



RATHFINNY

JOB TITLE: Waiter (Flint Barns)

DEPARTMENT: Wine Tourism

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

RESPONSIBLE TO: Flint Barns 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 are looking for an enthusiastic, friendly and professional waiter to join our growing hospitality team at Flint Barns.

As part of Rathfinny Wine Estate, Flint Barns offers guests a unique vineyard experience, combining overnight stays, exceptional food and wine, and warm Sussex hospitality. This role is perfect for someone who thrives in a fast-paced environment and shares our passion for delivering exceptional guest experiences.

As a waiter at Rathfinny Wine Estate, you'll engage with guests and ensure their dining experience is exceptional. Whether welcoming guests for breakfast, lunch or dinner, supporting weddings and events, or assisting elsewhere across the Estate during busy periods, you'll play an important role in creating memorable experiences for every guest. We are looking for someone who is passionate about hospitality, enjoys working as part of a team, and takes pride in delivering outstanding service.

CORE DUTIES

- Provide friendly, professional and attentive service to guests at all times.
- Take food and beverage orders accurately using company systems, and offering knowledgeable recommendations from our food menu and of our Rathfinny wines.
- Ensure tables are appropriately set, cleared and maintained throughout service.
- Maintain cleanliness and presentation standards in all guest-facing areas.



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- Handle guest enquiries and requests professionally, anticipating and fulfilling guests' needs promptly and with a smile and escalating where required.
- Assist with the delivery of weddings, private events and seasonal experiences across the Estate.
- Support The Hut, Cellar Door or other hospitality outlets on the Estate when required.
- Follow all food safety, allergen, licensing and health & safety procedures.
- Work collaboratively with kitchen, housekeeping and reservations teams to deliver a seamless guest experience.

SKILLS

- Previous experience in a similar hospitality role, demonstrating your understanding of service excellence.
- Excellent communication and interpersonal skills.
- Friendly, positive and professional attitude.
- Ability to work efficiently in a busy environment.
- A keen eye for detail, ensuring every aspect of the guest experience is flawless.
- Reliable, punctual and well organised.
- Ability to work both independently and as part of a team.
- Willingness to learn about wine, food and hospitality.
- Flexible approach to working hours and locations across the Estate.

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.



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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.