



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 our **Horse Riding Centre Manager (HRCM)** position at Glenworth Valley Outdoor Adventures (GVOA), Australia's largest horse riding and outdoor adventure centre.

GVOA is a multi-award winning, nature tourism business specialising in horse riding, kayaking, quad biking, abseiling, laser skirmish and corporate team building activities. Our recently opened Valley Events Centre (VEC) showcases 180-degree views across Glenworth Valley and caters to weddings, birthdays, corporate events, and other group functions. GVOA also offer camping, deluxe cabin accommodation, and horse agistment services. Our diverse range of experiences are available on a picturesque, 3000-acre wilderness property. We have been in business for over 50-years and employ a passionate team of 25 full-time staff and 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 only a 15-minute drive from Gosford. Employment at Glenworth Valley is an ideal work environment, away from the hustle and bustle of packed city centres, you will experience magnificent natural surroundings, gorgeous wildlife, and a refreshingly fun and motivated team! To familiarise yourself with the nature of our business, please visit www.glenworth.com.au

Purpose of the role

Jointly manage the day-to-day operation of the horse riding centre in a professional manner which achieves the highest levels of safety and maximises customer satisfaction. Supervise and maintain the well being of the 200 horses and general upkeep of all equipment and facilities. Provide leadership, training and supervision of all horse riding team members in order to achieve our mission statement.

What are we looking for

We are looking for a dedicated, multi-skilled team member to jointly manage our 200 magnificent horses and the smooth and efficient running of our horse riding centre in a primarily hands-on capacity. The successful candidate must have exceptional customer service, operations and team management skills. Good horse riding and horse handling capabilities are highly beneficial however the personality, long-term suitability and overall potential to grow into the requirements of this position is of far more importance. **Full training and support will be provided to the right candidate if required.**

Due to the nature of our business being weekend orientated, the successful applicant needs to be available to work weekends and during school holidays etc. The Horse Riding Centre is jointly managed between 2 HRCM's.

All applicants must be **non smoking** and will be assessed using the list of key result areas in the job description.

Rates of pay

Employment is offered on a permanent, full time basis consisting of 3 mid week days and 2 days on a weekend, typically from 8am to 5pm Mon to Fri and 7.00 am to 5.30pm on weekends.

This position is offered at an hourly rate of \$26.80 per hour for Monday to Saturday work, \$40.20 per hour for Sunday work and \$67.00 per hour for public holiday work.

All rates of pay quoted are before tax and subject to superannuation, 4 weeks paid personal leave, annual leave and a range of other benefits and bonuses.

Best of all you will be joining a high quality, well established business operating in a satisfying and rewarding role.

What to do next

Please complete the application form and return it with your resume ASAP via email to employment@glenworth.com.au, by mail or deliver it in person. Please note that no interviews or further information will be 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 considering GVOA as your next employer.

Yours sincerely,

Craig Ellis
Chief Executive Officer

Position Description

Title	Horse Riding Centre Manager (HRCM)
Reports to	Managing Director (MD)
Supervises	All horse riding centre team members including permanent and casual horse riding guides, lesson instructors, weekend reception staff and volunteer staff
Hours	8.00am – 5.00pm 3 days per week Mon – Fri 7.00am – 5.30pm on weekends and public holidays
Breaks	Morning Tea 15 minutes Lunch 30 minutes Breakfast (weekends) 30 minutes
Updated	July 2021

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”

Purpose of Job

Jointly manage the day to day operation of the horse riding centre in a smooth and efficient manner which achieves the highest levels of safety and maximises customer satisfaction. Supervise and maintain the well being of the horses and general upkeep of all equipment and facilities. Provide leadership, training and supervision of all horse riding team members in order to achieve our mission statement.

Key Result Areas	Key Behaviours Required
Safety and Risk Management	<p>Planning and Organisation – Effectively plans for and implements daily and weekly task lists, achieving them in a timely and coordinated manner.</p> <p>Customer Focus – 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 product to all customers.</p> <p>Technical Proficiency – Demonstrates the appropriate level of proficiency in the principles and practices of horse riding.</p> <p>Evaluating and decision making – Weighs alternative courses of action and makes decisions that reflect factual information and are based on evidence, logic, reason and fairness.</p> <p>Communications Skills – Takes the initiative to communicate accurate, up to date plans and information to all team members. Expresses thoughts clearly both verbally and in writing. Listens and understands the views of others</p>
Customer Satisfaction	
Horse Riding	
Equipment and Facilities Management	
Team Management and Training	

PERFORMANCE OUTCOMES TO BE ACHIEVED

Customer Satisfaction

- Demonstrate a passion for providing outstanding customer service in an environment that is clean, professional, safe, fun and indicative that our customers have come to the leading horse riding and outdoor adventure centre in Australia.
- Sell and promote our experiences in a friendly and personal manner that encourages customers to participate in the activities we offer, repeat visitation and ensures regular customers and other VIP's feel important.
- Assist with the operation of the weekend customer reception check in office. Ensure customers are efficiently and politely booked through the weekend reception check in office by all team members. In order to assist with answering phone enquiries and bookings, the HRCM is expected to gain & maintain a thorough working knowledge of GVHR's internal booking system (JRS).
- Investigate all customer enquiries or complaints in an effective and empathic manner to ascertain what further action is needed to resolve the issue and where necessary provide all necessary feedback to other team members and the MD.
- Ensure all accidents and incidents are appropriately attended to and reported on by an experienced team member using correct procedures. Ensure all relevant details and forms are completed (precise documentation).
- 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 Riding

