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**OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS**69 Cooks Rd, Glenworth Valley NSW 2250 p: 02 4375 1222 e: [adventures@glenworth.com.au](mailto:adventures@glenworth.com.au) [www.glenworth.com.au](http://www.glenworth.com.au)

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Thank you for enquiring about our **Executive Support and HR Assistant** role at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and wilderness adventure centre.

**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 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 and the amazing, friendly team of people you will be working with. This is a diverse and exciting position which offers mentorship and coaching and room for growth in all aspects of Human Resources, events and tourism industries. To familiarise yourself with the nature of our business, please visit [www.glenworth.com.au](http://www.glenworth.com.au)

**Purpose of the role**

To work directly with the General Manager to take a hands on approach to achieving continuous business improvement, development, innovation and operational efficiencies. You will assist in all HR functions including People and Culture, Recruitment, Performance Management, Fair Work Act & Work Health and Safety Compliance as well as general admin, events, tourism and more.

**Who we are looking for**

To be successful, you will need to be flexible, personable, adventurous and enjoy variety. You will need to be able to work independently as well as part of a team, whilst regularly adapting to new work and who applies a practical and solution orientated mind set to challenges. The ideal candidate is proactive, has great initiative, is curious, and ready to dive into a variety of executive support and HR assistant activities. We welcome applicants who are eager to immerse themselves in a dynamic, diverse and fast paced workplace. All applicants must be non smoking and will be assessed using the answers provided in the GV application form and against the list of key result areas in the position description.

**Remuneration**

The successful applicant will be rewarded with a pro rata annual salary package of \$75,820 including superannuation (\$68,000 excluding super) and best of all 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.

**Hours of Employment**

The position is available on a permanent full time or Part time basis, with the opportunity for some flexibility to work from home. When in the office, the typical hours of employment are either 8.30am to 5.00pm or 9.00am to 5.30pm with 30 minutes for lunch.

**What to do next**

Please fill out the application form relevant to this position and return it with your resume ASAP via email to [employment@glenworth.com.au](mailto: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. Once again, thank you for your enquiry.

Yours sincerely,

Mia Lawler  
General Manager

**Position Description**

Title:	Executive Support and HR Assistant
Reports to:	General Manager
Supervises:	N/A
Hours:	This is a permanent full time (40hrs) role. The typical hours will generally be 8.30am – 5.00pm or 9.00am – 5.30pm Monday to Friday with some work from home available.
Breaks:	Lunch 30 minutes
Last updated:	December 2024

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**GLENWORTH VALLEY WILDERNESS ADVENTURES**

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	To work directly with the General Manager to take a hands on approach to achieving continuous business improvement, development, innovation and operational efficiencies. You will assist in all HR functions including People and Culture, Recruitment, Performance Management, Fair Work Act & Work Health and Safety Compliance as well as general admin, events, tourism and more.

**Key Performance Areas**

Work Health and Safety	<ul style="list-style-type: none"><li>• Applies outstanding health and safety knowledge to impart an attitude, standard and performance in line with a safety-first culture.</li><li>• Assist in the design, implementation, monitoring and assessment of safety procedures for all adventure activities</li><li>• Develop, oversee and regularly update Fair Work Act and Work Health and Safety policies, procedures and ensure compliance with the businesses obligations</li><li>• Ensure compliance with relevant Workplace Health and Safety practices and policies</li><li>• Immediately report any and all health and safety related issues which have been communicated to you to management.</li><li>• Perform all work with a high attention to detail and an absolute focus on appropriate safety standards and practices</li><li>• Accurately report and document all incidents, near misses hazards or any safety concerns in a timely manner adhering by to company policies and procedures.</li><li>• Exercise outstanding 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><li>• Ensure all team members are appropriately inducted by relevant department managers</li></ul>
Customer Service/ satisfaction	<ul style="list-style-type: none"><li>• Using an engaging approach build strong relationships and rapport with customers &amp; suppliers whilst demonstrating professionalism</li><li>• Attend to all correspondence in a prompt and courteous manner</li><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>• Lead by example, representing and promoting Glenworth Valley as a high quality, desirable and professional destination in a way which encourages 5 star reviews.</li><li>• Train and educate staff on Glenworth Valley’s customer service standards and regularly check their implementation proving constructive feedback where necessary.</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>• Use customer service and conflict resolution techniques to respond to customer complaints and feedback, where necessary escalating or seeking advice from the appropriate department manager.</li></ul>

## **People and Culture**

- Develop and implement continuous improvement, innovation, efficiencies and organisational change strategies that improve the performance and success of our people and the business.
- Assist the business and its leaders to ensure we are taking the best possible approach to motivate, train, reward and recognise team member achievement
- Lead by example and provide guidance to others on how to cultivate a positive, happy, supportive team culture throughout the business
- Assist management to ensure all departments are achieving and understand the importance of providing excellent quality customer service in a happy, helpful and professional manner
- Coordinate regular team meetings, employee training and development, team building activities and maintain high levels of moral and internal communications amongst team members
- Assist with workers compensation/return to work plans by others

## **Recruitment**

- Attract, recruit and retain quality team members, in conjunction with department managers or the GM, including reference/background checking and on boarding
- Developing and maintaining all recruitment, position description documentation, employee and contractor agreements, job adds etc

## **Performance Management**

- Coordinate the role out of performance management functions of the business including annual performance reviews, performance plans, KPI reviews and bonus and incentive schemes
- Provide HR support and assistance to managers, GM and CEO

## **Admin and Operations**

- Complete event and administrative specific projects to a high degree of accuracy.
- Proactively work towards achieving specific financial goals and results including cost management, budgeting and sales results.
- Assist with the general event and business marketing collateral as needed
- Coordinate the planning and operation of projects to ensure they run smoothly, successfully and free of undesirable incidents
- Assist in different department areas in periods of high demand.
- Assist with the coordination and execution of festivals and events in periods of high demand

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

### **Key Behaviours**

**Team Focus** - Foster the development of a team culture and productive work environment consistent with GVOA's vision statement

**Responsiveness and Initiative** – Actively seeks opportunities to make a contribution, rather than passively accepting situations, and recognises and responds to unanticipated events and requirements

**Communication Skills** – Takes the initiative to collaborate and communicate accurate, up to date plans and information to team members. Expresses thoughts clearly both verbally and in writing.

**Analytical Ability** – Reviews and analyses a wide variety of information and recommends an evaluated course of action.

**Time Management** – Manages a variety of priorities and responsibilities in a timely efficient manner.

**Responsiveness** – Recognises and responds to unanticipated events and requirements.

**Interpersonal Skills** – Works cooperatively and effectively with others to achieve common goals. Participates in building a group identity characterized by pride, trust and commitment.

### **Essential Qualities and Skills**

- An interest in HR generalist or HR management role
- Highly productive, organised and ability to manage competing priorities whilst maintaining exceptional attention to detail
- Advanced level of communication and relationship management skills
- MS Office Skills
- Basic understanding and working knowledge of FWA and WHS legislation compliance

- Proven experience in a busy and varied office environment

**Desirable qualities and skills**

- Knowledge and understanding of the tourism, recreation, hospitality or similar industries

**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.
- Working as required
- Must have a current NSW drivers licence and car