

Thank you for enquiring about our **Horse Riding Lesson Instructor** 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.

Majority of our lesson clients are either children or adults who want to learn how to ride however we also have a regular clientele of juniors and adults who are concentrating on improving their riding ability. One of the many good things about teaching at Glenworth Valley is we do all the sales and marketing as well as handling all the bookings, payment collection and general enquiries, all you have to do is turn up and teach.

Glenworth Valley offers ½ hour private lessons as well as 1 hour group lessons with a maximum of 4 – 6 people per group lesson. The majority of lessons occur in an arena however we also offer our customers the opportunity to have instructional trail rides or a combination of both if they want. Other opportunities also exist for our instructors to organise and share in the revenues from offering school holiday camps, Valley Riding club days, riding clinics to agisters and organised social ride etc.

Glenworth Valley is approximately 15 minutes from Gosford and is located 3 kilometres off the M1 Motorway via the Calga/Peats Ridge exit.

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

All applicants must be 18 years of age, **non smoking**, have their own transport and be able to work a regular day on a weekend. Currently lessons are only offered on weekends and midweek via school holiday horse riding camps.

Applicants who have obtained their qualifications or who have a long history of giving lessons will be given more favourable consideration than those without. Those that don't have their qualifications will be required to actively obtain them within a set period of time.

#### **Remuneration**

The remuneration for this position is based on your level of qualification of the applicant and is offered either be offered as a contracted or employment role subject to your preference. A higher rate is paid to qualified instructors by comparison to non qualified instructors. They also vary depending the type of lesson and the quantity of students in each group.

The rates of pay are seen below:

	½ hour private	1 person group lesson	2 person group lesson	3 person group lesson	4 person group lesson	5 people group lesson	6 people group lesson
<b>Qualified Contract Instructor</b>	\$27.20	\$40.20	\$47.88	\$55.56	\$63.25	\$70.93	\$78.61
<b>Unqualified Contract Instructor</b>	\$25.20	\$34.24	\$44.29	\$51.38	\$58.47	\$65.56	\$72.65
<b>Employee Instructor</b>	\$22.55	\$33.29	\$39.64	\$ 45.99	\$ 52.33	\$58.68	\$65.03

#### **What to do next**

Fill out the application form enclosed and return it ASAP. Once again, thank you for your interest.

Many thanks,

Mia Lawler  
General Manager

### Position Description

<b>Company</b>	Glenworth Valley Services Pty Ltd
<b>Job Title</b>	Horse Riding Instructor
<b>Reports to</b>	Horse Riding Centre Manager (HRCM)
<b>Supervises</b>	Lesson volunteers
<b>Hours</b>	Hours of employment typically range from 7.30am to 5.30pm for weekend work.
<b>Breaks</b>	Unpaid 30 minute lunch
<b>Updated</b>	August 2023

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<b>Our Mission</b>	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.
<b>Our Vision</b>	Glenworth Valley Outdoor Adventures will be recognised as Australia's leading provider of outstanding experiences including Adventure activities, Camping & Accommodation, Agistment and Events.
<b>Purpose</b>	To provide high quality customer service to teach customers how to ride safely in a fun, enthusiastic manner which encourages students to enjoy learning and continue having lessons with GV.
<b>Key Result Areas</b>	<ul style="list-style-type: none"> <li>• Customer Service / Satisfaction</li> <li>• Horse Riding lesson Instructing</li> <li>• Administration</li> <li>• Safety and Supervision</li> </ul>
<b>Key Behaviours</b>	<p><b>Communication Skills</b> – 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><b>Initiative</b> – Actively seeks opportunities to add value to the business and make a positive contribution rather than passively accepting situations.</p> <p><b>Customer Focus</b> – 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>

#### Customer Service/ Satisfaction

<b>Customer Service / Satisfaction</b>	<ul style="list-style-type: none"> <li>• Make all customers feel welcome and relaxed</li> <li>• Provide excellent quality customer service to all in a happy, helpful and professional manner that results in customers being happy and encourages repeat visitation</li> <li>• Represent and promote Glenworth Valley as a high quality, desirable and professional destination</li> <li>• Promote the valley &amp; encourage repeat business through a personal, friendly response to customers. Make regular customers feel important</li> <li>• Up sell and promote our other services and activities ie horse sales and horse agistment, holidays horse riding camps, trail rides social rides and our other adventure activities.</li> </ul>
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<b>Horse Riding lesson Instructing</b>	<ul style="list-style-type: none"> <li>• Interact and guide customers using an engaging and outgoing approach that builds positive relationships and rapport whilst demonstrating professionalism</li> <li>• Provide a fun, happy, uplifting and enjoyable experience whilst adhering to the highest standards of customer care and safety</li> <li>• 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</li> <li>• Manage the safety and wellbeing of your group in a diligent and professional manner</li> <li>• Impart your knowledge of horse riding and develop the skill of those in your group through positive reinforcement and encouragement</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• On a needs basis, conduct meetings with HRCM's to discuss any issues, resource needs, etc</li> <li>• Refer any customer enquiries and problems to the admin office.</li> <li>• Refer any unresolved matters to the Managing Director</li> <li>• Provide accurate hand over and manifest information to GV office</li> <li>• Complete your own accurate invoices of services rendered to GV finance</li> <li>• Refer all bookings to the GV admin office.</li> </ul>
<b>Safety and Supervision</b>	<ul style="list-style-type: none"> <li>• Reflect, in attitude and performance, the standards Glenworth Valley Wilderness Adventures requires thereby acting as a role model for other team members</li> <li>• Perform all work with a high attention to detail and an absolute focus on appropriate safety standards and practices</li> <li>• Accurately document all incidents and near misses in a timely manner according to company policies and procedures</li> <li>• 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</li> </ul>

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

<b>Essential Qualities and Skills</b>	<ul style="list-style-type: none"> <li>• Employment background with extensive and thorough knowledge of the horse industry</li> <li>• All staff are required to obtain and keep current their First Aid certificate and Working with Children Check</li> <li>• AHRC/NCAS/EA/BHS etc Level 1 equivalent or above (preferred but not essential)</li> <li>• Ability to work as directed</li> </ul>
<b>Desirable qualities and skills</b>	<ul style="list-style-type: none"> <li>• Good knowledge of customer service, guiding and the tourism/hospitality industry</li> <li>• Thorough knowledge of all Glenworth Valley Willderness Adventures policies and procedures</li> <li>• The ability to juggle competing priorities and work at a hectic pace during busy times</li> <li>• Strong commitment in delivering high quality customer service and horse riding experiences</li> </ul>
<b>General Requirements</b>	<ul style="list-style-type: none"> <li>• Glenworth Valley is a non-smoking work environment</li> <li>• Working as directed</li> </ul>