

Post Title:	Location Base:	Reporting To:
Duty Manager	BH Live Active, The Quays – Southampton	General Manager
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. Oversee the day-to-day operations of the leisure centre, ensuring the safety, cleanliness, efficiency, and excellent customer service across all activity areas including the swimming pools, diving areas, group exercise classes, and dryside facilities. Support the wider team to meet operational, health and safety, and financial targets		
Key responsibilities		
• Carry out visual building inspections to ensure that the presentation of the building both internally and externally meet high 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. • Supervise and support colleagues including lifeguards, receptionists, instructors, and cleaning staff. • Ensure high standards of customer service across all areas of the centre. Resolve complaints efficiently and courteously. • Ensure each department has the appropriate level of staffing and be responsible for the coordination of reactive shift cover. • 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. • 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. • To be fully aware and adhere to the centre's normal operating procedures and emergency action procedures. • 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 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 the General Manager with the recruitment and selection of new colleagues. • Have day to day contact with customers, colleagues and managers. • Act as the designated First Aider and Pool Responder/Lifeguard as required. • Conduct and document regular facility checks including pool tests, fire exits, gym equipment, and cleanliness standards. • Any other duties required which are in line with the pay grade for this role.		

Skills and experience	
Details	Criteria
Experience of dealing with customers	Essential
Experience of supervising or managing colleagues within a leisure industry	Essential
Experience of 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 people	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
Calm and level-headed under pressure	Essential
Passion to provide excellent customer service with a positive attitude	Essential
The ability to motivate and inspire others	Essential
Good attention to detail.	Essential
Flexibility / able to work unsocial hours to meet the operational opening hours of the centre on a rota basis.	Essential
Qualifications	
National Pool Lifeguard Qualification	Essential
First Aid at Work Qualification (if not currently held must be gained within 8 weeks)	Essential
Supervisory/Management Qualification or proven track record of supervising a team	Essential

Roles and responsibilities will evolve and change over time.

Owner: HR

Date updated/date effective from: October 2025