



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](mailto: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 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](http://www.glenworth.com.au)

#### **What we are 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, nonsmoking, able to work on weekends and/or school holidays, energetic and capable of strenuous physical labour. Applicants will be assessed against 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.

#### **Remuneration**

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 and your resume ASAP via email to [employment@glenworth.com.au](mailto: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

<b>Title:</b>	Horse Riding Adventure Guide
<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>Hours:</b>	Hours of employment typically range from 8am to 5pm for Mon – Fri work and from 7.30am to 5.30pm for weekend work.
<b>Breaks:</b>	Lunch 30 minutes
<b>Last updated:</b>	November 2018

---

### GLENWORTH VALLEY OUTDOOR ADVENTURES

<b>Our Mission</b>	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.
<b>Our Vision</b>	Glenworth Valley Outdoor Adventures will be recognised as Australia's leading provider of outstanding experiences including Adventure activities, Camping & Accommodation, Agistment and Events.
<b>Purpose of the role</b>	Provide high-quality Horse-Riding Adventure experiences to our customers using a warm and friendly customer service approach in accordance with safety standards. Support the HRCM in the day to day care and management of approximately 200 horses and general upkeep of the centre and facilities.
<b>Key Result Areas</b>	<ul style="list-style-type: none"><li>• Customer Service / Relations</li><li>• School Horses</li><li>• Maintenance</li><li>• Staff Supervision</li></ul>
<b>Key Behaviours</b>	<p><b>Communication Skills</b> – Takes the initiative to communicate in an accurate, appealing and engaging manner to work colleagues and customers. Expresses thoughts clearly both verbally and in writing. Listens, understands and influences others.</p> <p><b>Initiative</b> – Actively seeks opportunities to add value to the business and make a positive contribution rather than passively accepting situations.</p> <p><b>Customer Focus</b> – Anticipates and meets the needs of customers and responds in an appropriate manner. Demonstrates a personal commitment to identify customers' apparent and underlying needs and continually seeks to provide the highest quality service and experience to all customers.</p>

## Performance Outcomes

- Customer Service / Satisfaction**
- Provide excellent quality customer service to all in a happy, helpful and professional manner that encourages customers to choose us for their venue and event needs and that maximises overall customer satisfaction
  - Take an engaging approach towards building positive relationships and rapport with customers & suppliers whilst demonstrating professionalism
  - Respond to all event enquiries in a timely and effective manner and within 24 hours for all booking enquiries.
  - Promote Glenworth Valley as a highly desirable, quality and versatile event destination
  - Respond to customer enquiries and develop quotes in a manner that results in the highest conversion ratio of enquiries to bookings.
  - Coordinate and provide appealing venue site inspections and menu tastings
  - Responsible for reporting 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 at future events.
- 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 in the horse yards, HRC Office, car park, riding trails and road into Glenworth Valley
  - 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 Glenworth Valley Outdoor Adventures encourage thereby acting as a role model for other team members

## Position Qualities, Skills and General Requirements

- Essential Qualities and Skills**
- All staff are required to obtain and keep current their First Aid certificate and Working with Children Check
- Desirable qualities and skills**
- Good knowledge of horses and the hospitality industry
  - Thorough knowledge of all Glenworth Valley Outdoor Adventure products and procedures
  - Strong sales experience to on sell and up sell the Valley
  - The ability to juggle competing priorities and work at a hectic pace during busy times
  - Strong commitment in delivering high quality customer service and horse riding experiences
- General Requirements**
- Glenworth Valley is a non-smoking work environment
  - Working as directed
- Other**
- Glenworth Valley Outdoor Adventures is a multi-faceted business. Therefore, during busy periods there may be work throughout the remainder of the business. This may include and is not limited to: Food & Beverage, food preparation, kitchen hand, administration roles, farm hand.