
OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS69 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 **Horse Riding Adventure Guide** position at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and outdoor adventure centre.

GVWA is a multi-award winning, adventure tourism business specialising in horse riding, kayaking, quad biking, abseiling, laser skirmish and corporate team building activities. We also offer camping and horse agistment services and have recently added a new event centre and accommodation to our diverse range of experiences available on our 3000 acre wilderness property. We have been in business for more than 50 years and employ a team of 40 full time staff and approximately 60 – 80 part time and casual staff.

Glenworth Valley is located 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is 15 minutes from Gosford. Employment at Glenworth Valley makes for a great lifestyle and ideal work environment due to the magnificent natural surroundings and the enjoyable type of work we do. To familiarise yourself with the nature of our business, please visit www.glenworth.com.au

What we are looking for

First and foremost, we are looking for Horse Riding Adventure Guides who have a warm and friendly personality and who have a passion for providing quality customer experiences. You also need to love working around horses, enjoy riding through some of Australia's most beautiful unspoilt wilderness and chipping in and getting your hands dirty doing all the behind the scenes tasks associated with looking after the large number of horses and customers we have at Glenworth Valley.

All applicants need to be over 18 years of age, non-smoking, able to work on weekends and/or school holidays, be energetic and capable of strenuous physical labour. Applicants will be assessed against the position description.

Very good horse riding and horse handling ability are not the most important skills required; however you typically need to have ridden at least 100 times to be proficient enough to work as a horse riding guide for us. Of far more importance is a passion for providing quality customer service, an ability to communicate with a wide and diverse mix of customers in a polite, happy and professional manner, personal presentation, working ability and output and long term potential for improvement and promotion. If your horse-riding ability isn't quite there, that's fine because we are happy to provide plenty of training if needed.

Remuneration

Employment is offered on a casual basis. Hours of employment typically range from 8am to 5pm for Mon – Fri work and from 7.30am to 5.30pm for weekend work. The base rate of pay is \$33.05 per hour for Mon – Sat work, \$46.27 for Sunday work and \$72.71 for public holiday work (inclusive of casual loadings). All rates are before tax and plus super. Applicable allowances and entitlement; first aid, laundry, uniform, and breaks will be paid in addition to your base rate.

New Team Members will start as Introductory Level Trainee for up to 3 months whilst training to become a Guide. During this time, your base rate will be in accordance with this level under the Amusement, Events, and Recreation Award 2020. Once successfully trained and inducted as a Guide, your rate will adjust accordingly.

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 by mail or deliver it in person. Please note that no interviews will be conducted, or further information provided on the day if you choose to deliver your application in person.

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

Yours sincerely,
Mia Lawler
General Manager

GLENWORTH VALLEY WILLDERNESS ADVENTURES

Position Description

Title: Horse Riding Adventure Guide

Reports to: Horse Riding Centre Managers (HRCM)

Supervises: N/A

Hours: Hours of employment typically range from 8am to 5pm for Mon – Fri work and from 7.30am to 5.30pm for weekend work.

Breaks

Shift duration	Break Schedule	Paid or Unpaid
Less than 5-hour shift	NIL	Any breaks taken will be unpaid
5 to 10-hour shift	30-minute Breakfast Break	Unpaid
	30-minute Lunch Rest Break	10-minute unpaid + 20-minute paid
10+ hour shift	30-minute Breakfast Break	10-minute unpaid + 20-minute paid
	30-minute Lunch Rest Break	10-minute unpaid + 20-minute paid

Grade: Grade 1

Last updated: August 2026

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 Provide high-quality Horse-Riding Adventure experiences in accordance with strictly defined Standard operating procedures. Using a safety first, warm, and friendly customer service approach that places customer satisfaction, safety and professionalism at the heart of everything we do. Support the HRCM and Coordinators in the day-to-day operations of approximately 200 horses and general upkeep of the center and facilities.

Key Result Areas

- Work Health and Safety**
- 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.
 - Follow all Emergency response procedures and first aid training to provide assistance in an emergency situation.
 - Accurately report and document all incidents and near misses, hazards or any safety concerns in a timely manner adhering by to company policies and procedures

- Customer Service / Satisfaction**
- Make all customers feel welcome and relaxed
 - Provide basic customer service in accordance with your training in a friendly, helpful and approachable manner that results in customers being happy and satisfied and encourages repeat visitation
 - Represent and promote Glenworth Valley as a high quality, desirable and professional destination in a way which encourages 5-star reviews.
 - Share knowledge in accordance with your training about the natural environment, history, and other relevant educational content to enhance the participants' experience.

