



<b>Post Title:</b>	<b>Location Base:</b>	<b>Reporting To:</b>
Duty Manager	Charter	Customer Operations Manager

### About BH Live

BH Live is a leading operator of leisure and event venues – a registered charity and social enterprise. Our vision is to create sustainable and inspiring opportunities, deliver great experiences for our communities and improve health and well-being.

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

### Summary of role

To support the Customer Operations Manager in providing excellent customer service and safe operation of the centre. Day to day management of the centre whilst on duty.

### Key responsibilities

- Present to the public a high personal standard of appearance and ensure that Lifeguards/Recreation Assistants adopt the same standards, in line with BH Live policies and procedures.
- Be fully aware of the centre's normal operating procedures and emergency action plan.
- To assist with the day-to day security of the building and equipment when required.
- Maintain an up to date knowledge of the centre's programme and booking procedures in order to effectively plan, direct and assist in equipment changeovers appropriate to the regular programme and special events.
- Supervise the public in their participation of the Centre's programme, ensuring their safety and compliance with the Centre's rules.
- To arrange effective cleaning of the centre and its equipment as per the cleaning schedules and ensure that the image of the Centre conforms to expected standards.
- Ensure any erecting, dismantling or transport of equipment is completed in accordance with manufacturer's instructions and in line with health and safety regulations.
- Possess and maintain your First Aid at Work Qualification.
- Regularly check that all equipment is safe and report any maintenance as required.
- Administer first aid and resuscitation as required.
- To adhere at all times with health and safety requirements whilst carrying out the duties of the post.

Skills and experience	
Details	Criteria
Practical experience dealing with customers on the front line.	Essential
Practical supervisory/management experience	Essential
Proven experience within the Sports Recreation Industry	Essential
Ability to make decisions in line with policies and procedures and use own initiative.	Essential
Ability to communicate at all levels and prioritise and delegate	Essential
Ability to motivate and develop a team and individuals	Essential
Calm and level headed but assertive	Essential
Ability to multi-task	Essential
Able to work unsocial hours including evenings and weekends	Essential
Passion to provide excellent customer service	Essential
Qualifications	
Educated to GCSE level (or equivalent) including Maths and English – Grade C/4 or above is desirable.	
A current first aid at work certificate is desirable.	
An NPLQ is required for this role but training can be offered on appointment	

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