
OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS
69 Cooks Rd, Glenworth Valley NSW 2250 p: 02 4375 1222 e: adventures@glenworth.com.au www.glenworth.com.au

Thank you for enquiring about our Business and Human Resources Manager role at Glenworth Valley Wilderness Adventures (GVWA), 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 40 full time staff and approximately 80-100 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 we are looking for

Due to strong growth and diversification of our business activities we are looking for an outstanding, innovative, multi skilled Business and Human Resources Manager who with passion and commitment will take a hands on approach to driving continuous improvement in the performance of the business. This is a key management position operating in a fast paced, dynamic and diverse environment. The successful applicant will ideally have a broad range of business management skills and a demonstrated record of achievement in business and human resource management. The type of person we are looking for is someone who is happy and enthusiastic and enjoys working with a friendly team of people in a fun environment.

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.

Rates of pay

The successful applicant will be rewarded with a pro rata annual salary of \$110,000 per annum (or \$121,550 including superannuation) and best of all will be joining a high quality, well established business operating in a satisfying and rewarding role. All rates are before tax and annual pay increases will be based upon the successful achievement of all the requirements of the position description.

The position is available on a flexible basis as either a 4 or 5 day a week position (your choice), with the opportunity for some work from home. The position is offered on a permanent basis. When in the office, the typical hours of employment are either 8.30am to 5.00pm or 9.00am to 5.30pm with 30 minutes for lunch.

What to do next

Please fill out the application form relevant to this position 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 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,

Mia Lawler
General Manager

Position Description

Title:	Business and Human Resources Manager
Reports to:	General Manager and Chief Executive Officer
Supervises:	Reception / adventure consultants x 2, Senior Adventure Consultant
Hours:	This is a salaried position based on minimum regular hours from either 8.30am – 5.00pm or 9.00am – 5.30pm Monday to Friday when in the office
Breaks:	Lunch 30 minutes
Last updated:	April 2023

GLENWORTH VALLEY WILDERNESS 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	Take a hands on approach to driving continuous improvement in the performance of the business in the areas of business and human resource management, customer satisfaction, innovation, systems management, operational support and assistance to the executive team.
Key Result Areas	<ul style="list-style-type: none">• Business Management• Human Resource Management• Business Development, Innovation, Customer Satisfaction and Sales• Business Systems, Operational and Executive Support
Key Behaviours	<p>Team Focus - Foster the development of a team culture and productive work environment consistent with GVOA's vision statement</p> <p>Communication Skills – Takes the initiative to collaborate and communicate accurate, up to date plans and information to team members. Expresses thoughts clearly both verbally and in writing. Listens and understands others.</p> <p>Analytical Ability – Reviews and analyses a wide variety of information and recommends an evaluated course of action.</p> <p>Initiative – Actively seeks opportunities to add value to the business and make a contribution rather than passively accepting situations.</p> <p>Leadership – Communicates personal vision and the organisation's vision in a manner that influences and gains the support of others.</p>

Performance Outcomes

Business Management

- With passion and commitment take a hands on approach to driving continuous improvement and innovation in the performance and success of the business.
- Develop systems and processes that streamline, manage and address the strategic needs of the business
- Manage the operation of the business according to comprehensive budgets, financial management and KPI's to a high standard.
- Preparation and analysis of high quality monthly business performance reports in a timely manner
- Cost new operational initiatives and develop evaluated business proposals
- Achieve detailed business planning and project management outcomes and solutions
- Assist with the planning, evaluation and implementation of objectives and strategies contained in the business plan

Human Resource Management

- Lead by example to cultivate a positive, happy, team culture throughout the business
- Develop and implement continuous improvement and organisational change strategies
- Achieve all people management functions of the business including annual performance management reviews, ongoing performance management plans and six-monthly KPI reviews
- Motivate, train, reward and recognise team member achievement
- Attract, recruit and retain quality team members, in conjunction with department managers or the MD
- Develop, implement and review Work Health and Safety policies and procedures and oversee risk management compliance throughout the organisation
- Assist with workers compensation/return to work plans by others
- Coordinate regular team meetings and oversee employee training and development, team member inductions, team building days and maintain high levels of internal communications amongst team members
- Keep our organisational chart up to date and recommend improvements to our structure

Business Development, Innovation, Customer Satisfaction and Sales

- Identify and initiate innovative business development opportunities to increase the revenue base and profitability of the organisation to ensure its future prosperity and success
- Ensure all team members understand the importance of providing excellent quality customer service in a happy, helpful and professional manner
- Oversee and ensure our customer feedback procedures are adhered to by department managers in a timely and appropriate manner and recommend changes to our operating procedures where necessary
- Lead, develop and manage team members with the support of others, in our call centre / reception area incorporating service standards, professionalism, advanced selling skills and answering team member questions with regards to policy and procedural matters
- Ensure our team promotes and sells GVWA in a high quality manner that develops our reputation and encourages customers to participate in our experiences and maximises the conversion ratio of enquiries into sales/bookings
- Prepare and develop compelling grant funding and business award submissions

Business Systems, Operational and Executive Support

- Oversee with the support of others our systems management requirements ie IT, online booking reservation systems (CustomLinc), point of sale, electronic disclaimer, phone systems, customer survey / photo program, staff rostering and other related issues in a timely fashion
- Provide day to day operational support to our adventure consultants, horse riding, events and adventure activity managers including planning for long weekends, peak periods and major events held at GV.
- Provide support and assistance to the executive team and be the main go to person for team member enquiries
- Oversee the management of our tourist accommodation facilities and the leasing out of rental properties including regular rental inspections
- Responsible for managing all company and team member communications, central filing system and electronic data storage 'Z' drive

Position Qualities, Skills and General Requirements

Essential Qualities and Skills

- Previous experience in a senior business or human resources management role
- Highly productive, organised and ability to manage competing priorities whilst maintaining exceptional attention to detail
- Excellent business management capabilities
- Advanced human resource management
- Advanced level of communication and customer service skills
- Superior MS Office Skills
- Good understanding of FWA and WHS legislation
- Capable of maintaining the company's essential administration activities
- Proven experience in a busy and varied office environment
- A highly proactive, self-starter, motivator and leader

Desirable qualities and skills

- Knowledge and understanding of the tourism, recreation, hospitality or similar industries
- Experience overseeing an organisations IT and Systems management needs
- Capable of uploading basic website edits using content management software

General Requirements

- Glenworth Valley is a non-smoking work environment
- Applicants must satisfy Child Protection legislation and are required to provide a "Working with Children" clearance.
- First Aid certificate within 2 months of commencing the role (if not current).
- Working as required
- Must own a car and current NSW Licence