



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

OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS

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Thank you for enquiring about our **Horse-Riding Centre Manager (HRCM)** position at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and wilderness adventure centre.

About the Business

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

Jointly manage the day-to-day operation of the Horse-riding centre in a professional manner which achieves the highest levels of safety and maximises customer satisfaction. Supervise and maintain the wellbeing of the 250 horses and general upkeep of all equipment and facilities. Provide leadership, training, and supervision of all horse-riding team members in order to achieve our mission statement. This position has a focus on horse care and handling, breeding, operations and efficiencies, team leadership and training and Safety within our Horse Riding Centre.

Who are we looking for

We are looking for a dedicated, multi-skilled team member to jointly manage our 250 magnificent horses to ensure the smooth and efficient running of our Horse Riding Centre in a primarily hands-on capacity. The successful candidate must have exceptional customer service, operations, and team management skills. Good horse riding and horse handling capabilities are required. The personality, long-term suitability, and overall potential to grow into the requirements of this position is also of great importance. Extra training and support will be provided to the right candidate if required.

Due to the nature of our business being weekend orientated, the successful applicant needs to be available to work weekends and during school holidays etc. The Horse-Riding Centre is currently jointly managed between 2 Horse Riding Centre Managers. All applicants must be **non-smoking** and will be assessed using the list of key result areas in the job description.

Remuneration

This position is offered with an annual salary of \$82,963 per annum plus superannuation plus \$14,000 pro rata worth of eligible bonus targets. All rates are before tax. Best of all you 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.

This is a permanent full time, salary position, with regular hours of employment generally being from Thursday-Monday typically from 8:30am to 5:00pm midweek and 7.00 am to 5.30pm on weekends and school holidays, totalling up to 42.5 hours per week. The position includes provision for annual leave, personal leave and plus superannuation.

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. If your initial application is successful, we will contact you to arrange an interview. Once again, thank you for your enquiry.

Position Description

Title	Horse Riding Centre Manager (HRCM) – Operations						
Reports to	General Manager (GM)						
Supervises	All horse-riding centre team members including permanent and casual horse-riding guides, lesson instructors, weekend reception staff and volunteer staff						
Hours	This is a full time, salary position consisting of 5 days a week – Typically worked across 3 mid-weekdays between approximately 8am-5pm, and 2 days on a weekend, between approximately 7am-5pm The exact roster and days of work are flexible depending on the candidate's availability.						
Unpaid Breaks	<table> <tr> <td>Morning Tea (midweek)</td><td>15 minutes</td></tr> <tr> <td>Breakfast (weekends)</td><td>30 minutes</td></tr> <tr> <td>Lunch</td><td>30 minutes</td></tr> </table>	Morning Tea (midweek)	15 minutes	Breakfast (weekends)	30 minutes	Lunch	30 minutes
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Lunch	30 minutes						
Grade	Award less						
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 of the role	Jointly manage the day-to-day operation of the horse-riding centre in a professional manner which achieves the highest levels of safety and maximises customer satisfaction. Supervise and maintain the wellbeing of the 250 horses and general upkeep of all equipment and facilities. Provide leadership, training, and supervision of all horse-riding team members in order to achieve our mission statement.
Key Result Areas	<ul style="list-style-type: none"> • Safety and Risk Management • Customer Satisfaction • Horse Riding Operations and Care • Equipment and Facilities Management • Team Management and Training
Additional Optional Specialty Areas	<ul style="list-style-type: none"> • Team recruitment and Training • Volunteer management • HRC Department Administration • Incident response and prevention • Quality Control and Compliance; SOPs and Risk Assessments • Horse Management, Breeding, Training, Acquisitions, Sales, First aid etc.
Key Behaviours	<p>Organisational skills and resilience – Works to deadlines, archives all operations in a timely and coordinated manner, and remains calm and clear headed under pressure to prioritises workloads for maximum efficiency and return on investment.</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 product to all customers.</p> <p>Technical Proficiency – Demonstrates the appropriate level of proficiency in the principles and practices of horse riding, horse handling, team management, operations and WHS.</p> <p>Evaluating and decision making – Weighs alternative courses of action and makes decisions that reflect factual information and are based on evidence, logic, reason, and fairness.</p>

Communications Skills – Takes the initiative to communicate accurate, up to date plans and information to all team members. Expresses thoughts clearly both verbally and in writing. Listens and understands the views of others

Adaptable- Is confident and well versed in a variety of situations to handle the various tasks and competing priorities

Performance Outcomes

Safety and Risk Management

- Ensure the horse-riding centre and the activities operate in accordance with all policies and industry standards.
- Liaise with GM to initiate trials of new equipment, procedures, etc that will improve safety outcomes.
- Deliver team inductions and ongoing safety training for all horse-riding staff.
- Ensure staff compliance with safety and WHS procedures and processes.
- Where necessary action Glenworth Valley's risk management, first aid, emergency, and crisis management plans.
- Proactively identify and assess potential risks for all activities, modifying activities to minimise user risk.
- Investigate injuries, incidents, or complaints to see what action needs to be taken to rectify the situation and prevent similar situations from occurring in the future.
- Ensure all accidents and incidents are appropriately attended to and reported on by an experienced team member using correct procedures. Ensure all relevant details and forms are completed (precise documentation).
- 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.

