



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

WILDERNESS ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS

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

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

Who we are looking for

We are looking for a highly organised and proactive Accommodation Supervisor who thrives in a fast paced, operational environment. You enjoy coordinating complex accommodation operations, managing third-party relationships with booking platforms and suppliers, and ensuring everything runs smoothly behind the scenes. You're a clear communicator, calm under pressure, and solutions-focused, with a strong sense of customer satisfaction and ownership. While you understand the importance of presentation and standards, your strength lies in coordination, customer service, allocation, and operational oversight. You are hands on in taking customer bookings and enquiries and comfortable supporting peak periods, events, and changing priorities. All applicants must be **non-smoking**.

Purpose of the Role

To be responsible for the operational oversight, coordination, bookings, and performance management of Glenworth Valley's accommodation offerings across camping, glamping, campgrounds, and cabins.

The role focuses on accommodation allocations, scheduling, supplier and platform management, team scheduling, and stakeholder coordination, ensuring that accommodation products are correctly prepared, maintained, marketed, and delivered in line with operational requirements and guest expectations.

Rates of pay

The successful applicant will be rewarded with an hourly rate of \$35.21 per hr Mon- Sat and \$52.82 on Sundays and \$88.03 on Public holidays plus superannuation. This equates to an approximate Monday – Friday salary of \$73,235.22 before tax, based on actual days and hours worked.

Hours of employment

The typical hours of employment are from Mon- Fri either 8.30am to 5.00pm or 9.00am to 5.30pm a 30-minute unpaid break for lunch. The occasional Saturday may be required on extremely busy weekends upon request.

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

Position Description

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| Title: | Accommodation Supervisor |
| Reports to: | Administration Manager |
| Supervises: | Adventure Consultants and Cabin Cleaners |
| Hours: | This is a Full-time, salary position based on 40 hours per week. The typical range of hours is from either 8.30am – 5.00pm or 9.00am – 5.30pm |
| Grade: | Grade 5 |
| Breaks: | Lunch 30 minutes |
| Last Updated: | January 2025 |

GLENWORTH VALLEY WILDERNESS ADVENTURES

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| 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 | <p>To be responsible for the operational oversight, coordination, bookings, and performance management of Glenworth Valley's accommodation offerings across camping, glamping, campgrounds, and cabins.</p> <p>The role focuses on accommodation allocations, scheduling, supplier and platform management, team scheduling. and stakeholder coordination, ensuring that accommodation products are correctly prepared, maintained, marketed, and delivered in line with operational requirements and guest expectations.</p> |

Key Result Areas

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| Excellent Customer Service & Sales | <ul style="list-style-type: none">• Promote, cross-sell and upsell Glenworth Valley experiences wherever possible for all phone, email and customer facing in a high-quality manner that encourages customers to purchase and book our activities• Maximise the conversion of enquiries into sales/bookings• Go above and beyond to provide customers with the most accurate and informative information.• Attend to all phone, email and enquiries in a prompt, professional and courteous manner• Use customer service and conflict resolution techniques to respond to customer complaints and feedback, be a point of escalation to your colleagues where necessary escalate or seeking advice from the appropriate department manager.• Use guest feedback to identify trends and improvement opportunities |
| Accommodation Operations & Allocation | <ul style="list-style-type: none">• Oversee the day-to-day operational readiness of camping, glamping, campground, and cabin accommodation• Coordinate accommodation allocations, capacities, availability, and site readiness• Support peak periods, events, and festivals through proactive accommodation planning• Coordinate the effective scheduling of cabin cleaning, repairs, and maintenance.• Perform regular random cleaning spot checks as well as regular scheduled maintenance checks to ensure that our cabins and amenities are maintained and cleaned to the highest of standards.• Proactively manage the acquisition of cabin stock and supplies considering cost management, stocktaking, and ordering protocols.• Support asset lifecycle planning, upgrades, and replacements• Prepare and maintain camping documentation/information such as handouts, signage, maps etc.• Support improvements to accommodation systems, workflows, and procedures |
| Booking Support and systems | <ul style="list-style-type: none">• Ensure accommodation inventory is accurately reflected across all booking platforms• Work closely with admin and bookings teams to manage capacity, demand, and operational constraints• Check in and direct guests where to set up their camping sites, including important risk |

warnings, using discretion to provide the most important information and adjusting allocations based on capacities and demographic of the groups.

