



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

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**OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS**

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Thank you for enquiring about our fixed term position of **Venue and Events Coordinator** role at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and outdoor adventure centre. This position is available for a 9-month period between November 2024 until August 2025

#### **About Glenworth Valley**

GVWA is a diverse, family owned, multi-award-winning business specialising in adventure activities, accommodation and events. Glenworth Valley welcomes approximately 250,000 guests annually onto our pristine 3000 acre wilderness property to partake in a wide variety of adventure activities, and over 200 diverse events. We are a family run business who has been in operation for more than 50 years and employ a passionate team of 45 full time and approximately 100 part time and casual team. Glenworth Valley is located only 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is 15 minutes from Gosford.

#### **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 our customers and the amazing, friendly team of people you will be working with. To familiarise yourself with the nature of our businesses, please visit [www.glenworth.com.au](http://www.glenworth.com.au).

#### **Purpose of the Role**

We require the services of an exceptional and highly capable Venue and Events Coordinator to provide outstanding customer service and event management for a broad range of events. You will be working amongst our highly experienced and successful events team to coordinate a variety of groups include corporate groups, weddings, film groups etc generally between the size of 20-200 guests.

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

We are looking for a special individual; someone who is enthusiastic and has a 'can-do' attitude; they connect with people from all backgrounds and enjoy working with a friendly team of people in a fun environment. They have outstanding organisational skills, attention to detail skills and are resilient. In the ever-changing world of events, they love solving problems in order to make the client happy and ensure the event runs smoothly. They clearly and effectively communicate with stakeholders, have high attention to detail, and pro-actively anticipate issues before they occur.

All applicants must be non-smoking and will be assessed using the answers provided in the application form and against the list of key result areas in the position description.

#### **Remuneration**

This position is offered with an annual salary of \$78,050 per annum including super (70,000 excluding super). All rates are before tax. Your ordinary hourly rate incorporates and offsets all entitlements including overtime, penalties (including Sunday and Public Holiday penalties), allowances, and annual leave loading as contained within the Award.

This is a full-time position with regular hours of employment being from Tuesday to Saturday typically between either 8.30am to 5.00pm or 9.00am to 5.30pm (approximately 6pm on event days) with 30 minutes for lunch. The successful applicant also needs to be available to share the workload of working whenever large and important groups are attending the business such as occasional work outside of normal business hours and occasional Sunday work. This typically includes until handover of the event to the food and beverage team occurs. In these instances, paid time off in lieu will be provided to ensure a good work/life balance is achieved. Some work from home available based on calendar of events and team dynamics.

#### **How to apply?**

Please fill out the application form found on our website and return it and your resume ASAP via email to [employment@glenworth.com.au](mailto:employment@glenworth.com.au). Please note that no interviews will be conducted, or further information provided on the day if you choose to deliver your application in person. **Candidates will not be considered for this role unless your resume is accompanied by our Glenworth Valley employment application form, located at [www.glenworth.com.au/employment](http://www.glenworth.com.au/employment)**

Applicants must be an Australian Resident.

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

## POSITION DESCRIPTION

<b>Title:</b>	Venue and Events Coordinator
<b>Reports to:</b>	Venue and Events – Business Development Manager
<b>Hours:</b>	Tuesday to Saturday typically between either 8.30am to 5.00pm or 9.00am to 5.30pm (depending on the current events schedule)
<b>Breaks:</b>	Lunch 30 minutes
<b>Grade:</b>	Grade 5
<b>Last updated:</b>	December 2024

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## GLENWORTH VALLEY WILDERNESS ADVENTURES

<b>Our Mission</b>	To provide exceptional experiences sustainably by connecting people through our spectacular wilderness.
<b>Our Vision</b>	To be Australia's leading provider of outstanding wilderness experiences.
<b>Purpose of the role</b>	We require the services of an exceptional and highly capable Venue and Events Coordinator to provide outstanding customer service and event management for a broad range of events. You will be working amongst our highly experienced and successful events team to coordinate a variety of groups include corporate groups, weddings, film groups etc generally between the size of 20-200 guests.

