



Position Description: Adventure Lead

About Us

Go Adventure Nagambie embraces everything the beautiful Nagambie Lakes and Goulburn River region has to offer. Our mission is simple and powerful: **“Creating fun for everyone.”**

We’ve been locally owned and operated for over 30 years, offering water-based adventures from our base at the Nagambie Lakes Regatta Centre. As we enter an exciting phase of growth, we’re looking for a passionate, hands-on leader to help us deliver unforgettable experiences and drive our next chapter.

Our Values

We live by seven guiding values that shape every experience we create:

- **SAFETY** – We prioritise safety in every action, for every person and every experience
- **CUSTOMER** – Our customers are at the core of everything we do; we create unforgettable experiences that spark lasting memories and glowing reviews
- **INCLUSIVITY** – We celebrate diversity and design with accessibility, respect, and belonging in mind
- **SUSTAINABILITY** – We protect and celebrate nature through every choice we make, from operations to education
- **PRIDE** – We take pride in every detail—from our experiences to our presentation
- **COMPLIANCE** – We operate with integrity, diligence, and uphold the highest standards in compliance and operational care
- **FUN** – We bring fun to every moment—for our team, and for our guests

The Opportunity

As **Adventure Lead**, you’ll be the heartbeat of our guest-facing operations—leading a vibrant team, delivering exceptional service, and helping shape new offerings that reflect our values and mission. If you love the outdoors, thrive in dynamic environments, and want to lead with purpose, this role is for you.

Role Details

Type: Full-Time or Part-Time (flexible based on candidate)

Location: Nagambie Lakes Regatta Centre, 66 Loddings Lane, Nagambie

Remuneration:

- Above award wage and applicable super
- Discounted adventure services for family and friends
- Potential short-term incentive bonus
- Use of business vehicle (for eligible candidates)
- Salary commensurate with experience and capabilities

Required Qualifications

 First Aid Certificate

 Working with Children Check

Ideal Candidate Experiences

We're looking for someone who brings energy, initiative, and a passion for creating unforgettable guest moments. The ideal Adventure Lead will have experience in:

Outdoor or Adventure Tourism

Hands-on involvement in water-based activities, eco-tours, or recreational hire services - supporting qualifications highly regarded

Customer Experience & Event Delivery

Leading or supporting guest-facing experiences such as birthdays, group bookings, or milestone events

Sustainability & Accessibility Practices

Exposure to inclusive service design, sensory-friendly resources, or eco-accredited operations

Team Leadership & Coordination

Managing rosters, training seasonal staff, and fostering a positive, values-driven team culture

Digital Tools & Communication

Using booking platforms, social media, or customer messaging tools to enhance guest engagement - experience in Booqable and Square highly regarded

Cultural Awareness & Community Engagement

Collaborating with First Nations partners or exposure to place-based storytelling with respect and authenticity

Key Responsibilities

- Oversee daily hire operations to ensure safe, effective, and fun guest experiences
- Support guests hands-on with equipment hire and activity setup
- Be the primary contact for bookings, queries, and personalised recommendations
- Manage rostering, training, and performance of the customer experience team
- Ensure all equipment is clean, safe, and ready to hire
- Partner with the Maintenance Coordinator to ensure equipment is fit for purpose
- Manage customer payments and daily reconciliation
- Collaborate with the Marketing Coordinator to represent GAN online and in person
- Work with the business owner to enhance safety, service, and product innovation
- Embrace digital tools to improve customer experience and operational efficiency
- Proactively identify opportunities to grow and improve our services

Seasonal Flexibility

This role requires availability across weekends, school holidays, selected public holidays, and weekdays—aligned with customer demand and seasonal operations.

Apply Now

If you're ready to lead with purpose, create joy on the water, and grow with a values-driven business, we'd love to hear from you.

Enquiries or send your cover letter and resume to:

 admin@goadventurenagambie.com.au

 www.goadventurenagambie.com.au