



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

**HORSE RIDING | KAYAKING | QUAD BIKING | ABSEILING**

69 Cooks Rd, Glenworth Valley NSW 2250 p:02 4375 1222 e: adventures@glenworth.com.au [www.glenworth.com.au](http://www.glenworth.com.au)

Thank you for enquiring about our Horse Riding Adventure Guide 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 accommodation to our range of products available on our 3000 acre wilderness property. We have been in business for more than 40 years and employ a team of 20 full time staff and approximately 60 – 80 part time and casual staff.

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. We are the largest horse riding centre in Australia with over 200 horses to ride, that need caring for on a daily basis. Glenworth Valley is located 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is 15 minutes from Gosford or 20 minutes from Hornsby. To familiarise yourself with the nature of our businesses, please visit [www.glenworth.com.au](http://www.glenworth.com.au)

#### **What are we looking for?**

First and foremost we are looking for horse riding adventure guides who have a warm and friendly personality and who have a passion for providing high quality customer experiences. You also need to love working around horses, enjoy riding through some of Australia's most beautiful unspoilt wilderness and chipping in and getting your hands dirty doing all the behind the scenes tasks associated with looking after so many horses and customers at Glenworth Valley.

All applicants need to be over 18 years of age, **non smoking**, able to work on weekends and/or school holidays, energetic and capable of strenuous physical labour. Applicants will be assessed using the list of key result areas in the job description.

Very good horse riding and horse handling ability are not the most important skills required, however they are desirable. Of far more importance is a passion for providing high quality customer service, an ability to communicate with a wide and diverse mix of customers in a polite, happy and professional manner, personal presentation, working ability and output and long term potential for improvement and promotion. If your horse riding ability isn't quite there, that's fine because we are happy to provide plenty of training if needed.

Employment is offered on a casual basis. If a permanent position becomes available, preference is normally given to casual employees who may be interested in becoming full time. Hours of employment typically range from 8am to 5pm for Mon – Fri work and from 7.30am to 5.30pm for weekend work. The rate of pay is \$22.64 per hour for Mon – Sat work, \$31.79 for Sundays and \$49.33 for public holidays. All rates are before tax and plus super.

#### **What to do next**

Please fill out the application form enclosed and return it ASAP via email to [employment@glenworth.com.au](mailto:employment@glenworth.com.au) by mail or deliver it in person. No interviews will be conducted or further information provided on the day if you choose to deliver your application in person.

Please bear in mind that if you don't hear from us it may be because we are only looking for someone to work on specific occasions such weekends or school holidays. That said our needs often change quiet rapidly so please feel free to let us know you are still looking for work at GV by resubmitting your application every 6 months or you are welcome to enquire about doing some volunteer work in the meantime.

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

Yours faithfully - **Barton Lawler**



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## POSITION DESCRIPTION

<b>Company</b>	Glenworth Valley Horse Riding Pty Ltd
<b>Job Title</b>	Horse Riding Adventure Guide (Part-time & Casual)
<b>Reports to</b>	Horse Riding Centre Managers (HRCM)
<b>Supervises</b>	Once a level of competence has been displayed, you will be responsible for directing volunteers under the guidance of the HRCM's
<b>Date</b>	10 <sup>th</sup> February 2017

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*"To be a large-scale customer focused leader in the provision of quality outdoor adventure activities, achieving the highest levels of customer satisfaction, safety standards and financial performance through the maintenance of professional business practices"*

### **Overall Purpose of Job**

Provide high quality horse riding adventure experiences to our customers using a warm and friendly customer service approach in accordance with professional safety standards. Support the HRCM in the day to day care and management of 200 horses and general upkeep of the centre and facilities.

### **Key Result Areas**

Customer service  
School Horses  
Maintenance  
Staff Supervision

### **Performance Expectations**

#### **Customer Service**

- Provide high quality customer experiences using a warm and friendly customer service approach.
- Provide all customers with a 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.
- Put customers on their allocated horses in accordance with our training manuals.
- Assemble riders into groups and provide the safety talk before rides leave the horse riding centre
- As directed, take out guided rides and ensure these are conducted in a safe manner and control of the group is maintained at all times
- Respond to customer enquiries in a pleasant and helpful manner. Refer any issues or complaints to the HRCM
- Answer external and internal phone-calls in a prompt, courteous manner identifying yourself to the caller. Accurately take any messages and deliver promptly as required.

## **Horse Care**

- Assist with bringing horses in, block up (AM) and put horses away (PM)
- Achieve high standards of horse presentation by grooming and brushing each horse before being tacked up.
- Feed horses daily (winter only)
- Identify and notify the HRCM of any ailments a horse may be suffering
- Ride and bring on new horses and existing school horses which require additional training.

## **Horse Riding Centre Maintenance**

- Brush girths and reassemble any bridles at the end of each day
- Keep clean and free of litter the horse yards, booking office, car park, riding trails and road into GV
- Clean amenity facilities such as toilets and showers.
- Shovel and remove excess manure from the horse riding centre and other various maintenance tasks as directed by the HRCM

## **Staff Supervision**

- Once a level of competence has been displayed, you will be responsible for directing volunteers under the guidance of the HRCM
- Reflect, in attitude and performance, the standards GVHR encourage thereby acting as a role model for other team members

## **Qualities and skills**

Good knowledge of horses and hospitality

Thorough knowledge of all GVHR products and procedures

Strong commitment to delivering quality customer service and horse riding experiences

## **Essential qualifications**

All staff are required to obtain and keep current a first aid certificate and Working With Children clearance at their own expense.

## **Key behaviours required**

Warm, friendly, outgoing and fun

Professionalism

Enjoys communicating with and helping customers enjoy high quality horse riding adventure experiences

Energetic and good work ethic

Committed to customer and personal safety standards

Honest and trustworthy