



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

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**OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS**  
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Thank you for enquiring about our **Kiosk Supervisor** role at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and outdoor 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. We also host approximately 300 diverse events annually in our purpose built Valley Event centre including weddings, social celebrations, corporate events, product launches, festivals, education groups and more. We take pride in what we do and have won a plethora of awards including best Country/ Farm wedding venue in Australia 3 years running.

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 only 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 our customers and the amazing, friendly team of people you will be working with. You will get to enjoy all the benefits of working in a high performing, award winning, experienced team, out of a purpose-built venue with no split shifts and loads of employee flexibility.

To familiarise yourself with the nature of our businesses, please visit [www.glenworth.com.au](http://www.glenworth.com.au)

### **Purpose of the Role**

The purpose of the role is to be responsible for the delivery of high-quality kiosk/café-style food and beverages in a hands-on capacity. You will be responsible for the overall operation of the Glenworth Valley Kiosk/Café in a professional in safety first manner to accurately and effectively coordinating staff rostering, team supervision and training, stock procurement and ordering, menu curation, profit optimisation and outstanding customer services.

### **What we are looking for**

The ideal candidate is a highly capable Kiosk Supervisor who is motivated, proactive and forward-thinking. Someone who will quickly build positive rapport with their peers and become a valued member of our team. Ideal candidates will have previous hands-on hospitality experience, high attention-to-detail and enjoy taking pride in the overall experience for our guests and visitors.

We are looking for someone with a passion for hands-on hospitality operations, experience with supervising and training a small team, applying a common-sense approach to duties, and accountability for the overall operation of the Glenworth Valley Kiosk/Café is essential. It's a fast-paced, fun environment that requires someone with an attitude that complements our vision and values.

### **Remuneration**

The successful applicant will receive a salary of \$71,500 per annum plus superannuation, based on an average of a 38-hour work week, plus 2 reasonable additional hours. Your hourly rate is inclusive of all entitlements including overtime, penalty rates, allowances and annual leave loading.

### **Hours of Work**

Ordinary days of employment are Wednesday to Sunday from 8:30am- 4pm weekdays and 7am- 5pm on weekends. You will receive an unpaid meal break of 30 minutes per 8-hour shift. As the kiosk supervisor you will be responsible for scheduling your own team rosters and some weekend flexibility is encouraged to encourage a good work life balance.

### **What to do next**

Please complete the application form and return it with your resume ASAP via email to [employment@glenworth.com.au](mailto:employment@glenworth.com.au).

## Position Description

<b>Title:</b>	Kiosk Supervisor
<b>Reports to:</b>	Head of Food & Beverage
<b>Direct reports:</b>	Kiosk / Café team members
<b>Grade:</b>	Grade 4
<b>Hours:</b>	You will be required to work an average of 38 ordinary hours per week plus 2 reasonable additional hours per week totalling a maximum of 40 hours per week. These are generally to be worked Wednesday – Sunday each week. Some schedule flexibility is encouraged.
<b>Breaks:</b>	30 minutes unpaid lunch
<b>Last Updated:</b>	October 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>	The purpose of the role is to be responsible for the delivery of high-quality kiosk/café-style food and beverages in a hands-on capacity. You will be responsible for the overall operation of the Glenworth Valley Kiosk in a professional safety-first manner to accurately and effectively coordinate staffing rosters, team supervision and training, stock procurement and ordering, menu curation, profit optimisation and ensuring compliance with health and safety standards.

#### Key Result Areas

<b>Work Health and Safety</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 Kiosk duties</li> <li>• Deliver team induction and ongoing safety training for all Kiosk staff</li> <li>• Monitor and evaluate all kiosk/ cafe 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, modifying duties to minimise risk.</li> <li>• 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</li> <li>• Coordinates first aid and major incident responses in emergency situations</li> <li>• Accurately document all incidents, hazards and near misses in a timely manner according to company policies and procedures</li> <li>• Ensure all dietary, safe food handling and allergy management procedures are strictly adhered to by team members at all times.</li> <li>• Ensure food handlers are aware and practice compliant food safety handling techniques.</li> <li>• Ensure foods are not sold that are damaged, deteriorated, perished or past their use by date (i.e. cracked or dirty eggs).</li> <li>• Ensure potentially hazardous food (PHF) is under temperature control: food receipt, storage, display and transport; less than 5°C, above 60°C. Frozen food is hard frozen. Log daily</li> <li>• Ensure a Food Premises Assessment Report is completed monthly to commence and then six monthly.</li> </ul>
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## **Kiosk Chef/ Cafe Operations**

