

Post Title:	Location Base:	Reporting To:
Centre Manager	BH Live Active – Corfe Mullen	Head of Leisure

Summary of role

You will have day to day operations management of BH Live Active – Corfe Mullen including management of people, rotas and budgets. You will ensure our customers receive a high level of services when visiting the centre, whilst ensuring the centre is fully compliant with all health and safety procedures.

Key responsibilities

- Ensure an efficient cost-effective front-line service is delivered, which meets the needs of our customers and supports BH Live values and behaviours.
- Overall responsibility for colleagues and workers at the centre which will include recruitment, selection, training, development and managing behaviour and performance.
- Direct line management responsibility for senior colleagues within the centre.
- Develop effective working procedures covering all aspects of health & safety, including Emergency Action Plans, Normal Operating Procedures and Codes of Practice.
- Ensure team objectives are met and reviewed, resulting in continuous improvement to the centre.
- Make sure that our customer experience is of the highest quality and to resolve individual issues with colleagues and customers as and when they arise.
- To deliver objectives within the centre's business plan and monitor and review performance through monthly meetings with line managers.
- To work closely with the Head of Leisure in assuring the delivery of performance and targets at the Centre.
- To regularly review systems of operation and continuously look to make improvements and efficiencies based on industry best practice.
- To provide effective management, leadership and motivation to the team ensuring their skills, knowledge and communication are kept up to date.
- To ensure that the facilities, services and programmes at the centre are regularly reviewed and effectively marketed to maximise income and increase participation.
- To ensure the needs of our customers are achieved and the highest standards of customer service is maintained.
- To ensure that health and safety procedures, systems and industry guidelines are always adhered to.
- Developing good practice within the centre.
- To contribute to the implementation of BH Live's strategies and models for continuous improvement.
- To represent the Head of Leisure at meetings and events with key stakeholders as and when required
- To undertake your continued professional and personal development as considered appropriate by the Head of Leisure.
- To contribute to the overall corporate management of BH Live's leisure centres, taking responsibility for projects, service planning and effective budgetary management as determined by the Head of Leisure.

- To ensure KPI's for the service are met and ensure adequate and detailed reporting is carried out for the Head of Leisure and other key stakeholders.
- To implement and promote health and safety legislation and good practice across BH Live's leisure centres effectively and proactively.
- To carry out any other duties as required which is in line with the pay grade of the post.

Contact with BH Live colleagues including Chief Executive, Executive Management Team, Senior Management/Leadership Team, Managers and Colleagues.

Contact with external partner organisations and other stakeholders, customers, clients, promoters, sub-contractors and key industry organisations.

Skills and experience

Details	Criteria
Previous experience dealing with customers face to face.	Essential
Experience supervising/managing and mentoring teams and individuals within a service industry.	Essential
Proven comprehensive experience recruiting and selecting colleagues.	Essential
Specialist knowledge of the leisure industry, industry trends and its development.	Essential
Ability to investigate and chair disciplinarys with confidentiality, fairness and impartiality.	Essential
Excellent eye for detail.	Essential
Calm and level-headed under pressure.	Essential
Ability to make decisions in line with policies and procedures.	Essential
Ability to manage and motivate teams and individuals.	Essential
Ability to co-ordinate resources for daily operations and events.	Essential
Ability to prioritise and delegate tasks.	Essential
Ability to multi-task.	Essential
Problem-solving skills and the ability to manage projects.	
Excellent communicator at all levels with a passion to provide excellent customer service.	Essential
Able to work unsocial hours and hold a current valid driving licence.	Essential

Qualifications

Essential

GCSE or equivalent in English and Mathematics – Grade C/4 or above

Desirable

Educated to Degree level/Higher Management Qualification.

National Pool Lifeguard Qualification (NPLQ) Qualification

Roles and responsibilities will evolve and change over time.

Owner: HR

Date updated/date effective from: 28.10.2025