



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

WILDERNESS ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS

69 Cooks Rd, Glenworth Valley NSW 2250 p: 02 4375 1222 e: adventures@glenworth.com.au www.glenworth.com.au

Thank you for enquiring about our casual **Campground Caretaker** position at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and outdoor adventure centre.

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.

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

To ensure safety, comfort, and enjoyment of our camping guests during after-hours periods. The role requires outstanding customer service and campground supervision skills to assist campers throughout their stay by checking campground permits, answering questions, responding to after-hours emergencies and facilities management and enforcing noise curfews.

Who we are looking for

We are seeking a responsible, capable and approachable individual who can work independently, often at night, with confidence in handling guest issues and emergencies. The ideal candidate will have strong communication skills, a calm and practical approach to problem-solving, and a commitment to providing excellent customer service while upholding campground rules.

All applicants must be over 18 years of age, nonsmoking and have their own transport. Applicants will be assessed using the list of key result areas in the position description. Camp Supervisors will receive on-the-job training specific to the campground role and standard operating procedures.

Hours of work

This is a casual position with the usual hours of employment being Friday– Saturday and public holidays between the hours of 6pm – 12am. This is subject to change based on nightly campground visitor numbers.

For the right candidate, additional work opportunities may also be available within Glenworth Valley's adventure activities, hospitality, or property maintenance teams.

Rates of pay

The rate of pay, subject to annual review for Campground caretaker is \$32.31 Monday – Saturday, \$45.24 on Sundays and \$71.09 on public holidays. All employee base rates shown are inclusive of casual loadings, before tax and before superannuation. All applicable allowances and entitlements e.g. First Aid, Laundry, Uniform, and Breaks, will be provided in addition to your base rate.

What to do next

Fill out the application form enclosed and return it ASAP by mail to our address, email to employment@glenworth.com.au or deliver it in person. If you choose to deliver your application in person no interviews will be conducted or further information provided on the day.

Position Description

Title: Campground Caretaker

Reports to: Activities Manager, Activities Supervisor

Hours: Primarily Friday/Saturday evening shifts, typically from 6pm to 12:00am or as per rostered

Grade: Grade 2

Breaks:

Shift Duration	Break Schedule	Paid or Unpaid
<i>Less than 5-hours</i>	<i>NIL</i>	<i>Any breaks taken will be unpaid</i>
5 to 10-hour shift	30-minute meal Break	20-minutes paid + 10-minutes unpaid
10+ hour shift	20-minute Rest Break	Paid
	30-minute meal Break	20-minutes paid + 10-minutes unpaid

Last updated: September 2025

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.

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Key Result Areas

Work Health and Safety

- Enforce fire safety rules including total fire bans and generator restrictions.
- Coordinates and administers first aid in emergency situations in accordance with incidence response procedures
- Identify and respond to risks such as disruptive campers, unauthorised fires, or suspicious behaviour.
- Act as first point of contact for after-hours incidents or emergencies, escalating as required.
- Applies basic health and safety knowledge to impart an attitude, standard and performance in line with a safety-first culture.
- Perform all work with a high attention to detail and an absolute focus on appropriate safety standards and practices in accordance with procedures
- Identify, report, and where possible, address hazards or unsafe conditions promptly.

Customer Service / Satisfaction

- Provide friendly, professional assistance to campers after hours making all campers feel welcomed, informed, and supported.
- Provide outstanding customer service skills in accordance with your training in a friendly, helpful and approachable manner that results in happy customers that 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.
- Go above and beyond to share knowledge about the natural environment, history, and other relevant educational content to enhance the participants' experience.
- Respond promptly to enquiries, concerns, and complaints with a solutions-focused approach.
- Respond to customer feedback and questions in a helpful and professional manner, passing on relevant feedback or escalating to management where necessary.
- Reflect, in attitude and performance, the standards Glenworth Valley Wilderness

Campground Supervision & Compliance	<p>Adventures requires thereby acting as a role model for other team members</p> <ul style="list-style-type: none"> • Perform camp supervisor tasks in accordance with Standard Operating procedures (SOP's) to maintain a positive and friendly campground • Introduce yourself to all groups checking for campground permits, ensuring they are aware of all campground regulations, and accessing group dynamics and behaviour, where necessary taking proactive steps to collect camping security bond from any groups of concern. • Collect after-hours camping payments or sales for additional services such as firewood or ice. • Enforce quiet hours beginning at 10:00pm in fair and professional manner. • Conduct regular campground patrols to assess and address any safety or behavioural issues. • Respond to disruptive behavior and where necessary take appropriate action based on escalation protocols (e.g. warnings, contacting management, requesting campers to leave etc). • Report back on group behavior, where necessary revoking camping bonds. • Provide advice and problem-solving skills to assist campers to enhance their experience, IE assisting with how to start a fire or how to set up their tents.
Facility Maintenance	<ul style="list-style-type: none"> • Perform routine cleanliness checks, maintaining a high standard of cleanliness in amenities and common areas. • Complete basic upkeep tasks as required (e.g. waste disposal, tidying shared areas). • Provide basic maintenance tasks to ensure campground suitability. • Report any campground maintenance issues to management. • Change over Laser Skirmish guns and ensure items are ready for next day's use. • Maintain a tidy and litter-free campground environment.

Position Qualities, Skills and General Requirements

Key Behaviours	<p>Communication Skills – Able to engage respectfully and authoritatively with a wide range of people, including diffusing difficult situations calmly and professionally.</p> <p>Initiative – Shows proactiveness in identifying and addressing issues before they escalate.</p> <p>Independent- Takes ownership of duties, follows through on tasks and confidently works without direct supervision, particularly during after-hours shifts.</p> <p>Customer Focus – Friendly, helpful, and responsive approach to all campers, with a focus on creating a positive camping experience.</p> <p>Calm & Professional- Responds to incidents and emergencies with composure and sound judgment.</p> <p>Safety Focus – Vigilantly enforces safety procedures and fire bans and responds confidently to first aid incidents and emergencies.</p>
Essential Qualities and Skills	<p>Detail-Oriented & Adaptable- Maintains high standards of cleanliness, facility checks, and reporting, while being flexible across tasks.</p> <ul style="list-style-type: none"> • Conflict resolution and problem-solving skills • Ability to work independently and confidently at night • Good communication and interpersonal skills • Strong sense of responsibility and reliability • Basic First Aid skills
Desirable qualities and skills	<ul style="list-style-type: none"> • Calm under pressure and able to respond to emergencies professionally • Thorough knowledge of Glenworth Valley facilities and procedures • Certificate in First Aid and Working with Children Check • Experience with outdoor education, hospitality or tourism roles
General Requirements	<ul style="list-style-type: none"> • Must be over 18 years of age • Must be available for evening and weekend work • Must hold a current First Aid Certificate and Working with Children Check

Other

Basic on-site accommodation available

Glenworth Valley Wilderness Adventures is a multi-faceted business. For those that are interested in obtaining more shifts please indicate your interest in working in other areas of the business on our employment application form. Such as in our Admin, Reception, Food & Beverage, Cleaning, Farm Maintenance and Horse-Riding departments.