



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: adventures@glenworth.com.au www.glenworth.com.au

Thank you for enquiring about our **Venue and Events Coordinator** role at Glenworth Valley Outdoor Adventures (GVOA), Australia's largest horse riding and outdoor adventure centre.

GVOA is a multi-award winning, adventure tourism business specialising in horse riding, kayaking, quad biking, abseiling, laser skirmish and corporate team building activities. We also offer camping and horse agistment services and have recently added a new event centre and accommodation to our diverse range of experiences available on our 3000 acre wilderness property. We have been in business for more than 40 years and employ a team of 25 full time staff and approximately 60 – 80 part time and casual staff.

Glenworth Valley is located 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is 15 minutes from Gosford. Employment at Glenworth Valley makes for a great lifestyle and ideal work environment due to the magnificent natural surroundings and the enjoyable type of work we do. To familiarise yourself with the nature of our business, please visit www.glenworth.com.au

What we are looking for

We require the services of an exceptional and highly capable Venue and Events Coordinator to provide outstanding customer service to a broad range of high value customers of the business. Glenworth Valley is a popular venue for a wide variety of events that all need to be coordinated and managed to a high standard of operation. The type of person we are looking for is someone who is happy and enthusiastic and enjoys working with a friendly team of people in a fun environment.

All applicants must be non-smoking and will be assessed using the answers provided in the application form and against the list of key result areas in the position description.

Remuneration

The successful applicant will be rewarded with an annual salary of \$65,000 per annum (or \$71,012 including superannuation) and best of all will be joining a high quality, well established business operating in a satisfying and rewarding role. All rates are before tax and annual pay increases will be based upon the successful achievement of all the requirements of the position description.

This is a full-time position with provision for holiday pay, personal leave and superannuation. The regular hours of employment are from Tuesday to Saturday typically between either 8.30am to 5.00pm or 9.00am to 5.30pm (to be agreed upon with the Director Sales & Marketing) with 30 minutes for lunch. The successful applicant also needs to be available to work whenever large and important groups are attending the business including outside of normal business hours including occasional Sunday work.

What to do next

Please fill out the application form enclosed and return it and your resume ASAP via email to employment@glenworth.com.au by mail or deliver it in person. Please note that no interviews will be conducted or further information provided on the day if you choose to deliver your application in person.

If your initial application is successful, we will contact you to arrange an interview. Once again, thank you for your enquiry.

Yours sincerely,

Mary Rayner
Chief Executive Officer

POSITION DESCRIPTION

Title:	Venue and Events Coordinator
Reports to:	Director Sales and Marketing
Supervises:	No staff
Hours:	This is a permanent, full time position from either from 8.30am – 5.00pm or 9.00am – 5.30pm, Tuesday – Saturday and depending on the current events schedule.
Breaks:	Lunch 30 minutes
Last updated:	August 2018

GLENWORTH VALLEY OUTDOOR ADVENTURES

Our Mission	Deliver outstanding Experiences including Adventure activities, Camping & Accommodation, Agistment services and Events that operate in accordance with the highest levels of customer satisfaction, safety standards and professional business practices.
Our Vision	Glenworth Valley Outdoor Adventures will be recognised as Australia’s leading provider of outstanding Experiences including, Adventure activities, Camping & Accommodation, Agistment and Events.
Purpose of the role	Use your extensive customer service and event management skills to organise and coordinate a wide range of events including weddings, conferences, team building days, product launches and international tourism groups etc to a high standard of customer satisfaction and operational efficiency.
Key Result Areas	<ul style="list-style-type: none"> • Customer Service / Satisfaction • Venue and Event Coordination • Venue and Event Administration
Key Behaviours	<p>Communication Skills – Takes the initiative to communicate accurate, up to date plans and information to work colleagues and customers. Expresses thoughts clearly both verbally and in writing. Listens, understands and influences others.</p> <p>Analytical Ability – Is able to review, analyse and report on a wide variety of information and recommends an evaluated course of action.</p> <p>Initiative – Actively seeks opportunities to add value to the business and make a positive contribution rather than passively accepting situations.</p> <p>Operational Skills – Plans and executes events to a high standard of operational efficiency and customer satisfaction</p>

Performance Outcomes

Customer Service / Satisfaction	<ul style="list-style-type: none"> • Provide excellent quality customer service to all in a happy, helpful and professional manner that inspires confidence in the services we offer and maximises overall customer satisfaction • Using an engaging approach build strong relationships and rapport with customers & suppliers whilst demonstrating professionalism • Respond to all event enquiries in a timely and effective manner • Promote Glenworth Valley as a desirable, high quality and versatile event destination • Assist the Venue and Events - Business Development Manager with customer enquiries and quoting in a manner that results in the highest conversion ratio of enquiries to bookings.
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- Coordinate and conduct appealing venue site inspections and menu tastings
- Ensure we measure and report on post event customer satisfaction levels for all aspects of the customers experience and obtaining specific feedback on how we can improve the services we provide for future events.

Venue and Event Coordination

- Coordinate the planning and operation of events to ensure they run smoothly, successfully and free of undesirable incidents
- Create and oversee comprehensive event run sheets that communicate critical outcomes to be achieved for all internal and external stakeholders
- Pre event liaison and overseeing the bump-in/out of event suppliers
- Maximise profit generated from all bookings through servicing clients and up selling
- Devise and document regularly updated event management strategies for individual events to reflect the current status of each event.
- Ensure that the venue is presented to clients in it's most appealing way.
- Report to management when any maintenance issues need addressing or of any improvements you feel could be done.
- Obtain quotes and manage logistics with external suppliers for upcoming events

Venue and Event Administration

- Respond to all phone and email enquiries in a prompt, courteous manner and attend to all event booking enquiries within 24 hours
- Maintain calendar of upcoming event bookings
- Venue hire contract administration and invoicing
- Collaborate with event suppliers to develop preferred supplier relationships
- Continually explore and recommend ways we can improve: events held at Glenworth Valley, event enquiry/booking conversion ratios, streamlining events and making your department run in a more cost effective manner
- General event specific admin work with a high degree of accuracy
- Prepare monthly event reports

Position Qualities, Skills and General Requirements

Essential Qualities and Skills

- Ability to coordinate and manage multiple events and functions occurring across varying time frames
- Passionate and takes pride in delivering high quality events
- Excellent attention to detail, prioritisation and organisation skills
- Someone with a bright and sunny disposition
- Demonstrated problem solving ability
- Highly developed event planning and coordination abilities
- Superior communication skills and telephone manner
- Competent with PC's, particularly Word, Excel, Outlook

Desirable qualities and skills

- Experience in venue / event management, hospitality, wedding or customer service sectors
- The ability to juggle competing priorities and work at a hectic pace during busy times
- Knowledge and understanding of outdoor adventure activities including horse riding, quad biking, abseiling, kayaking, laser skirmish and camping

General Requirements

- Glenworth Valley is a non-smoking work environment
- Applicants must satisfy Child Protection legislation and are required to provide a "Working with Children" clearance.
- First Aid certificate within 2 months of commencing the role (if not current).
- Working as directed
- Must own a reliable car and current NSW Licence