

GLENWORTH VALLEY HORSE RIDING PTY LIMITED

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PEATS RIDGE NSW 2250

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Thank you for your interest in employment opportunities at Glenworth Valley, Australia's largest horse riding centre. Please find enclosed a job description and employment application that you should return to us ASAP.

If you have not been to Glenworth Valley before, our core business involves providing recreational horse riding to domestic and international visitors. At Glenworth Valley we have 200 quality horses for hire to customers who have the option of free range or guided riding through 3,000 acres of unspoilt Australian bushland.

Part of our business also involves providing instruction to customers who want to learn how to ride and to others who wish to improve their current riding ability. Due to the popularity of our riding lessons we need an additional instructor to cope with the increased demand.

At present the bulk of our students are either children or adults who want to learn how to ride however we also have a regular clientele of juniors and adults who are concentrating on improving their riding ability. In addition we also have 120 agisters who keep their horses on the property and who also need riding instruction.

For those wishing to have a lesson, Glenworth Valley does all the sales, marketing, bookings and general enquiries, all you have to do is turn up and teach.

Glenworth Valley offers ½ hour and 1 hour private lessons as well as 1 hour group lessons with up to 4 people per lesson. The majority of lessons presently occur in an arena however they can also occur out on a trail or customers can have a combination of both. Other opportunities also exist to organise and share in the revenues from offering school holiday camps, saddle club days, riding clinics to agisters and organised social rides.

Glenworth Valley is approximately 15 minutes from Gosford and is located 3 kilometres off the F3 freeway via the Calga/Peats Ridge exit.

What are we looking for

All applicants must be 18 years of age, **non smoking**, have their own transport and be able to work regular days on a weekend. Currently lessons are only offered on weekends, however as the demand increases, we will be expanding to offer mid-week lessons as well.

Applicants who have obtained their qualifications or who have a long history of giving lessons will be given more favourable consideration than those without. Those that don't have their qualifications will be required to actively obtain them within a set period of time.

What to do next

Fill out the application form enclosed and return it ASAP by mail to our address, fax it or deliver it in person. Once again, thank you for your interest.

Yours faithfully,
Barton Lawler

POSITION DESCRIPTION

Company	Glenworth Valley Horse Riding Pty Ltd
Department	Operations
Job Title	Instructor
Reports to	General Manager (GM)
Supervises	None
Date	29 th April 2005

“To be a large scale customer- focussed leader in the provision of recreational horse riding achieving high safety standards and ensuring customer satisfaction through the maintenance of professional business standards”

Overall Purpose of Job

To teach customers how to ride safely in a fun, enthusiastic manner which encourages students to enjoy learning and continue having lessons.

Expectations

Customer Service
Riding Lessons
Safety
Administration

Customer Service

- Through quality service, provide all riders with the riding experience they are looking for, without mishap, in an environment which is clean, professional, safe, fun and indicative of the fact that they are riding at the leading horse riding centre in Australia.
- Ensure all accidents and incidents are appropriately attended to and reported on by an experienced team member from the horse yards.
- Promote the valley & encourage repeat business through a personal, friendly response to customers. Make regular customers and FOC customers feel important

Riding Lessons

- Provide riding instruction to riders of all ages and abilities in both a private and/or group lesson situation
- Conduct assessment lessons and grade students appropriately
- Provide novice riders with an individual training plan which may for instance include grooming, saddling, ground control, walking, trotting and cantering in harmony with the horse
- As riders advance, provide individual training plans progressing to collection and lateral movements.
- Organise and operate adult and junior riding camps and clinics as required

Safety

- Safe, enjoyable riding is our number one priority. As such Glenworth Valley requires you to maintain a high level of safety and care for horses, customers and staff.
- Riders need positive, safe experiences. The answer to gaining confidence is teaching a rider to systematically control their horse in low-threat situations. When they are more than confident in one situation, such as in the arena at the walk, then they can go on to slightly more challenging situations. If the rider loses confidence, the trainer should immediately bring the rider back into a situation in which he or she was confident.
- You will need to remain up to date on essential qualifications such as First Aid certificate etc.

Administration

- On a needs basis, conduct meetings with GM to discuss any issues, resource needs, etc
- Refer any customer enquiries and problems to the admin office.
- Refer any unresolved matters to the GM.
- Provide accurate numbers of lessons provided to GV admin office.
- Refer all bookings to the GV admin office.

Qualities and skills

AHRC/NCAS Level 1 equivalent or above

Employment background with extensive and thorough knowledge of the horse industry

Good organisational, motivational and communication skills

Strong time management practices

Strong commitment to delivering quality customer service

Remuneration

Glenworth Valley would prefer to offer employment on a contract basis. Remuneration is based on a set fee per person, per lesson and is negotiable with the successful applicant based on qualifications, teaching experience, age and performance.