- Manage the day to day operation of all horse riding centre related activities in an efficient manner such as mustering horses, selecting which horses to work, grooming, saddling and unsaddling, feeding horses (winter only), treating horse ailments, paddock grazing selection and regular drenching and shoeing requirements etc
- Allocate horses to customers in a safe and timely manner through extensive knowledge of individual horses and the ability to remain calm and focused during busy periods.
- Ensure our pre-ride safety process is delivered by appropriately trained staff in a competent and professional manner.
- Take out guided rides or direct the most appropriate person to take out each guided ride according to the needs of each group.
- Keep all horse records up to date such as monthly update of horses for sale and horse allocation lists. Ensure new horses or existing horses whose behaviour has changed are ridden and tested and such information is circulated to all relevant team members.
- Ensure all team members are trained to learn horse's names as quickly as possible e.g. giving tips on distinguishing features etc.
- Teach and closely supervise relevant team members the allocation levels of our horses.
- Oversee and co-ordinate GV's horse riding centre breeding program in conjunction with the MD and others. Maintain all breeding records.
- Oversee GV's horse breaking and training program. The HRCM is expected to organise a breaker at the appropriate time of year, co-ordinate the process and ensure the ongoing education of recently broken in horses is continued via appropriate team members.

Safety and Risk Management

- Ensure the horse riding centre and the activities we offer operate in accordance with all policies and industry standards.
- Prepare and update all necessary risk assessments
- Liaise with MD to initiate trials of new equipment, procedures, etc that will improve safety outcomes
- Design, implement, monitor and assess safety procedures
- Deliver team induction and ongoing safety training for all activities staff
- Ensure staff compliance with safety procedures and processes
- Implement Glenworth Valley's risk management, emergency and crisis management plans
- Ensure compliance with relevant Work Health and Safety practices and policies
- Proactively identify and assess potential risks for all activities, modifying activities to minimise user risk
- Investigate injuries, incidents or complaints to see what action needs to be taken to rectify the situation and prevent similar situations from occurring in the future

Equipment and Facilities Management

- Clean and inspect all equipment on a regular basis to ensure it is in a suitable condition for the purpose it is being used for, to detect potential safety issues, ensure preventative maintenance and repairs are carried out.
- Arrange for the production of all tack, winter feedbags, grease saddles, clean girths, saddle cloths, helmets etc
- Responsible for upkeep and inventory levels of all hire equipment (helmets, boots, consumables etc)
- Maintain adequate stock levels and timely arrangement of orders for feed silo, drinks machine, merchandise, brochures, first aid equipment and supplies (human & equine) and horse shoe tally, etc.
- Maintain the general appearance and cleanliness of all facilities, e.g. painting, gardens, windows, litter around yards, booking office, car parks, access roads, trails etc at GV.
- Ensure toilets and shower blocks are cleaned daily to a high standard and checked for cleanliness throughout the day

Team Management and Training

- Support all horse riding centre team members with leadership, training, supervision and performance management to ensure they have the necessary knowledge and skills to perform their role safely and diligently in accordance with our policies and mission statement.
- Roster casual horse riding guides and monitor volunteer numbers in accordance with the number of bookings received and expected whilst maximising the most efficient use of staff.
- Arrange and assess all prospective new horse riding staff in conjunction with the MD.
- Develop & maintain supervisory skills to effectively counsel, coach, resolve any conflict and provide advice or feedback to team members in a fair and constructive manner.
- Update the MD regarding any problems or issues affecting the performance of team members. Respond to and communicate any requests for training or suggestions/feedback from team members to the MD.
- Effectively manage time and workloads to ensure all team members have all daily duties completed.
- Display commitment. Follow through to completion any requests from MD and other staff.
- Provide good communication, collaborate and liaise between the various teams and individual staff at GV.
- On at least a monthly basis, conduct meetings with MD to discuss any issues, resource needs, set objectives, etc.
- Ensure all staff comply with dress codes including cleanliness and grooming

Speciality Areas

- Oversee the operation of horse riding lessons on weekends. Liaise with speciality staff such as GV instructors and Administration staff as required. Encourage and respond to any feedback and/or requests they provide including instructor meetings.
- Ensure lesson arenas are maintained including arena equipment and arena surfaces (organise watering of arenas as required).
- Allocate camping groups to ensure that they are evenly and appropriately located throughout the camping areas to minimise disruption and noise between campsites.
- Encourage the sale of GV's horses and agistment services.
- Support GV's agistment managers and assist with any agistment issues and tasks as required e.g. hay feeding, attending accidents, meeting new agistment horses/owners, etc.

Administration

- Attend to all general correspondence and write up all human resource documents such as checklists, training manuals, operating manuals and policy documents.
- Attend manager meetings and conduct your own horse riding centre team meetings in order to resolve operational issues and provide a forum for encouragement, constructive feedback and improvements to be discussed
- In a prompt manner, ensure relevant departments are supplied with accurate reports e.g. daily income summaries, stocktakes & tallies etc.

QUALITIES, SKILLS AND REQUIREMENTS

Essential Qualities and Skills

- Employment background with extensive knowledge of the horse industry
- All staff are required to obtain and keep current their own First Aid certificate and Working with Children Check
- Must hold a minimum AHRC Certificate 3 Trail Supervisor or equivalent or must be willing to complete (at own cost) within the first 6 months of commencing employment

Desirable qualities and skills

- Good knowledge of horses, customer service, guiding and the tourism/hospitality industry
- 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
- Supervisory skills including coaching and team management experience
- Good written and oral communication skills
- Excellent organisational and motivational skills
- Energetic and capable of strenuous physical work
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General Requirements

- Able to ride or learn how to ride a motorcycle
- Glenworth Valley is a non-smoking work environment
- Working as directed