Customer Satisfaction

- Provide excellent quality customer service to all in a happy, helpful, and professional manner that inspires confidence in the services we offer and maximises overall customer satisfaction.
- 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.
- Sell and promote our experiences in a friendly and personal manner that encourages customers to participate in the activities we offer, repeat visitation, and ensures regular customers and other VIP's feel important.
- Assist with the operation of the weekend customer reception check in office. Ensure customers are efficiently and politely booked through the weekend reception check in office by all team members. In order to assist with answering phone enquiries and bookings, the HRCM is expected to gain & maintain a thorough working knowledge of GVHR's internal booking system (JRS).
- Investigate all customer enquiries or complaints in an effective and empathic manner to ascertain what further action is needed to resolve the issue and where necessary provide all necessary feedback to other team members and the Horse-Riding Centre Managers.
- Answer external and internal phone-calls in a prompt, courteous manner identifying yourself to the caller. Accurately take any messages and deliver promptly as required
- Ensure we measure and report on customer satisfaction levels for all aspects of the customers experience and obtaining specific feedback on how we can improve for future events.

Horse Riding and Horse care

- Manage the day-to-day operation of all horse-riding centre related activities in conjunction with other HRC Managers in an efficient manner. This may include mustering horses, selecting which horses to work, grooming, saddling, and unsaddling, feeding horses, treating horse ailments, paddock grazing selection and regular drenching and shoeing requirements etc.
- Allocate horses to customers in a safe and timely manner through extensive knowledge of individual horses and the ability to remain calm and focused during busy periods.
- Assist with the HRC breeding program in conjunction with the GM and others.
- Assist with the horse breaking and training program.
- Continually update and assess horse training progress and allocation suitability's.
- Effectively allocate resources such as horse equipment, staff, and time to optimise daily operations and ensure workflow.

Team Management and Training

- Support GVWA's agistment managers and assist with any agistment issues and tasks as required e.g. hay feeding, attending accidents or emergencies.
- Support all horse-riding centre team members with leadership, training, supervision to ensure they have the necessary knowledge and skills to perform their role safely and diligently in accordance with our policies and mission statement.
- Ensure all team members are trained to learn horse's names as quickly as possible e.g. giving tips on distinguishing features etc.
- Develop & maintain management skills to effectively counsel, coach, resolve any conflict and provide advice or feedback to team members in a fair and constructive manner.
- Roster casual horse-riding guides and monitor volunteer numbers in accordance with the number of bookings received and expected whilst maximising the most efficient use of staff.
- Update the GM regarding any problems or issues affecting the performance of team members. Respond to and communicate any requests for training or suggestions/feedback from team members to the GM.
- Effectively manage time and workloads to ensure all team members have all daily duties completed.
- Provide good communication, collaborate, and liaise between the various departments and teams.
- On at least a monthly basis, conduct meetings with GM to discuss any issues, resource needs, set objectives, etc.
- Ensure all staff comply with dress codes including cleanliness and grooming.
- Attend manager and operations meetings and conduct your own horse-riding centre team meetings in order to resolve operational issues and provide a forum for encouragement, constructive feedback, and improvements to be discussed.

Equipment and Facilities

- Ensure we meet and ideally the HRC Wage cost percentage targets.
- Clean and inspect all equipment on a regular basis to ensure it is in a suitable condition for the purpose it is being used for, to detect potential safety issues, ensure preventative maintenance and repairs are carried out.
- Responsible for upkeep and inventory levels of all hire equipment (helmets, boots, consumables etc).
- Arrange for the production of all tack, winter feedbags, grease saddles, clean girths, saddle cloths, helmets etc.
- Maintain adequate stock levels and timely arrangement of orders for feed silo, first aid equipment and supplies (human & equine) and horseshoe tally, etc.
- Maintain the general appearance and cleanliness of all facilities, e.g. painting, gardens, windows, litter around yards, booking office, car parks, access roads, trails etc at GVWA.
- Ensure toilets and shower blocks are cleaned daily to a high standard and checked for cleanliness throughout the day.
- Ensure that all horse trails and tracks are adequately maintained to ensure the highest safety standards.

Speciality Areas

Specialty Areas are functions of our HRCM role that may exist to individual managers based on their unique skill set and interests. These are parts of the role where the responsibility generally exists to one manager more than the other and is not split equally like the other key result areas of the role. Specialty Areas are generally allocated equally between both managers once someone becomes confident and capable in their role and is efficiently able to execute all components of their Key Result Areas in their role.

Team recruitment and Training

- Managing employment contracts, ensuring legal compliance and clear expectations for both parties.
- Oversee and source the recruitment of applicants to curate a skilled and cohesive team, to ensure adequate coverage of positions during seasonal demands.
- Onboarding new team members with comprehensive inductions to ensure understanding of GVWA policies, procedures, and culture.
- Develop and implement training programs for new hires to ensure they understand and acknowledge GVWA HRC standards.
- Creating and managing staff schedules to ensure adequate coverage for all operational needs.
- Conduct regular performance evaluations and provide ongoing training and development opportunities for existing staff.
- Addressing interpersonal conflicts and fostering a positive work environment through communication and harmonious resolutions.
- Facilitating effective communication channels within the team and between departments to promote collaboration and efficiency.

