



Glenworth Valley Services Pty Ltd ABN: 42 658 080 810 T/A Glenworth Valley Wilderness Adventures

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

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Thank you for enquiring about our **Activities Supervisor** role at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and outdoor adventure centre. We are currently offering this role as either:

- A Permeant full-time, 40 hours per week position to be worked across 5 days.
- A Permanent part time, 32 hour per week position, to be worked across 4 days.

### **About Glenworth Valley**

GVWA is a diverse, multi-award-winning business specialising in adventure tourism activities such as horse riding, kayaking, quad biking, abseiling, laser skirmish and corporate team building activities. We also offer camping and horse agistment services as well as corporate and wedding functions and deluxe eco accommodation to our range of experiences available on our 3000-acre wilderness property. We have been a family run business for more than 50 years and employ a passionate team of 40 full time and approximately 80-100 part time and casual staff.

### **What people love about 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](http://www.glenworth.com.au)

### **Purpose of the Role**

To join our friendly fun team, working alongside our Activities Manager to coordinate the smooth and professional operation of our diverse range of adventure activities and programs (excluding horse riding) across multiple locations in an efficient, safe, quality, and profitable manner. This includes contributing to the growth and expansion of our school camps and outdoor educational programs, as well as overseeing administrative processes, systems, and documentation related to activity scheduling, staffing, equipment management, and customer enquiries.

### **Who we are looking for**

The type of person we are looking for is someone who is happy, and enthusiastic, passionate about customer experiences and outdoor recreation activities and enjoys team leadership and operations in a fun and friendly environment. You should enjoy being hands on and leading by example to actively cultivate and achieve a team culture that is inspired, passionate and committed to providing the highest levels of customer satisfaction and safety. The ideal candidate will have high level business, and administration skills and be able to support the Activities Manager with the facilitation and operations of our diverse and fast passed adventure activities department. The successful candidate will ideally have a demonstrated record of achievement in a similar industry.

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**

Subject to the actual days and times worked this position is offered with an annual salary of:

- A Permeant full-time, 40 hours per week- usually worked between 8:30am to 5pm - \$73,231.34
- A Permanent part time, 32 hour per week - usually worked between 8:30am to 5pm - \$58,585.07

These rates are before tax and is inclusive of all entitlements and allowances under the award including Sunday and Public holiday rates. Annual pay increases will be based upon the successful achievement of all the requirements of the position description.

The exact days and hours are flexible subject to applicants availability and preference and will be discussed during the interview process. Preference will be given to those with weekend availability.

### **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](mailto: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**

<b>Title:</b>	Activities Supervisor
<b>Reports to:</b>	Activities Manager
<b>Direct reports:</b>	Activity Coordinators, Senior Adventure Guides, Adventure Guides, Trainee Guides
<b>Hours:</b>	<ul style="list-style-type: none"><li>• A Permanent full-time, 40 hours per week position to be worked across 5 days, 8:30am – 5pm.</li><li>• OR</li><li>• A Permanent part time, 32 hour per week position, to be worked across 4 days, 8:30am-5pm.</li></ul>
<b>Breaks:</b>	30 minutes lunch or dinner
<b>Grade:</b>	Grade 5
<b>Last Updated:</b>	July 2025

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### **GLENWORTH VALLEY WILDERNESS ADVENTURES**

<b>Our Mission</b>	To provide exceptional experiences sustainably by connecting people through our spectacular wilderness
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<b>Our Vision</b>	To be Australia's leading provider of outstanding wilderness experiences.
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### **Key Result Areas**

<b>Safety and Risk Management</b>	<ul style="list-style-type: none"><li>• Applies 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>• Reflect, in attitude and performance, the standards Glenworth Valley Wilderness Adventures requires thereby acting as a role model for other team members.</li><li>• Deliver team induction and ongoing safety training for all activities staff.</li><li>• Ensure staff compliance with safety procedures and processes.</li><li>• Monitor and evaluate activities related equipment and ensure equipment is fit for use.</li><li>• Implement Glenworth Valley's risk management, emergency, and crisis management plans</li><li>• Ensure compliance with relevant Workplace Health and Safety practices and policies.</li><li>• Proactively identify and assess potential risks for all activities, modifying activities to minimise user risk.</li></ul>
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- 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.
- Coordinates and oversees first aid and major incident responses in emergency situations

### **Customer Experience**

- Demonstrate a passion for delivering outstanding customer service both on tours and behind the scenes.
- Provide excellent quality customer service to all in a happy, helpful, and professional manner that results in customers being happy and satisfied and encourages repeat visitation.
- Lead by example, representing and promoting Glenworth Valley as a high quality, desirable and professional destination in a way which encourages 5-star reviews.
- Maintain the delivery of industry leading customer service for all adventure activities.
- Train and educate staff on Glenworth Valley's customer service standards and regularly check their implementation.
- Proactively engage with and seek feedback from Glenworth Valley customers.
- Investigate all customer enquiries or complaints in an effective and empathic manner to ascertain and implement whatever further action is needed to resolve the issue and where necessary provide necessary feedback to the Activities Manager.
- Proactively identify, evaluate, and implement changes to activities to enhance our standards and improve overall customer satisfaction.
- Ensure the delivery of daily adventure activities, families, events/ functions, visitor experiences and camp sites to ensure that we meet and exceed visitor and GVWA expectations!

