across the Estate.
- Respond promptly and professionally to guest feedback and housekeeping-related issues.
- Ensure compliance with all Health & Safety, COSHH and environmental requirements.
- Support budget management and departmental reporting where required.
- Play a key role in the development of housekeeping operations as Rathfinny's accommodation offering continues to grow and evolve.

SKILLS

- Previous experience in a housekeeping management or management role within hospitality, accommodation or a similar environment.
- Strong leadership skills with experience managing, coaching and developing teams.
- Exceptional attention to detail and commitment to maintaining high standards.
- Excellent organisational and time management skills.
- Experience managing rotas and staffing levels in line with business needs.
- Strong stock control and supplier management experience.
- Confident problem solver with the ability to prioritise multiple tasks and deadlines.
- Excellent communication and interpersonal skills.
- Good understanding of Health & Safety, COSHH and housekeeping best practices.
- Proficient in Microsoft Office and comfortable using operational systems and reporting tools.
- A proactive, hands-on approach with a positive and professional attitude.
- Ability to work flexibly to support the needs of a busy hospitality and events operation.



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 HR@rathfinnyestate.com.