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| <b>Post Title:</b><br>Area Technical Operations Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Location Base:</b><br>BH Live Active –<br>Southampton Sites | <b>Reporting To:</b><br>Head of Technical<br>Operations |
| <b>Summary of role</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                |                                                         |
| To lead the day to day running of the technical operations team across all BH Live Sites – Southampton.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                |                                                         |
| <b>Key responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                |                                                         |
| <ul style="list-style-type: none"> <li>• Manage the delivery of all aspects of Technical Operations within the designated contract/facilities including aspects of Facilities Management (FM), Utilities &amp; Environmental Management and Technical Health and Safety Management.</li> <li>• To lead and manage any members of the technical operations team directly under your supervision, ensuring that team members are competent to undertake their required duties and are trained and developed to increase their effectiveness with regards technical operations. Carry out annual reviews on staff and ensure they receive relevant training to fulfil their job roles.</li> <li>• Manage the on-site organisation and delivery of reactive maintenance actions and repairs to both plant and the building fabric of all facilities within the designated contract including MAIN code expenditure and related financial controls.</li> <li>• Manage the on-site organisation and delivery of the AMGT Schedules ensuring that high risk and statutory service obligations are prioritised and delivered in a timely manner.</li> <li>• Assist operational teams with the scheduled delivery of routine compliance tasks (as documented in Ops Pal's technical sections). Report any deficiencies found in the application of the compliance protocols</li> <li>• Develop and maintain the Planned Preventive Maintenance (PPMA) schedules ensuring that it interfaces and supports with any local authority Annual Maintenance Plan (AMP).</li> <li>• Lead and manage on technical based small works capital expenditure projects including refurbishments, plant installations and refresh works linked to the PPMA schedules.</li> <li>• To keep up to date and familiar with current legislation and maintain systems of control in accordance with company policy and key facilities management plans. This includes technical aspects of the Asbestos Management Plan (AMP); Water Quality Management Plan (WMP); Fire Safety Management Plan (FMP) and Electrical Safety Management Plan (EMP).</li> <li>• Make sure that Centre Operational Teams have a core understanding of day-to-day technical operations and tasks needed to ensure that facilities can open and operate. Facilitate competency training and site-specific workshops to Operational duty teams in order that they can undertake these duties in a safe and competent manner.</li> <li>• Ensure all centre environments are running at optimum performance including air &amp; water treatment systems and plant.</li> <li>• Manage MAIN, AMGT, PPMA &amp; SWEX expenditure for your designated contract/facilities against budget and report on deviations and overspends were appropriate.</li> <li>• Ensure that all expenditure and procurement of goods &amp; services follow company procurement rules and reflects best value. This includes the requirement to periodically review contracts and schedules of rates with service providers to ensure that all technical purchasing is equal to or better than current market rates.</li> </ul> |                                                                |                                                         |

- To work closely with the Corporate Health and Safety Team to develop a robust safety culture, maintaining, developing and promoting Health & Safety to ensuring that BH Live is providing the highest standards of health and safety to its workforce, contractors and customers.
- Oversee and execute the cost-effective procurement of all contractors, materials, and services. This includes controlling and monitoring work quality against technical specifications and escalating deviations to ensure high standards are maintained.
- Provide expert technical support and advice to manage facilities issues, ensuring strict adherence to the established response guidelines and call-out cascade (TOFM02). This includes evaluating, prioritizing, and coordinating necessary remedial actions for all unplanned issues, especially during serious and critical incidents
- Work collaboratively with the Corporate Energy and Environmental Manager to reduce BH Live's carbon footprint and fulfil environmental obligations. Ensure buildings are managed and operated with energy efficiency as a high priority
- Undertake any other duties commensurate with the post as requested by management.

### **Skills and experience**

| <b>Details</b>                                                                                                                                                                            | <b>Criteria</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Relevant operational experience of providing a comprehensive maintenance service to a complex portfolio of facilities                                                                     | Essential       |
| Relevant operational experience of developing a performance management and continuous improvement culture                                                                                 | Essential       |
| Experience of maintenance activities in leisure or entertainment facilities                                                                                                               | Desirable       |
| Relevant operational experience of developing in house maintenance teams                                                                                                                  | Essential       |
| Knowledge of mechanical and electrical maintenance service provision                                                                                                                      | Essential       |
| Knowledge of building fabric maintenance service provision                                                                                                                                | Essential       |
| Knowledge of maintenance service software and BEMS systems                                                                                                                                | Essential       |
| Knowledge of Pool Plant machinery                                                                                                                                                         | Desirable       |
| Sound verbal and written communication skills                                                                                                                                             | Essential       |
| Good interpersonal skills                                                                                                                                                                 | Essential       |
| Administrative skills                                                                                                                                                                     | Essential       |
| Analytical and decision-making skills                                                                                                                                                     | Essential       |
| Presentation skills                                                                                                                                                                       | Desirable       |
| Knowledge and understanding of IT                                                                                                                                                         | Essential       |
| Positive, confident, innovative and motivated                                                                                                                                             | Essential       |
| Able to work under pressure                                                                                                                                                               | Essential       |
| Ability to lead a team                                                                                                                                                                    | Essential       |
| Due to the wide variation of operational working hours within BH Live, a flexible approach to working hours will be required. This may include evening, weekend and Bank Holiday working. | Essential       |

### **Qualifications**

|                                                        |           |
|--------------------------------------------------------|-----------|
| Recognised mechanical and/or electrical qualification  | Desirable |
| Member of a recognised professional trade organisation | Desirable |
| Recognised Health and Safety qualification             | Desirable |
| National Pool Plant Operators Certificate              | Desirable |

**Roles and responsibilities will evolve and change over time.**

**Owner: HR**

**Date updated/date effective from: 29.10.2025**