### **Activities Profitability and Yield Management**

- Revenue & Yield Management – ability to forecast demand, apply dynamic pricing, and optimise participation rates across activities.
- Financial Acumen – strong understanding of profit margins, cost recovery, budgeting, and reporting.
- Data Analysis – skilled in using booking system data and financial reports to identify trends, track KPIs, and make evidence-based decisions.
- Cost Control – effective management of staffing, rostering, and resource allocation to minimise wastage and maximise efficiency.
- Strategic Pricing & Packaging – ability to design competitive pricing models, bundled packages, and upselling strategies to increase revenue.
- Customer Value Optimisation – balancing profitability goals with high-quality guest experiences, ensuring yield growth without compromising satisfaction.
- Operational Efficiency – identifying and implementing process improvements that drive both financial performance and smooth activity delivery.
- Market Awareness – keeping abreast of competitor pricing, seasonal demand shifts, and industry best practice in tourism yield management.
- Team Leadership – training and guiding staff in upselling, cost awareness, and operational efficiency.
- Collaboration & Communication – working closely with finance, marketing, and operations teams to align profitability strategies with broader business goals.

### **Team Management and Training**

- Conduct on-the-Job training and assessment of employees
- Regularly meet with Activities Manager to effectively plan for weekly duties schedule.
- Undertake regular team meetings to review and improve team performance.
- Actively educate, assess, and train team members to improve service standards and customer experience.
- Actively cultivate a team culture through leadership, training and education strategies that is passionate and committed to delivering outstanding customer service.
- Supervise all team members who are employed to provide outdoor adventure activities.
- Interact and guide customers using an engaging and outgoing approach that builds positive relationships and rapport whilst demonstrating professionalism.

### **Activities Department Operations**

- Lead and manage adventure activities guides and tours
- Ensure the smooth running of logistics for all our outdoor activities i.e., timing of activities, staffing levels, transport between activities, etc.
- Manage daily administrative tasks such as updating schedules, confirming bookings, tracking equipment usage, and compiling performance metrics.

- Undertake relief work in reception by answering phones and booking customers through the payment office.
- Assist in the maintenance of an accurate equipment register and identify equipment upgrade/maintenance/ repair requirements.
- Undertake equipment maintenance, repairs, and upgrades.
- Maximise the longevity, durability, and quality of equipment.
- Keep clean and free of litter all areas of the property including the quad yard, staff areas, activity sites, trails, tracks, and facilities within or used by Glenworth Valley Wilderness Adventures
- Develop fun, interactive, and safe group activities for School groups. This includes Duke of Edinburgh Award Expeditions.

## **Administration**

- Contribute to the growth and expansion of our school camps and Outdoor Education programs.
- Respond to customer enquiries quickly and efficiently
- Monitor and regularly report on activities sales performance
- Ensure the successful implementation of activities whilst maximising profit
- Generate basic reports for management, including feedback summaries, equipment use logs, and customer service outcomes.

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

### **Key Behaviours**

**Planning and Organisation** – Effectively plans for and implements daily and weekly task lists, achieving them in a timely and coordinated manner.

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

**Customer Focus** – Anticipates and meets the needs of customers and responds to them 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.

**Accountability** – Accepts responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient, and cost-effective manner.

**Technical Proficiency** – Demonstrates the appropriate level of proficiency in the principles and practices of one's field (adventure guide operations)

**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.

**Administrative Proficiency** – Demonstrates accuracy and attention to detail in all aspects of office administration, documentation, and record keeping. Uses relevant software confidently to support business operations.

### **Essential Qualities and Skills**

- Relevant qualifications and/or accreditations should be obtained within a reasonable time frame for all the outdoor adventure activities offered by GV where applicable, apart from horse riding.
- Outstanding customer relations skills
- Effective communication, organisational and planning skills
- Strong administrative skills including scheduling, rostering, and record-keeping
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and online booking or CRM systems
- Methodical and highly organised
- Exceptional attention to detail
- The ability to delegate and supervise responsibilities given to others.

**Desirable qualities and skills**

- Cert III, Cert IV, Diploma in Outdoor Recreation/Leadership, or other relevant qualifications and/or accreditations for Kayaking, Abseiling
- Cert III or IV in Business Administration, Outdoor Recreation, or Leadership
- Senior First Aid, preferably Wilderness First Aid
- Minimum of 2 years of industry experience in a senior role
- Abseiling, kayaking and quad biking experience and knowledge.
- Knowledge of WH&S practices
- Knowledge of Workers Compensation procedures

**General Requirements**

- Glenworth Valley is a non-smoking work environment.
- Own transport required.
- Working as directed
- Assist operations in other departments across the business.