Volunteer management	<ul style="list-style-type: none"> • Managing the recruitment, inductions, and scheduling of HRC volunteers. • Develop and coordinate thorough training sessions to equip volunteers with necessary skills and knowledge to perform their roles effectively. • Maintain accurate records of volunteer activities, hours worked, and achievements for recognition and reporting purposes. • Ensure all volunteer documents and process are adequately maintained. • Develop and coordinate thorough training sessions to equip volunteers with necessary skills and knowledge to perform their roles effectively. • Maintain accurate records of volunteer activities, hours worked, and achievements for recognition and reporting purposes.
Kids Camps and lessons program	<ul style="list-style-type: none"> • Oversee the smooth operation of our weekend lesson program, ensuring high quality of lessons and coaching is provided. • Ensure that all team invoicing accounts are correctly completed, reconciling against manifests. • Ensuring the upkeep and maintenance of all lesson and kids camp equipment such as saddles, poles, sporting etc. • Liaise with speciality staff such as GV instructors and Administration staff as required. • Encourage and respond to any feedback and/or requests they provide including instructor meetings. • Maintain adequate availability of horses to suit Lessons and Camp programs. • Schedule kids camp programs to suit demand and horse availability. • Ensure that progression plans are developed and maintain for students to meet customer expectations.
HRC Department Administration	<ul style="list-style-type: none"> • Oversee administrative task with efficiency, including scheduling, record keeping, and facility maintenance to ensure smooth operations. • Oversee inventory management for horse care supplies, riding equipment, HRC administrative supplies. • Attend to all general correspondence and monitor human resource documents such as checklists, training manuals, operating manuals, and policy documents to ensure they are up to date. • Monitor customer reviews online and provide feedback to HRCM's on appropriate responses. • Manage deputy to ensure the proactive and pre-emptive rostering of all staff to suit demand • Approve and amend time sheets accordingly.
Incident and Safety Management	<ul style="list-style-type: none"> • Develop and enforce Standard Operating Procedures (SOPs) for all HRC operations, ensuring consistency and adherence to best practices. Including horse care, facility maintenance, and customer service. • Conduct regular risk assessments to identify potential safety hazards and implement measures to mitigate risks effectively. • Ensure compliance with industry standards, regulations, and best practices related to horse care, riding instruction, and facility management. • Work with the GM to review and strategies major Incident responses.
Horse Management, Breeding, Training, First aid.	<ul style="list-style-type: none"> • Oversee and co-ordinate GV's horse riding centre breeding program in conjunction with the GM and others. • Ensure adequate documentation of breeding and foaling records. • Recommend and present appropriate pairing of mares and stallions. • Managing safe and effective breeding, foaling, weaning, and educating of Glenworth Valleys breeding program. • Report observed animal health or behaviour issues or concerns. • Work with farriers, dentists, and vets to foster positive long-lasting relationships and to ensure horse welfare is of the highest standard. • Proactively care for, manage, and treat all horse illnesses, diseases, and injuries to ensure the effective rehabilitation of all horses as best as reasonably possible in conjunction with local vets and specialist. • Maintain and update accurate horse allocation lists and horse database. • Oversee GV's horse breaking and training program. The HRCM is expected to organise a breaker at the appropriate time of year, co-ordinate the process and ensure the ongoing education of recently broken in horses is continued via appropriate team members. • Assist in the specialist handling and training of young or unhandled horses. • In conjunction with the Agistment manager coordinate horse drenching annual calendar and execute drenching days in a smooth, effective and safe manner.

Horse Acquisition and Sales

- Manage the process of new horse acquisition via different channels to maintain adequate stock levels and ensure the ongoing success of a high performing trail riding horse centre.
- Recommend and access sale horses to retire old horses and re home horses who are unsuitable.
- Manage the sale processes ensuring adequate documentation of this.
- Liaise with the agistment manager to facilitate horse trials and sales onto agistment.

POSITION QUALITIES, SKILLS, AND REQUIREMENTS**Essential Qualities and Skills**

- Employment background or extensive knowledge of the horse industry.
- All staff are required to obtain and keep current their own First Aid certificate and Working with Children Check.

Desirable qualities and skills

- Great knowledge of horses, customer service, farming, guiding and the tourism/hospitality industry.
- Experience managing horse welfare, horse breeding, foaling, and nurturing would be highly regarded.
- The ability to juggle competing priorities and work at a hectic pace during busy times.
- Strong commitment in delivering high quality customer service and maintaining healthy horses.
- Supervisory skills including coaching and team management experience.
- Good written and oral communication skills.
- Excellent organisational and motivational skills.
- Energetic and capable of strenuous physical work.

General Requirements

- Able to ride or learn how to ride a motorcycle.
- Glenworth Valley is a non-smoking work environment.
- Must be non-smoking.
- Work as directed.