



Post Title: Customer Operations Manager	Location Base: BH Live Active – Stokewood	Reporting To: Centre Manager
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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

Summary of role

To ensure the provision of excellent customer service and safe operation of the centre through day to day management of the sports centre when on duty. To be the principle contact for all our customers and ensuring their needs are met in with the BH Live customer experience.

Key responsibilities

- Carry out visual building inspections to ensure that the presentation of the building both internally and externally meets the very highest standards.
- Administer an effective routine problem and fault-handling system for the centre and ensure priority faults are dealt with immediately by the technical team.
- Responsible for the security of the building whilst on duty and respond to emergency calls when off duty.
- Ensure each department has the appropriate complement of roistered colleagues and be responsible for the co-ordination of reactive shift cover for the centre whilst on duty.
- To be responsible for and co-ordinate the safe evacuation of all members of the public and colleagues as per the centre's emergency procedures.
- To open and close the centre in accordance with the published hours and ensure that the service is provided in a helpful and friendly manner.
- Represent the centre at meetings as and when required.
- Have an active "hands on" approach in response to peak times and high volumes across the centre.
- Carry out visual building inspections to ensure that the presentation of the building both internally and externally meets our high standards.
- To be fully aware and adhere to the centre's normal operating procedures and emergency action procedures.
- To have an understanding of Quest and BH Live's Vision and Values and their objectives.
- To ensure that the centre and surrounding area and all activities which take place are maintained and carried out in a safe condition and in compliance with current health & safety legislation.
- To ensure that BH Live policies are implemented and adhered to.
- To deal with any complaints or grievances and undertake any other duties as directed.
- To be the sites health & safety representative.

- Supervise and manage, direct and co-ordinate all front-line colleagues within the centre in a professional manner, ensuring a smooth and efficient operation of all facilities.
- Undertake return to work interviews with colleagues as necessary.
- To assist with the recruitment and selection of new colleagues as and when required
- Have day to day contact with customers, colleagues and managers.
- You will be required to work as a member of a team and assist or carry out the duties of other colleagues and must be prepared to be flexible in the approach to work to reflect the changing nature of the business.
- Hours of work are in accordance with business demands.
- Any other duties required which are in line with the pay grade for this role.

Skills and experience

Details	Criteria
Practical experience dealing with customers on the front line	Essential
Practical experience of supervising/managing colleagues within a service industry	Essential
Practical experience carrying out building and equipment inspections	Essential
Knowledge of the Leisure Industry with an awareness of industry trends and its development	Desirable
To show evidence of ongoing educational and professional development	Desirable
Ability to manage and motivate teams and individuals	Essential
Ability to make decisions in line with policies and procedures	Essential
Ability to communicate appropriately with colleagues and customers	Essential
Understanding of health & safety, environmental health & fire legislations in the leisure industry	Essential
Ability to multitask, prioritise and delegate tasks	Essential
Problem solving skills, prioritise, and delegate tasks	Essential
Calm and level-headed under pressure	Essential
Passion to provide excellent customer service and have a positive attitude	Essential
Leadership skills, particularly the ability to motivate and inspire others to "raise the bar"	Essential
Excellent eye for detail	Essential
Flexibility / able to work unsocial hours (shift work)	Essential

Qualifications

Good levels of literacy and numeracy	Essential
First Aid at Work Qualification (if not currently held must be gained within 8 weeks)	Desirable
Supervisory/Management Qualification or proven track record of supervising a team	Essential
National Pool Lifeguard Qualification	Essential

Roles and responsibilities will evolve and change over time.

Owner: HR

Date updated/date effective from: 02.07.2025