



<b>Post Title:</b>	<b>Location Base:</b>	<b>Reporting To:</b>
Casual Littledown Juniors Co-ordinator	Littledown Leisure Centre, Bournemouth	Junior Activities Co-Ordinator

**About BH Live**

**Champions of community engagement, health and wellness across Dorset, Hampshire, and London.**

BH Live, a registered charity and social enterprise, is a leading operator of sports and leisure centres, theatres, and event venues. Driven by a mission to improve communities BH Live is dedicated to providing inclusive cultural experiences and promoting physical activity for all.

[bhlive.org.uk](http://bhlive.org.uk)

**Summary of role**

To assist the Junior Activities Co-Ordinator with the customer service function of the Littledown Juniors (LDJ) programme and ensure our customers' needs are fully met and exceeded both in terms of service and information provided.

**Key Responsibilities**

**BH Live is committed to safeguarding and promoting the welfare of children and vulnerable adults. Rigorous checks will be made of the successful applicant's background credentials, including referencing and an enhanced DBS checks.**

- Arrive on-site ahead of scheduled fixtures to prepare for the day's games.
- Support the smooth running of youth football fixtures for age groups ranging from Under 7s to Under 16/17s.
- Act as a point of contact for teams, players, and parents throughout the session.
- Handle and resolve in-game disputes or issues calmly and fairly.
- Referee matches if required.
- Answer general queries from parents, teams, and spectators in a professional and helpful way.
- Act as a point of contact with Littledown Juniors customers during game times — assisting with filling teams, offering support, and responding to queries
- Support the Junior Activities Co-Ordinator in the organisation and delivery of the Littledown Juniors Programme.
- Ensure all games run to schedule with proper pitch allocation and match timings.
- Maintain a safe, inclusive, and positive environment for all participants.
- Be fully aware of and adhere to the Centre's **Normal Operating Procedures** and **Emergency Action Procedures**.
- Ensure compliance with league rules, safeguarding policies, and centre regulations

Skills and Experience	
Details	Criteria
A strong passion for football and youth development	Essential
Confidence in managing youth games and engaging with the public	Essential
Excellent communication and conflict resolution skills	Essential
The ability to stay calm and fair under pressure	Essential
Customer service experience, especially in a sports or leisure setting	Essential
Refereeing experience or relevant qualification	Desirable
Experience working with children and young people	Desirable
Punctuality, reliability, and a team-player attitude	Essential
Knowledge of football	Essential
Ability to prioritise and multi-task.	Essential
Team Player with a positive attitude.	Essential
Able to work Saturday mornings during the football season	Essential
Able to work Monday evenings during the football season	Desirable
Qualifications	
Details	Criteria
GCSE or equivalent in English and Mathematics grade C/4 or above	Desirable
Refereeing Qualification	Desirable

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

**Owner: HR**

**Date updated/date effective from: 7.10.2025**