- Enter bookings into our online reservation system with a high degree of accuracy and efficiency
- Attend to booking requests and queries from 3rd party booking agents
- Maintain, configuration and implement price adjustments and future booking scheduling for all accommodation sectors.
- Trouble shooting issues and working with our online booking system provider to develop customer experience enhancements or operational efficiencies
- Be hands on and assist in the administration department to manage booking volumes during in demand periods.

Third Party and supplier management

- Manage relationships and inventory with third-party booking platforms
- Coordinate and maintain relationships with glamping suppliers, tent providers, and accommodation partners
- Ensure the smooth and efficient allocation of all glamping groups, maintaining strong third-party relationships.
- Liaise with suppliers regarding setup, pack-downs, maintenance, upgrades, and scheduling
- Ensure supplier deliverables align with Glenworth Valley standards, timelines, and agreements
- Identify opportunities to improve supplier performance, efficiencies, and guest experience

Team member supervision and training

- Provide support, mentoring, training, and supervision of the work performed by our Adventure Consultants and Reception Adventure Consultants.
- Upskill and share your accommodation knowledge onto other Adventure Consultants and Reception Adventure Consultants.
- Work with the Administration manager to balance competing priorities and to pass on responsibilities to other team members where appropriate.

Work Health and Safety

- Immediately report any and all health and safety related issues which have been communicated to you to management.
- Identify maintenance, safety, or asset issues and coordinate resolution with maintenance teams
- Provide basic first aid to guests in need following all first aid procedures.
- Reflect, in attitude and performance, the standards Glenworth Valley Wilderness Adventures requires thereby acting as a role model for other team members
- Perform all work with a high attention to detail and an absolute focus on appropriate safety standards and practices
- Accurately document all incidents and near misses in a timely manner according to company policies and procedures
- Exercise sound judgement and proactive safety focus in the carrying out of tasks and responsibilities in accordance with the WH&S requirements of the role.

Position Qualities, Skills, and General Requirements

Key Behaviours

- Proactive and solutions-focused
- Strong sense of ownership and accountability
- Calm and professional under pressure
- Commercially minded with a guest-first approach
- Comfortable balancing operations with detail orientates and big-picture planning
- Hands on and a team player
- Initiative and intuition

Essential Qualities and Skills

- Capable of providing excellent quality customer service
- Superior written and verbal communication skills
- Exceptional attention to detail
- Exercises high levels of discretion and problem-solving ability
- Able to coordinate and delegate work in a team environment.
- Is accountable for their own work
- Has thorough health and safety knowledge
- Strong stakeholder and supplier relationship management skills
- Competent in customer resolution and complaint handling training and response
- Maintains current First aid certificate and is capable of coordinating first aid and major incident responses in emergency situations
- Highly competent with PCs, particularly Word and Excel

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| | <ul style="list-style-type: none"> • Methodical and highly organised and able to prioritise and work at a hectic pace during busy times • Someone who is happy, enthusiastic and enjoys working with a friendly team of people in a fun environment and who can also work autonomously • |
| Desirable qualities and skills | <ul style="list-style-type: none"> • Experience using online reservation/booking systems • Knowledge or interest in Glenworth Valley Wilderness Adventures including the activities and services we sell and provide • Knowledge or experience in the recreation, accommodation, tourism, or similar industries |
| General Requirements | <ul style="list-style-type: none"> • Must be available to work full time during school holidays • Own transport • Working as directed • Working with children check • First aid certificate • Glenworth Valley is a non-smoking environment |