



Are you our new Front of House & Retail Assistant?

In the Welsh Wind is a distillery with a difference. We craft award-winning spirits, both on our own account and for other brands and businesses, and welcome gin lovers into our distillery for gin making experiences and gin tastings. We're looking for a motivated and organised team player to work in the distillery on a part time basis, primarily supporting our Front of House and Retail Manager running our shop space and gin making and gin tasting experiences.

The distillery

In the Welsh Wind was the first distillery in Wales to offer gin making experiences, welcoming the public to our distillery space to learn about botanicals and to craft their own unique bottles of gin. We make gin for a number of brands as well as our own Signature Style, and we are pioneering a grain to glass 100% Welsh whisky. We run gin making experiences, gin tasting experiences and have a retail space at the distillery.

Who we're looking for

As lockdown restrictions have eased, we have seen a growth in demand for our gin making and gin tasting experiences, and our retail space has become busier as visitors come to the area on holiday. We are looking for someone committed to delivering great customer service who will support our Front of House and Retail Manager across these activities.

You will be confident in a customer facing role, happy to talk to visitors to the distillery and introduce them to our range of products, as well as closing sales. With training, you will be able to support our Front of House and Retail Manager delivering gin making and gin tasting experiences and be happy to take the initiative to ensure the retail space, gin lab, and tasting lounge areas are clean, tidy and welcoming, and that visitors feel at ease during their time with us. You will also be responsible enough to run the retail space on your own.

Experience of the drinks industry is not essential and full training will be given, but you will have experience of, and enjoy working in a fast-moving, customer-facing environment, delivering excellent customer service. You will also be quick, and keen, to learn new things and put this knowledge to good use in your interactions with customers and be happy working as part of a hard-working team where we all support each other. You must be at least 18 years old as the role involves the sale of alcohol.



In The Welsh Wind Distillery Ltd
The Gogerddan Arms
Tanygroes
SA43 2HP





Our team and our benefits

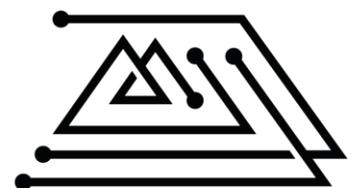
You'll be working as part of a busy, hard-working but friendly and supportive team in a relatively new and growing business. As we develop, there may be opportunities for progression for the right person. We currently envisage part time hours up to 24 hours a week, working 10-4, 4 days a week, but some degree of flexibility may be available in terms of working hours. The role requires you to be present at the distillery, and to be able to work Saturdays and Sundays and Bank Holidays (even if these do not fall on normal working days (this will be a contractual requirement).

Please get in touch by emailing sally@inthewelshwind.co.uk with a CV and covering letter/email explaining why you're perfect for the role.

Front of House and Retail Assistant	
<p>Main purpose of job:</p> <ul style="list-style-type: none"> To support the Front of House and Retail Manager in running the retail space and in the delivery of gin making and gin tasting experiences. To assist with other aspects of the business when the needs of the business require it 	
<p>Department: Front of House</p>	<p>Location: In the Welsh Wind Distillery, Tanygroes, Cardigan SA43 2HP</p>
<p>Position reports to: Front of House and Retail Manager</p>	<p>Length of contract: Initial fixed term to end of September</p>
<p>Hours: TBC but up to 24 hrs/week, to include a Saturday and Sunday and Bank Holidays, 10 a.m. - 4 p.m.</p>	<p>Salary: £National Minimum/ Living Wage as applicable</p>
Main duties of the Front of House and Retail Assistant	
<ul style="list-style-type: none"> Welcome customers to the distillery space and serve them on the door Work with the Front of House and Retail Manager to ensure the retail space is fully stocked Work with the Front of House and Retail Manager to support gin making and gin tasting experiences Work with the wider team to support the general business activities within the distillery as appropriate Attend and contribute to any other distillery internal and external meetings as required. Carry out any other duties as required to complete business objectives, as directed by management commensurate with the role. 	



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Person Specification for the Front of House and Retail Assistant	Essential	Desirable
Relevant experience <ul style="list-style-type: none"> Customer service 	✓	
Aptitude, skills and abilities <ul style="list-style-type: none"> Genuine desire to be part of a fast-moving but supportive team led by maverick distillers, crafting bespoke spirits Have a real passion for high quality spirits, whether through professional experience or personal interest, and have a desire to develop knowledge and understanding of the industry. Embody our ethos, ethics and integrity and leave a positive impression with colleagues, customers and suppliers Be able to demonstrate the ability to manage time, and to work well under pressure, and unsupervised Professional in conduct and appearance. Demonstrate attention to detail, with strong organisational, interpersonal and communication skills. 	✓ ✓ ✓ ✓ ✓ ✓	
Personal attributes <ul style="list-style-type: none"> Fluent English speaking Welsh speaking Flexible Legal entitlement to work in the UK Full UK driver's license 18 years old 	✓ ✓ ✓ ✓ ✓	✓ ✓
Disposition <ul style="list-style-type: none"> Positive, optimistic, motivated, enthusiastic and enjoy working in a small business. Friendly and approachable Honest, reliable and trustworthy 	✓ ✓ ✓	
Qualifications <ul style="list-style-type: none"> English and Maths GCSE at grade C or above 	✓	

