



RATHFINNY

JOB TITLE: FOH Team Member (The Hut)

DEPARTMENT: Wine Tourism

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

RESPONSIBLE TO: The Hut 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

The Hut is the al fresco coffee, wine and light bites venue on the Estate. As the first point of contact for many of our guests, The Hut's team should be comfortable with all aspects of customer facing hospitality. As a seasonal, outdoor offering, the job can be varied and fast paced. Preparing coffee to a high standard, discussing the core concepts of our wines, providing recommendations, and directing guests and fielding questions should all be skills you already possess or are happy and motivated to develop with training and guidance. Shifts vary, and food preparation and cleaning duties are required of the whole team. An ability to get to the Estate is also crucial, due to our remote location and the lack of public transport options.

CORE DUTIES

- To prepare coffee, hot drinks and food to a high standard.
- To ensure high levels of customer satisfaction through excellent service.
- To demonstrate excellent knowledge of the food & wine offering across Rathfinny Estate, delivering a warm and knowledgeable welcome to our guests.
- Responsible for restocking, cleaning and resetting The Hut.
- To ensure high levels of food safety and organisation are maintained throughout the day, spending considerable time on tasks related to cleaning both The Hut itself, the kitchen and our stock storage areas.
- Ensure The Hut is presented to the customer in line with Brand expectations.
- To be able to handle customer feedback & complaints courteously, referring any issues to your manager for follow up.



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- Work flexibly within the role and in support of colleagues and other areas of the business as required.

SKILLS

- Excellent customer service skills, attention to detail is essential.
- Proven experience in a fast-paced and busy service environment.
- Friendly and outgoing personality, being at total ease with the public.
- Barista training desirable.
- A willingness to develop your wine knowledge. Prior knowledge & qualifications desirable (i.e. WSET, CMS etc.)
- Proficient with IT software's & able to learn new hospitality systems.
- Enthusiastic and confident with a passion for food and drink.
- To be flexible with hours, working weekend days as required.
- Due to rural location, ability to drive and access to car required.

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



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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.