- Prepare and deliver high-quality food, meals, and beverages with proficient barista skills and attention to presentation standards.
- Assisting with food preparation, serving, and cooking functions
- Assist with menu curation, design changes and implementation.
- Multitask effectively to support other kiosk/cafe team members and areas, as required.
- Lead by example by maintaining a work environment that is clean, highly organised, professional, safe, and enjoyable.
- Accurately handle cash transactions, operating the point-of-sale system, and ensuring secure cash register operations.
- Assist in kitchen operations, cleaning, and resetting activities
- Minimise food wastage through effective planning and inventory management.
- Achieve financial targets (revenue and expenditure) aligning with the business's annual financial plan and operate according to established food cost margins.
- Operate cash register, POS system and update register codes with new products when required.
- Accurately complete end-of-day income summary reconciliations against POS system reports.
- Adhere to all food safety, hygiene, stock management, and ordering procedures professionally and cost-effectively.
- Regularly clean all food displays, serving, preparation and cooking areas, cool rooms, dry stores, and kitchen equipment to ensure health and safety regulations.
- Monitor and evaluate equipment functionality, arranging preventative maintenance or repairs as needed.
- Evaluate kitchen and kiosk operations to identify opportunities for efficiency and quality improvements.
- Maintain proper storage of ingredients, utensils, and equipment to optimise kitchen safety and efficiency.

## **Team Coordination and Training**

- Conduct on-the-Job training and assessment of team members to build skill and knowledge.
- Assist in the coordination of team inductions in accordance with the induction and training processes
- Actively educate, assess, and train team members to enhance service standards and customer experience
- Actively cultivate a cohesive and positive team culture through leadership, training and education strategies. Foster open communication, trust, and mutual respect amongst team members.
- Work collaboratively with managers to balance competing priorities and delegate responsibilities effectively to team members, where appropriate.
- Create a happy and collaborative work environment by providing regular, constructive feedback, recognition and guidance to team members.
- Model professional conduct and behaviour, demonstrating effective leadership traits such as accountability, adaptability, and resilience.
- Ensure team members have the necessary knowledge and skills to perform their role safely and diligently in accordance with required policies and procedures
- Effectively manage workloads and team productivity to ensure all daily duties are completed in a timely and efficient manner.
- Provide regular updates the supervisor/ manager regarding any issues affecting the performance of team members. Respond to and communicate any requests for training or suggestions/feedback from team members to the Head of Food & Beverage
- Regularly attend and actively participate in team meetings and briefings to maintain strong communication.
- Maintain a high level of personal presentation and ensure team compliance with grooming and uniform policies.
- When required, adjust rosters and staffing levels to meet operational demand.

## **Customer Service/ Satisfaction**

- Provide high quality customer service in a manner that exceeds customers and guest's expectations and impressed with the experiences and services we provide.
- Train and educate the team on Glenworth Valley's customer service standards and regularly monitor their implementation providing constructive feedback where necessary.
- 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 all necessary feedback to the Head of Food and Beverage.
- Maintain a professional standard of presentation in accordance with GVWA's uniform policy
- In a prompt manner respond to relevant necessary communication, including via email, text, deputy or designated work-related social media groups.

## Position Qualities, Skills and General Requirements

### **Key Behaviour**

**Customer Focus** – Anticipates and meets the needs of customers and responds 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** – takes accountability for ensuring areas of responsibility are effectively managed.

**Planning and Organisation** – Effectively plan and implement daily and weekly task lists, achieving them in a timely and coordinated manner.

**Evaluating and decision-making** – Weighs alternative courses of action and makes decisions that reflect factual information and are based on evidence, logic, reason, and fairness.

**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.

**Technical Proficiency** – Demonstrates the appropriate level of proficiency in the principles and practices of catering.

### **Essential Qualities and Skills**

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- Previous work experience in commercial food and beverage businesses
- Stock ordering / inventory management experience
- Safe Food Handling Certificate or obtain at own expense within 2 months of commencement.
- Excellent customer service skills
- Good attention to detail in a fast-paced environment
- Outstanding customer relations skills and the ability to meet, time frames, customer's needs and requirements
- Friendly and engaging personality and customer service approach
- Methodical, highly organized with an ability to work under pressure
- Executes duties under limited supervision individually or in a team environment
- Comprehends and articulates quality control techniques
- Ability to work from complex instructions and procedures
- Responsible for team training and skill development within the kiosk
- Obtains a thorough understanding of GVWA internal policies and procedures
- Accountable for performing work duties and coordination under limited supervision individually, or in a team environment
- Provides good interpersonal and communication skills to a team environment
- Professional, friendly, and happy approach to work colleagues and customers
- Knowledge of standard kiosk / café procedures
- Integrity and honesty
- Flexible with willingness to assist in other areas when required.

### **Desirable Skills**

- Experience using POS systems
- Barista experience
- Cooking experience
- Rostering Experience

### **General Requirements**

- Glenworth Valley is a non-smoking work environment
- The successful applicant must be available to work weekends and during school holidays
- Own transport required
- Working as directed
- Food Safety Supervisor Certificate
- Valid Working with Children Check
- Valid First Aid Certificate
- Valid RSA
- Non smoking