Horse Riding Adventure Guiding	• Interact and guide customers using an engaging and outgoing approach that builds the skill of those in your group through positive reinforcement and rapport whilst demonstrating professionalism • Respond to customer feedback and questions in a helpful and professional manner, passing on relevant feedback or escalating to management where necessary. • Adhere by strictly defined SOPs to facilitate and conduct Guided Horse Rides in accordance with your training • Provide a fun, happy, uplifting and enjoyable experience whilst ensuring customer care and safety • Share your passion for customer service, the joys of horse riding and the spectacular natural environment we ride through with each customer in your group • Manage the safety and wellbeing of your group in a diligent and professional manner • Apply correct handling and set up procedures to ensure all equipment is in excellent condition for each activity. • Where necessary conduct lead horse ride and tours in a safe, enthusiastic and professional manner in accordance with the lead pony ride SOP's and your training
Horse Care	• Under the supervision of managers and supervisors, assist in the care of horses to ensure all horses are happy and healthy and receive the highest levels of personalised care and attention. • Assist with the movement of horses between paddocks in accordance with strictly defined procedures in a safe and sensible manner. • Achieve high standards of horse presentation and comfort by grooming and fitting individually tailored equipment to each horse under managers direction. • Feed horses daily (winter only) • Report to the HRCM's or 2IC's any ailments or issues of concern you may have towards any horse • Ride and bring on new horses and existing school horses which require additional work.
Horse Riding Centre	• Perform routine maintenance functions to horse equipment under the supervision of HRCM,s and 2IC's. • Assist in the presentation of all HRC areas and equipment, under supervision of HRCM's and 2IC's. • Report any equipment incidents or items requiring maintenance or attention in accordance with SOPs to the relevant personnel. • Contribute and maintain a clean and litter free environment of all areas of the property including horse yards, HRC office/VEC reception, car park, riding trails, amenities and road into Glenworth Valley and more. • Once a level of competence has been displayed, you will be responsible for assisting in the basic training of our volunteers. • In accordance with SOP's assist in the high-level cleaning, maintenance and presentation of our amenities in a professional manner that meets and exceeds customer expectations.

Position Qualities, Skills and General Requirements

Key Behaviours	• Work Ethic & Reliability - Demonstrates a strong work ethic, remains productive and dependable, and consistently follows through on tasks and responsibilities. • Communication Skills – Applies basic communication and interpersonal skills to effectively communicate in a clear and concise and approachable manner which engages and appeals to both customers and team members. Expresses information such as briefings and instructions in accordance with standard operating procedures to educate and influences others. • Motivation & Initiative – Actively seeks opportunities to add value to the business and make a positive contribution rather than passively accepting situations. • Customer Focus – Applies training to anticipate the apparent and underlying needs and preferences of the customers. Demonstrates a personal commitment to being a friendly, approachable, fun, and responsible guide. • Safety Focus- Maintains a strong awareness of safety at all times and follows procedures and safe work practices. • Teamwork – Works cooperatively with team members and supports others to achieve shared outcomes. • Attitude and Professionalism – Maintains a positive, respectful and professional attitude in the workplace.
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Essential Qualities and Skills

- Must have intermediate horse-riding skills, ie, ridden 100 times or more and comfortable and capable in walk, trot and canter.
- Ability to follow strictly defined SOP's and work as directed
- Basic Communication and interpersonal skills
- Basic health and safety knowledge
- Basic customer service skills

Desirable Qualities and Skills

- Sound knowledge of horses, customer service, guiding and the tourism/hospitality industry
- Thorough knowledge of all Glenworth Valley Wilderness Adventure products and procedures
- The ability to juggle competing priorities and work at a hectic pace during busy times
- Strong commitment in delivering high quality customer service and horse-riding experiences

General Requirements

- Glenworth Valley is a non-smoking work environment
- Working as directed
- Occasional availability for campground amenities cleaning.
- Obtain and keep current their First Aid certificate and Working with Children Check
- Must hold a minimum AHRC Certificate 3 Trail Supervisor or equivalent or must be willing to complete (at own cost) within the first 6 months of commencing employment