



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 permanent full time **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](http://www.glenworth.com.au)

**Purpose of the Role**

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

The role also involves maintaining and upkeeping campground facilities such as lawn care, waste disposal and facilities maintenance.

**Who we are looking for**

We are seeking a responsible, capable and approachable individual who can work independently, often at night, who enjoys facilities maintenance and presentation and is confident in handling guest enquiries. The ideal candidate will enjoy working outdoors and hands on, take pride in presenting exceptional camp grounds and facilities and have strong communication skills, a calm and practical approach to problem-solving, and a commitment to providing excellent customer service while upholding campground rules.

Onsite accommodation is available for the right applicant.

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.

**Hours of work**

This is a permanent full time 40 hours a week position with the usual hours of employment being worked over 5 shifts in a mix of 3 day time maintenance shifts and 2 evening guest supervision shifts generally Friday on Saturdays.

As we are a large team, there will be roster flexibility and the ability to schedule occasional weekends off in advance.

**Rates of pay**

The rate of pay, subject to annual increases for Campground caretaker is \$66,560 per annum plus superannuation. All applicable allowances and entitlements eg, First Aid, Laundry, Uniform, penalty rates etc are included and offset in your hourly 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](mailto: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

<b>Title:</b>	Campground Caretaker
<b>Reports to:</b>	Activities Manager, Accommodation Supervisor
<b>Hours:</b>	40 hours per week worked over 5 rostered shifts including a mix of day and evening shifts generally 3 days during the week and Friday/Saturday evening shifts.
<b>Grade:</b>	Grade 3
<b>Breaks:</b>	30min unpaid lunch or dinner break.
<b>Last updated:</b>	December 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
<b>Our Vision</b>	To be Australia's leading provider of outstanding wilderness experiences.
<b>Purpose of the role</b>	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 camp ground permits, answering questions, responding to afterhours emergencies and facilities management and enforcing noise curfews.

#### Key Result Areas

<b>Work Health and Safety</b>	<ul style="list-style-type: none"><li>• Enforce fire safety rules including total fire bans and generator restrictions.</li><li>• Coordinates and administers first aid in emergency situations in accordance with incidence response procedures</li><li>• Identify and respond to risks such as disruptive campers or suspicious behaviour.</li><li>• Act as first point of contact for after-hours incidents or emergencies, escalating as required.</li><li>• Applies basic health and safety knowledge to impart an attitude, standard and performance in line with a safety-first culture.</li><li>• Perform all work with a high attention to detail and an absolute focus on appropriate safety standards and practices in accordance with procedures</li><li>• Identify, report, and where possible, address hazards or unsafe conditions promptly.</li></ul>
<b>Customer Service / Satisfaction</b>	<ul style="list-style-type: none"><li>• Provide friendly, professional assistance to campers making guests feel welcomed, informed, and supported.</li><li>• 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</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>• Go above and beyond to share knowledge about the natural environment, history, and other relevant educational content to enhance the participants' experience.</li><li>• Respond promptly to enquiries, concerns, and complaints with a solutions-focused approach.</li><li>• Respond to customer feedback and questions in a helpful and professional manner, passing on relevant feedback or escalating to management 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>• Perform camp supervisor tasks in accordance with Standard Operating procedures (SOP's) to maintain a positive and friendly campground</li></ul>
<b>Facility Maintenance</b>	<ul style="list-style-type: none"><li>• Take responsibility for the campgrounds presentation, ensuring all campgrounds are well</li></ul>

	presented to customers. This includes regular maintenance including lawn care and irrigation, mowing, rubbish picking, fire pit circle removal, clearing of fallen branches, fencing etc.
<b>Campground Supervision &amp; Compliance</b>	<ul style="list-style-type: none"> <li>• Perform routine cleanliness checks, maintaining a high standard of cleanliness in amenities and common areas, performing repairs where necessary.</li> <li>• Complete basic upkeep tasks as required (e.g. waste disposal, tidying shared areas).</li> <li>• Report any campground maintenance issues to management.</li> <li>• Change over Laser Skirmish guns and ensure items are ready for next day's use.</li> <li>• Maintain a tidy and litter-free campground environment.</li> <li>• Coordinate the effective waste removal of campground skip bins.</li> <li>• 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.</li> <li>• Collect after-hours camping payments or sales for additional services such as firewood or ice.</li> <li>• Enforce quiet hours beginning at 10:00pm in a fair and professional manner.</li> <li>• Conduct regular campground patrols to assess and address any safety or behavioural issues.</li> <li>• Respond to disruptive behavior and where necessary take appropriate action based on escalation protocols (e.g. warnings, contacting management, requesting campers to leave etc).</li> <li>• Report back on group behavior, where necessary revoking camping bonds.</li> <li>• 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.</li> </ul>

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

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

