



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

OUTDOOR WILLDENESS EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS

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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. To apply please fill out our relevant application form and email to emplymnet@glenworth.com.au

About our organisation

GVWA is a 3000 acre, family owned, multi-award-winning business specialising in a diverse range of events and adventure tourism activities such as horse riding, kayaking, quad biking, abseiling, laser skirmish, outdoor education and corporate team building activities. We also run a large campground, eco Villa’s and horse agistment services as well as our state of the art Valley Event Centre, where we host a range of events including weddings, corporate functions, team building etc. We have been in business for more than 50 years and employ a passionate team of 40 full time and approximately 100 part time and casual staff. Glenworth Valley is also home to the largest horse riding centre in the Southern hemisphere.

Why do people love working at Glenworth Valley?

Employment at Glenworth Valley makes for a great lifestyle and ideal work environment due to the magnificent natural scenery, the fun and enjoyable services we offer and the amazing, friendly team of people you will be working with. Glenworth Valley is located only 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is 15 minutes from Gosford. To familiarise yourself with the nature of our businesses, please visit www.glenworth.com.au

Purpose of the role

Provide high quality customer service teaching lesson students how to ride safely in a fun, enthusiastic manner which encourages learning and the continuation of lessons with GV. Majority of our lesson clients are either children or adults of a beginner to intermediate level who are looking to learn to ride, get back into riding after some time off or to further develop their horse-riding skills. The types of lessons we offer are ½ private lessons and 1 hour group lessons generally with between 3-6 people per group. The majority of our lessons are taught in the arena however we also offer instructional trail rides if they wish.

Our lessons run from February to December annually and group lessons are generally booked in blocks of weekly or fortnightly lessons per school terms. Other opportunities also exist for our instructors to work in other areas of the business including instructing 1 day and 3 day weekly school holiday horse riding camps, trail riding guiding, teaching private lessons to Agisters on property including clinics such as Junior and Adult riding club days in agistment.

Glenworth Valley manages all logistics for you such as sales, marketing, insurances, bookings, payment collection, horse preparation and training etc meaning our instructors can arrive on the day, ready to teach using our horses and equipment

Who we are looking for

We are looking for an experienced horse person who enjoys imparting and sharing their knowledge of horses and horse riding with others who is looking for a consistent and reliable client base of lesson clients. The Horse Riding Lesson Instructor will be responsible for delivering safe, enjoyable, and educational riding lessons for individuals and groups. This position is ideal for experienced instructors who are passionate about teaching and working with riders of all levels in a supportive, well-organized setting.

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.

Remuneration

This role is offered as either a contracted or employment role subject to your preference. A higher rate is paid to qualified instructors by comparison to non qualified instructors. The rate also varies depending the type of lesson and the quantity of students in each group. The rates of pay are:

	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
Qualified Contract Instructor	\$28.18	\$41.65	\$49.92	\$58.19	\$66.47	\$74.74	\$83.01
Unqualified Contract Instructor	\$26.11	\$38.54	\$46.18	\$53.81	\$61.45	\$69.08	\$76.72
Employee Instructor	\$23.37	\$34.49	\$41.33	\$48.16	\$55.00	\$61.83	\$68.67

Position Description

Job Title	Horse Riding Instructor
Reports to	Horse Riding Centre Manager (HRCM)
Supervises	Lesson volunteers
Hours	Hours of employment typically range from 7.30am to 5.30pm on either Saturday or Sunday
Breaks	30-minute unpaid lunch break
Updated	October 2024

Our Mission	To provide exceptional experiences sustainably by connecting people through our spectacular wilderness
Our Vision	To be Australia's leading provider of outstanding wilderness experiences.
Purpose	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.

Key Result Areas	<ul style="list-style-type: none"> • Customer Service / Satisfaction • Horse Riding lesson Instructing • Administration • Work Health and Safety
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Key Behaviors	<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>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> <p>Technical Proficiency – Demonstrates the appropriate level of proficiency in the principles and practices of horse riding, horse handling, lesson instructing and WHS.</p> <p>Adaptability- Tailor lessons to accommodate various skill levels, providing individualized guidance where needed.</p>
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Performance Outcomes

Customer Service / Satisfaction	<ul style="list-style-type: none"> • Make all customers feel welcome and relaxed • Provide excellent customer service in accordance with your training in a friendly, 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 in a way which encourages 5 star reviews. • 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. • Respond to customer feedback and questions in a helpful and professional manner, passing on relevant feedback or escalating to management where necessary. • Demonstrate a passion for providing outstanding customer service in an environment that is clean, professional, safe, fun, and indicative that our customers have come to the leading horse riding and outdoor adventure centre in Australia.
Horse Riding lesson Instructing	<ul style="list-style-type: none"> • Interact and instruct customers using an engaging and outgoing approach that builds the skill of those in your classes through positive reinforcement 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 knowledge in accordance with your training about the natural environment, history, and other relevant educational content to enhance the participants' experience.
- 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
- Assist with basic pre- and post-lesson horse care as necessary.

Administration

- When required, request and conduct meetings with HRCM's to discuss any issues, resource needs, etc
- Refer any customer enquiries and problems to the admin office.
- Refer any unresolved matters to the HRCM's
- Provide accurate hand over and manifest information to GV office
- Complete your own accurate invoices of services rendered to GV finance
- Refer all bookings to the GV admin office.

Work Health and Safety

- Applies health and safety knowledge to impart an attitude, standard and performance in line with a safety-first culture
- 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 in accordance with procedures.
- Follow all emergency response procedures and first aid training to respond and assist in an emergency situation
- Accurately report and document all incidents and near misses, hazards in a timely manner in accordance with the company policies and procedures
- Proactively identify potential risks
- 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

- Employment background with extensive and thorough knowledge of the horse industry
- All staff are required to obtain and keep current their First Aid certificate and Working with Children Check
- AHRC/NCAS/EA/BHS etc Level 1 equivalent or above (preferred but not essential)
- 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 Adventures policies 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
- Obtain and keep current First Aid Certificate and Working With Children Check