



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

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 **Horse Riding Adventure Guide** position at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and outdoor adventure centre.

GVWA 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 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 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 the large number of horses and customers we have at Glenworth Valley.

All applicants need to be over 18 years of age, non-smoking, able to work on weekends and/or school holidays, be energetic and capable of strenuous physical labour. Applicants will be assessed against the position description.

Very good horse riding and horse handling ability are not the most important skills required; however you typically need to have ridden at least 100 times to be proficient enough to work as a horse riding guide for us. 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 \$31.31 per hour for Mon – Sat work, \$42.92 for Sunday work and \$66.15 for public holiday work (including loadings). 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 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. Thank you for your enquiry.

Yours sincerely,
Mia Lawler
General Manager

Position Description

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| Title: | Horse Riding Adventure Guide |
| Reports to: | Horse Riding Centre Managers (HRCM) |
| Supervises: | Once a level of competence has been displayed, you will be responsible for directing volunteers under the guidance of the HRCM's. |
| 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: | Unpaid 30 minute lunch |
| Last updated: | August 2023 |

GLENWORTH VALLEY WILLDERNESS ADVENTURES

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| 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 Horse-Riding 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 HRCM in the day to day care and management of approximately 200 horses and general upkeep of the centre and facilities. |
| Key Result Areas | <ul style="list-style-type: none">• Customer Service / Satisfaction• Horse Riding Adventure Guiding• Horse Care• Horse Riding Centre 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, encourages 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

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| Customer Service / Satisfaction | <ul style="list-style-type: none">• 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 encourages repeat visitation• Represent and promote Glenworth Valley as a high quality, desirable and professional destination |
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- Horse Riding Adventure 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 horse riding and the spectacular natural environment we ride through with each customer in your group
 - Manage the safety and wellbeing of your group in a diligent and professional manner
 - Impart your knowledge of horse riding and develop the skill of those in your group through positive reinforcement and encouragement

- Horse Care**
- Ensure all our horses are happy and healthy and receive the highest levels of personalised care and attention.
 - Assist with bringing horses in for the day and put horses away (PM) in a safe and professional manner
 - Achieve high standards of horse presentation by grooming and brushing each horse before being tacked up
 - Feed horses daily (winter only)
 - Proactively identify and report to the HRCM's any ailments or issues of concern you may have towards any horse
 - 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 the horse yards, HRC office/VEC reception, 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

- Safety and Supervision**
- Reflect, in attitude and performance, the standards Glenworth Valley Wilderness 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 practices
 - Accurately document all incidents and near misses in a timely manner according to company policies and procedures
 - Once a level of competence has been displayed, you will be responsible for supervising and helping with the management of our valued volunteers under the guidance of the HRCM

Position Qualities, Skills and General Requirements

- Essential Qualities and Skills**
- Unless you have extensive guiding experience with another outdoor adventure activity, horse riding guides typically need to have ridden at least 100 times or more to be proficient enough to work as a horse riding guide for us.
 - All staff are required to obtain and keep current their 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
 - Ability to work as directed

- Desirable qualities and skills**
- Good knowledge of horses, customer service, guiding and the tourism/hospitality industry
 - Thorough knowledge of all Glenworth Valley Wilderness 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 horse riding experiences

- General Requirements**
- Glenworth Valley is a non-smoking work environment
 - Working as directed

Other

Glenworth Valley Wilderness 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 Adventure Activities departments.

