



Glenworth Valley Services P/L ABN: 42 658 080 810 T/A Glenworth Valley Outdoor Adventures

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**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)

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Thank you for enquiring about our **Kitchen hand** roles at Glenworth Valley Outdoor Adventures (GVOA), Australia's largest horse riding and wilderness 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 accommodation as well as horse agistment services 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 30 full time staff and approximately 60 – 80 part time and casual staff.

4 years ago we also opened our spectacular \$5m Valley Events Centre to host weddings, corporate events and to operate our Valley Kiosk from. Leading international companies such as Google, Uber, Atlassian, Shell Global and KPMG etc now choose GVOA for their annual conferences and events. We now need extra team members to cater to this growing area of the business.

Glenworth Valley is located 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is only 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)

#### **Purpose of the role**

The purpose of the role is to provide back of house, kitchen hand services in a high-quality manner to assist with the operation and efficiency of the kitchen to ensure that our customers and guests have the best possible experience. These include general kitchen operations such as kitchen and kitchen equipment, washing of dishes, assisting with food preparation, and cooking of dishes. The position has flexible shift times for the right candidate including Day, Night, weekday, and weekend shifts.

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

We require the services of highly capable kitchen hands to join our Valley Event Centre hospitality team to assist in the operations and efficiency of our kitchen when servicing our event and function bookings, such as weddings, corporate event, and social functions. The type of person we are looking for has a positive attitude, strong communication skills, enthusiastic, works well under pressure and who enjoys working with a friendly team of people in a fun environment. Previous experience in hospitality or other similar industry is desired but not essential.

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

#### **Remuneration**

Employment is offered on a casual basis. The successful applicant will be rewarded with an hourly rate of \$ 29.46 Monday – Friday, \$31.09 on Saturdays and \$40.45 on Sundays and \$64.12 on public holidays plus Superannuation. 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 remuneration rate may be subject to change based on your level of relevant experience.

#### **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,

Craig Ellis  
**Chief Executive Officer**

### Position Description

<b>Job Title:</b>	Kitchen Hand
<b>Status:</b>	Casual
<b>Reports to:</b>	Head of Food and Beverage
<b>Supervises:</b>	N/A
<b>Hours:</b>	As per the applicable event roster typically made available 2 weeks in advance
<b>Updated:</b>	July 2022

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<b>Mission Statement</b>	<i>"To be a large-scale customer focussed leader in the provision of outdoor adventure activities, achieving high safety standards and ensuring customer satisfaction through the maintenance of professional business standards"</i>
<b>Purpose of the role</b>	The purpose of the role is to provide back of house, kitchen hand services in a high-quality manner to assist with the operation and efficiency of the kitchen to ensure that our customers and guests have the best possible experience.
<b>Key Result Areas</b>	<ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• General Kitchen hand operations</li> <li>• Safety and risk management</li> </ul>
<b>Key Behaviours Required</b>	<ul style="list-style-type: none"> <li>• Positive attitude, energetic and motivated</li> <li>• Good work ethic</li> <li>• Safety minded</li> <li>• Team player and strong communicator</li> <li>• Enjoys hospitality and kitchen hand functions</li> <li>• Works well under pressure</li> </ul>

### Performance Outcomes to be Achieved

#### **Customer Satisfaction**

- Provide high quality customer service in a manner that leaves customers and guests feeling satisfied and impressed with the experiences and services we provide
- Maintain a professional standard of presentation in accordance with GVOA's uniform policy
- Ensure visitor and guest enquiries are answered in a friendly, empathetic way

#### **General kitchen hand operations**

- Provide kitchen hand services in a friendly and timely manner with a high degree of accuracy and attention to detail.
- Assist with kitchen operations, cleaning, and resetting activities
- Assisting with food preparation, serving and cooking functions
- Maintain cleanliness and appearance of all food and beverage preparation, consumption and back of house areas

#### **Safety and Risk Management**

- Work in a safe and appropriate manner to protect the safety of yourself and others
- Adhere to GVOA's health and safety policies and procedures
- Report any work health and safety hazards or incidents to your manager
- Maintain all certificates and qualifications required to perform the requirements of your position
- Ensure proper manual handling techniques
- Ensure your conduct and behaviour supports and encourages a positive work environment

## **Position Qualities, Skills and General Requirements**

### **Essential Qualities and Skills**

- Friendly and positive personality and customer service approach
- Ability to work and communicate in a team environment
- Flexible work availability
- Methodical, highly organised with an ability to work under pressure

### **Desirable Skills**

- Previous experience or interest in the hospitality industry or similar, such as functions, restaurants or café and kiosks.
- Sound knowledge of WHS practices and procedures

### **General Requirements**

- Glenworth Valley is a non-smoking work environment
- Own transport required
- Working as directed
- "Working with Children" check.