



Glenworth Valley Horse Riding P/L ABN: 95 002 589 362 T/A Glenworth Valley Outdoor Adventures

OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS

69 Cooks Rd, Glenworth Valley NSW 2250 p: 02 4375 1222 e: employment@glenworth.com.au www.glenworth.com.au

Thank you for enquiring about employment opportunities at Glenworth Valley, Australia's largest horse riding and outdoor adventure centre. Please find enclosed a job description and employment application for the position of Horse Riding Instructor.

If you have not been to Glenworth Valley before, our core business involves providing recreational horse riding to domestic and international visitors as well as camping, kayaking, quad biking, abseiling etc. Glenworth Valley has 200 quality horses for hire to customers for free range or guided riding, lessons, school holiday horse riding camps and a range of social and gourmet rides on our 3,000 acre unspoilt wilderness property.

Due to the popularity of our riding lessons we are looking to take on additional instructor to assist with the increased demand.

At present the bulk of our students are either children or adults who want to learn how to ride however we also have a regular clientele of juniors and adults who are concentrating on improving their riding ability. In addition we also have approximately 200 agisters who keep their horses in the agistment section of our property who often require instruction as well.

The good thing about teaching at Glenworth Valley is we do all the sales and marketing as well as handling all the bookings, payment collection and general enquiries, all you have to do is turn up and teach.

Glenworth Valley offers ½ hour and 1 hour private lessons as well as 1 hour group lessons with a maximum of 4 – 5 people per lesson. The majority of lessons occur in an arena however we also offer our customers the opportunity to have instructional trail rides or a combination of both if they want. Other opportunities also exist for our instructors to organise and share in the revenues from offering school holiday camps, saddle club days, riding clinics to agisters and organised social rides.

Glenworth Valley is approximately 15 minutes from Gosford and is located 3 kilometres off the F3 freeway via the Calga/Peats Ridge exit.

What are we looking for

All applicants must be 18 years of age, **non smoking**, have their own transport and be able to work a regular day on a weekend. Currently lessons are only offered on weekends and midweek via school holiday horse riding camps, however as demand increases, we will be expanding to offer mid-week lessons to those instructors who are interested in teaching midweek as well.

Applicants who have obtained their qualifications or who have a long history of giving lessons will be given more favourable consideration than those without. Those that don't have their qualifications will be required to actively obtain them within a set period of time.

What to do next

Fill out the application form enclosed and return it ASAP by mail to our address, fax it or deliver it in person. Once again, thank you for your interest.

Yours faithfully,

Barton Lawler
General Manager



Position Description

| | |
|-------------------|---------------------------------------|
| Company | Glenworth Valley Horse Riding Pty Ltd |
| Job Title | Horse Riding Instructor |
| Reports to | Horse Riding Centre Manager (HRCM) |
| Supervises | Lesson volunteers |
| Updated | April 2017 |

GLENWORTH VALLEY OUTDOOR ADVENTURES MISSION STATEMENT

"To be a large-scale customer focussed leader in the provision of quality outdoor adventure activities, accommodation and events, achieving the highest levels of customer satisfaction, safety standards and financial performance via our commitment to professional business practices"

Overall Purpose of Job

To teach customers how to ride safely in a fun, enthusiastic manner which encourages students to enjoy learning and continue having lessons with GV.

Expectations

Customer Service
Riding Lessons
Safety
Administration

Customer Service

- Through quality service, provide all riders with the riding experience they are looking for, without mishap, in an environment which is clean, professional, safe, fun and indicative of the fact that they are riding at the leading horse riding centre in Australia.
- Ensure all accidents and incidents are appropriately attended to and reported on by an experienced team member from the horse yards.
- Promote the valley & encourage repeat business through a personal, friendly response to customers. Make regular customers and FOC customers feel important
- Up sell and promote our other services and activities ie horse sales and horse agistment (a commission is paid to our instructors for their assistance) school holidays horse riding camps, trail rides social rides and our other adventure activities.

Riding Lessons

- Provide riding instruction to riders of all ages and abilities in both a private and/or group lesson situation.
- Conduct assessment lessons and grade students appropriately.
- Provide novice riders with an individual training plan which may for instance include grooming, saddling, ground control, walking, trotting and cantering in harmony with the horse.
- As riders advance, provide individual training plans progressing to collection and lateral movements.
- Organise and operate adult and junior riding camps and clinics as required.

Safety

- Safe, enjoyable riding is our number one priority. As such Glenworth Valley requires you to maintain a high level of safety and care for horses, customers and staff.
- Riders need positive, safe experiences. The answer to gaining confidence is teaching a rider to systematically control their horse in low-threat situations. When they are more than confident in one situation, such as in the arena at the walk, then they can go on to slightly more challenging situations. If the rider loses confidence, the trainer should immediately bring the rider back into a situation in which he or she was confident.
- You will need to remain up to date on essential qualifications such as First Aid certificate etc.

Administration

- On a needs basis, conduct meetings with HRCM's to discuss any issues, resource needs, etc
- Refer any customer enquiries and problems to the admin office.
- Refer any unresolved matters to the GM.
- Provide accurate numbers of lessons provided to GV admin office.
- Refer all bookings to the GV admin office.

Qualities and skills

AHRC/NCAS/EA/BHS etc Level 1 equivalent or above (preferred but not essential)

Employment background with extensive and thorough knowledge of the horse industry.

Good organisational, motivational and communication skills.

Strong time management practices.

Strong commitment to delivering quality customer service.

Remuneration and insurance

Most of our regular instructors at Glenworth Valley are employed as independent contractors. Remuneration is based on a set fee per person, per lesson and is negotiable with the successful applicant based on qualifications, teaching experience, age and performance. All instructors who teach at Glenworth Valley are covered by our public liability insurance policy.