

Thank you for enquiring about our **Activity Adventure Guide** position 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 50 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 are we looking for

First and foremost, we are looking for Adventure Activity Guides who have a warm and friendly personality and who have a passion for providing high quality customer experiences. Also required is a strong focus on safety, excellent communication skills and to genuinely enjoy sharing your passion for the great outdoors with a wide and diverse range of people.

All applicants must be 18 years of age, non smoking, have their own transport, be able to work on weekends and/or school holidays, as well as energetic and capable of strenuous physical labour. Applicants will be assessed using the list of key result areas in the position description.

Quad Biking & Laser Skirmish guides will receive on the job training.

Kayaking & Abseiling guides are required to hold a minimum Certificate 3 in Outdoor Recreation, an activity specific qualification or equivalent.

Employment is available on either a contractual basis via an ABN or as a casual employee via a TFN. If a permanent position becomes available, preference is normally given to existing contract and casual employees who may be interested. Hours of employment typically range from 8.00am to 5pm with approximately 30 minutes for lunch.

Adventure guides (Quad biking, Abseiling, Kayaking & Laser Skirmish).

The rate of pay for activity adventure guides are as follows:

Contract basis	Depending on qualification, activity guided, seniority
Monday to Saturdays	\$30.38 - \$32.58 per hour
Sunday & Public Holidays	\$41.89 - \$44.09 per hour
Casual employees	Depending on qualification, activity guided, seniority
Monday to Saturdays	\$27.62 - \$29.62 per hour
Sunday	\$38.08 - \$40.08per hour
Public Holidays	\$59 per hour
All employee rates include loadings and first aid allowance, before tax and plus superannuation.	

What to do next

Fill out the application form enclosed and return it ASAP by mail to our address, email to employment@glenworth.com.au or deliver it in person. If you choose to deliver your application in person no interviews will be conducted or further information provided on the day.

Please bear in mind that if you don't hear from us it may be because we are only looking for a person with specialist skills in one of our activities or who can work on specific occasions such as weekends or school holidays. That said our needs often change quite rapidly so please feel free to let us know you are still looking for work at Glenworth Valley Outdoor Adventures by resubmitting your application every 6 months or you are welcome to enquire about doing some volunteer work to gain more experience 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 sincerely,

Craig Ellis
Chief Executive Officer

Position Description

Title:	Activities Adventure Guide
Reports to:	Activities Manager
Hours:	Hours of employment typically range from 8am to 5pm for Mon – Fri work and from 7.30am to 5.30pm for weekend work.
Breaks:	Lunch 30 minutes
Last updated:	July 2020

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	Provide high-quality Adventure experiences to our customers using a warm and friendly customer service approach that places customer satisfaction, safety and professionalism at heart of everything we do. Support the Activities Manager in the day to day operation and delivery of our Adventure Activities.
Key Result Areas	<ul style="list-style-type: none">• Customer Service / Satisfaction• Adventure Activity Guiding – Laser Skirmish, Kayaking, Quad Biking, Abseiling• Maintenance• Safety and Supervision
Key Behaviours	<p>Communication Skills – 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>Initiative – Actively seeks opportunities to add value to the business and make a positive contribution rather than passively accepting situations.</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 experience to all customers.</p>

Performance Outcomes

- Customer Service / Satisfaction**
- Make all customers feel welcome and relaxed
 - Provide excellent quality customer service to all in a happy, helpful and professional manner that results in customers being happy and satisfied and encourages repeat visitation
 - Represent and promote Glenworth Valley as a high quality, desirable and professional destination
- Adventure Activity Guiding**
- Interact and guide customers using an engaging and outgoing approach that builds positive relationships and rapport whilst demonstrating professionalism
 - Provide a fun, happy, uplifting and enjoyable experience whilst adhering to the highest standards of customer care and safety
 - Share your passion for customer service, the joys of experiencing adventure activities and the spectacular natural environment we operate in with each customer in your group
 - Manage the safety and wellbeing of your group in a diligent and professional manner
 - Impart your knowledge of adventure activities and develop the skill of those in your group through positive reinforcement and encouragement
- Maintenance**
- Maintenance of adventure activity equipment and sites e.g. abseiling, kayaking, quad biking, laser skirmish
 - Report any equipment incidents or items requiring maintenance or attention
 - Keep clean and free of litter all areas of the property including the quad yard, staff areas, activity sites, trails, tracks and facilities within or used by Glenworth Valley Outdoor Adventures
- Safety and Supervision**
- Reflect, in attitude and performance, the standards Glenworth Valley Outdoor Adventures requires thereby acting as a role model for other team members
 - Perform all work with a high attention to detail and an absolute focus on appropriate safety standards and procedures
 - Accurately document and report all incidents, near misses or any safety concerns in a timely manner according to company policies and procedures

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
 - Kayaking and abseiling guides are required to hold a minimum Certificate 3 in Outdoor Recreation, an activity specific qualification or equivalent.
- Desirable qualities and skills**
- Good knowledge of Outdoor Recreation and/or Outdoor Education
 - Certificate III or IV in Outdoor Recreation or a relevant related field
 - Thorough knowledge of all Glenworth Valley Outdoor Adventure products and procedures
 - The ability to juggle competing priorities and work at a hectic pace during busy times
 - Strong commitment in delivering high quality customer service and experiences
- General Requirements**
- Glenworth Valley is a non-smoking work environment
 - Occasional availability for campground supervisor duties
 - Working as directed
- Other**
- Glenworth Valley Outdoor Adventures is a multi-faceted business. For those that are interested in obtaining more shifts please indicate your interest in working in other areas of the business on our employment application form. Such as in our Admin, Reception, Food & Beverage, Cleaning, Farm Maintenance and Horse Riding departments.
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