



RATHFINNY

JOB TITLE: Flint Barns Manager

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

This is an exciting opportunity to lead the guest experience at Rathfinny's Flint Barns. As Flint Barns Manager, you will oversee all aspects of the operation, including front-of-house service, accommodation, and housekeeping, ensuring a consistent and high-quality standard across food, beverage and guest stays.

With ten beautifully appointed en-suite bedrooms, a self-contained Cottage, and a restaurant, this role provides the opportunity to play a key part in the continued development of Rathfinny as a leading wine tourism destination. You will be an ambassador for Rathfinny, sharing knowledge of the Estate, its wines, and the wider English wine industry with guests.

Leading and supporting a dynamic team, you will drive exceptional guest experiences, high service standards and strong operational performance. If you are passionate about hospitality, enjoy developing people, and take pride in creating memorable experiences, we would love to hear from you.

CORE DUTIES

- Oversee all aspects of guest experience at the Flint Barns, our award-winning Sussex bed & breakfast, ensuring exceptional service.
- Manage the Flint Barns front of house operations in the dining room and assist in managing the housekeeping team, ensuring smooth and high-quality service.
- Manage the front of house teams in the execution of weddings held at the Flint Barns, ensuring excellent standards of service.



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- Deliver exceptional guest experience across accommodation and dining including building relationships with guests, handling feedback professionally, resolving issues and maintaining high standards.
- Recruit, train, motivate and develop team members, fostering a positive culture and high retention. Conduct regular Keep in Touch meetings (KITs) with direct reports.
- Manage rotas and scheduling for FOH staff.
- Maintain high standards for food, drink and service aligning with our brand values. Conduct regular trainings and briefings promoting high-quality service and attention to detail whilst fostering a positive environment.
- Coordinate with Head of Wine Tourism and Culinary Lead on new menu staff training, service pacing, and allergen compliance.
- Ensure room and amenity standards in the Flint Barns bedrooms. Conduct inspections regularly and work with Head Housekeeper to ensure we maintain the highest standards.
- Keep the public areas, including the lounge, dining room and courtyard, immaculate and brand aligned, liaising with housekeeping and maintenance to ensure high standards.
- Ensure adherence to food hygiene, health & safety, and company policies. Complete required records.
- Monitor and report weekly KPIs: occupancy, dining covers, average cover spend, labour % etc.
- Work closely with HoWT on service delivery and operational improvements.
- Manage stock, inventory, ordering, cash procedures, and track sales/costs against budgets.

SKILLS

- Proven leadership in hospitality (hotel and restaurant experience preferred). Ability to manage and develop a team.
- 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.
- Complete proficiency in hospitality systems and IT software (PMS, POS, Excel for reporting), to be able to learn our systems quickly and accurately.
- Eagerness to learn about viticulture and winemaking.
- Due to the remote location of Rathfinny Wine Estate being able to drive to work is essential.

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.



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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.