



<b>Post Title:</b>	<b>Location Base:</b>	<b>Reporting To:</b>
Centre Manager	BH Live Active – Queens Park	Head of Leisure – Operations

### 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 provides inclusive cultural experiences and promoting physical activity for all.

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

### Summary of role

You will have day to day operations management of BH Live Active Queens Park in Bournemouth, 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, as well as BH Live policies and procedures.

### Key responsibilities

- Ensure an efficient cost-effective front-line service is delivered, which meets the needs of all our customers and supports BH Live values and behaviours.
- Overall responsibility for colleagues at the centre which will include recruitment, selection, training, development and managing behaviour and performance.
- Develop effective working procedures covering all aspects of health & safety, including Emergency Action Plans, Normal Operating Procedures and Codes of Practice.
- 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.
- Deliver clear objectives within the centre's business plan and monitor and review performance through weekly 121 meetings with managers and motivate team to deliver budgeted results.
- To work closely with the Head of Leisure to deliver membership sales and control costs as per P&L budget.
- To ensure that the facilities, services and programmes at the centre are regularly reviewed and effectively marketed to maximise income and increase participation and our customer needs are fully met.
- Work with our membership and marketing teams to drive new sales, increase awareness, ensure high activity levels are maintained within the business.
- Contribute to the implementation of BH Live's strategies and models for continuous improvement, drive and implement any new initiatives to improve business growth.
- Ensure customer feedback is appropriately responded to in line with our NPS strategy.
- To carry out any other duties as required which is aligned to the pay grade of the post.

Skills and experience	
Details	Criteria
Previous experience of dealing with customers face to face.	Essential
Experience supervising/managing and mentoring teams and individuals within a service industry.	Essential
Calm and level-headed under pressure.	Essential
Ability to make decisions in line with policies and procedures.	Essential
Ability to co-ordinate resources effectively to ensure daily operations run smoothly.	Essential
Ability to prioritise and delegate tasks.	Essential
Ability to multi-task.	Essential
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

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

**Owner: HR**

**Date updated/date effective from: 12.05.2025**