### Key Result Areas

<b>Work Health and Safety</b>	<ul style="list-style-type: none"><li>• Immediately report any and all health and safety related issues which have been communicated to you to management.</li><li>• Provide basic first aid to guests in need following all first aid procedures.</li><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>• Exercise sound judgement and proactive safety focus in the carrying out of tasks and responsibilities in accordance with the WH&amp;S requirements of the role.</li></ul>
<b>Customer Service / Satisfaction</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• Using an engaging approach build strong relationships and rapport with customers &amp; suppliers whilst demonstrating professionalism.</li><li>• Promote Glenworth Valley as a desirable, high quality and versatile event destination.</li><li>• Where necessary, assist with customer enquiries and quoting in a manner that results in the highest conversion ratio of enquiries to bookings.</li><li>• Coordinate and conduct appealing venue site inspections and menu tastings.</li><li>• Ensure we measure and report on post event customer satisfaction levels for all aspects of the customers experience and obtaining specific feedback on how we can improve the services we provide for future events.</li><li>• Collaborate with event suppliers to develop preferred supplier relationships.</li><li>• Respond to all phone and email enquiries in a prompt, courteous manner and attend to event booking enquiries within 24 hours.</li><li>• Promote, cross-sell and upsell Glenworth Valley Wilderness Adventure experiences for all enquiries in a high-quality manner that encourages customers to participate in our activities.</li></ul>
<b>Venue and Event Coordination</b>	<ul style="list-style-type: none"><li>• Coordinate the planning and operation of events to ensure they run smoothly, successfully, and free of undesirable incidents.</li></ul>

- Liaise with different departments to provide guidance and achieve outcomes relating to upcoming events or inspections.
- Create and oversee comprehensive event run sheets that communicate critical outcomes to be achieved for all internal and external stakeholders.
- Pre event liaison and overseeing the bump-in/out of event suppliers.
- Maximise profit generated from all bookings through servicing clients and up selling.
- Devise and document regularly updated event management strategies for individual events to reflect the current status of each event.
- Ensure that the venue is presented to clients in its most appealing way.
- Obtain quotes and manage logistics with external suppliers for upcoming events.

#### **Venue and Event Administration**

- Maintain accurate calendar of upcoming event bookings.
- Venue hire contract administration and invoicing.
- Collaborate with event suppliers to develop preferred supplier relationships.
- Continually explore and recommend ways we can improve events held at Glenworth Valley, event enquiry/booking conversion ratios, streamlining events and making your department run in a more cost-effective manner.
- General event specific admin work with a high degree of accuracy.
- Prepare monthly event reports.
- Create and oversee comprehensive event run sheets and event management Plans that communicate critical guidelines, standards and outcomes to be achieved for all internal and external stakeholders.
- Report to management when any maintenance or safety issues need addressing or of any improvements you feel could be done.
- Ensure operations of events and projects in a safe and sustainable manner considering WHS's, first aid, duty of care, responsible service of alcohol and general safety principles.

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

#### **Key Behaviours**

**Communication Skills** – Takes the initiative to communicate accurate, up to date plans and information to work colleagues and customers. Expresses thoughts clearly both verbally and in writing. Listens, understands, and influences others.

**Organisational skills and resilience** – Works to deadlines, diligently follows up leads, prioritises workloads for maximum efficiency and return on investment.

**Analytical Ability** – Is able to review, analyse and report on a wide variety of information and recommends an evaluated course of action.

**Initiative** – Actively seeks opportunities to add value to the business and make a positive contribution rather than passively accepting situations.

**Operational Skills** – Plans and executes events to a high standard of operational efficiency and customer satisfaction.

**Problem Solving Skills** – Manages change, proactively anticipates issues before they occur, and works through scenarios to ensure logistical challenges are met with a positive outcome.

#### **Essential Qualities and Skills**

- Ability to communicate effectively, build rapport and sell to clients.
- Passionate about winning business and proactively sourcing new business opportunities.
- Ability to coordinate and manage multiple events and functions occurring across varying time frames.
- Passionate and takes pride in delivering high quality events.
- Excellent attention to detail, prioritisation, and organisation skills.
- Someone with a bright and sunny disposition.
- Demonstrated problem solving ability.
- Highly developed event planning and coordination abilities.
- Superior communication skills and telephone manner.
- Competent with PC's, particularly Word, Excel, Outlook.

**Desirable qualities and skills**

- Experience in venue / event management, hospitality, wedding, or customer service sectors.
- The ability to juggle competing priorities and work at a hectic pace during busy times.
- Knowledge and understanding of outdoor adventure activities including horse riding, quad biking, abseiling, kayaking, laser skirmish and camping.

**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 directed.
- Must own a reliable car and current NSW Licence.
- Must be an Australian resident