

<b>Post Title:</b>	<b>Location Base:</b>	<b>Reporting To:</b>
Exercise Referral Advisor	BH Live Active – Littledown	Health and Wellbeing Manager
<b>About BH Live</b>		
<p><b>Champions of community engagement, health and wellness across Dorset, Hampshire, and London.</b></p> <p>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.</p> <p><a href="http://bhlive.org.uk">bhlive.org.uk</a></p>		
<b>Summary of role</b>		
To assist with the successful operation and development of the Referral Programme across the Leisure Facilities Group.		
<ul style="list-style-type: none"> <li>• To assist with the implementation of the Health and Fitness programme provided for exercise referral patients at the nominated sites.</li> <li>• Undertake 'Welcome Sessions' for new referral patients and provide follow-up one-to-one informal support.</li> <li>• Carry out individual fitness testing and assessments for patients, as per the procedures and guidelines set out by the Health and Wellbeing Manager.</li> <li>• From the correct interpretation of the fitness tests and assessments, formulate safe and appropriate physical activity recommendations for each individual.</li> <li>• Correctly identify situations where an individual's safe exercise participation needs to be cleared by the Health and Wellbeing Manager or the programme's GP.</li> <li>• To assist with the administration of the programme as required.</li> <li>• To attend and contribute to any relevant meetings as may be required including staff training.</li> <li>• To attend training as and when required.</li> <li>• To assist with the continued promotion of the programmes.</li> <li>• To adopt the Centre's customer care policy and as such, assist and advise all customers in a polite and friendly manner in order to make their visit an enjoyable experience and thus ensure repeat visits.</li> <li>• To be aware of and adhere to the requirements of the data protection act.</li> <li>• To be aware of Quest and the key principle of continuous improvement.</li> <li>• To ensure the Exercise Referral team are aware of and adhere to the centre's staff charter.</li> <li>• To be fully aware and adhere to the centres' normal operating procedures and emergency action procedures</li> <li>• To cover other BH Live Active sites as and when required.</li> <li>• This role requires a flexible approach and the ability to adapt to changing priorities.</li> </ul>		

## Skills, qualifications and experience

Details	Criteria
Numeracy and literacy skills	Essential
Fitness Instructor Qualification	Essential
Exercise Referral Level 3 Qualification	Essential
First Aid at Work Qualification	Desirable
BACR Phase VI Exercise Instructors Qualification	Desirable
Level 4 Qualification	Desirable
Practical experience working in the leisure industry	Essential
Practical experience working with customers	Essential
Ability to make decisions in line with policies and procedures	Essential
Ability to multi-task	Essential
Problem solving skills	Essential
Excellent eye for detail	Essential
Calm and Level-headed under Pressure	Essential
Able to work weekends, evenings and Bank Holiday	Essential
Passion to provide excellent customer service	Essential
Team Player	Essential

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

**Owner: HR**

**Date updated/date effective from: June 2025**