

Post Title:	Location Base:	Reporting To:
Exercise Referral Advisor	BH Live Active – Southampton Sites	Health and Wellbeing Manager
Summary of role		
To assist with the successful operation and development of the referral programme across BH Live Active, sites		
• To assist with the implementation of the Health and Fitness programme provided for exercise referral patients at the nominated sites. • Undertake 'Welcome Sessions' for new referral patients and provide follow-up one-to-one informal support. • Carry out individual fitness testing and assessments for patients, as per the procedures and guidelines set out by the Health and Wellbeing Manager. • From the correct interpretation of the fitness tests and assessments, formulate safe and appropriate physical activity recommendations for each individual. • 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. • To assist with the administration of the programme as required. • To attend and contribute to any relevant meetings as may be required including staff training. • To attend training as and when required. • To assist with the continued promotion of the programmes. • 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. • To be aware of and adhere to the requirements of the data protection act. • To be aware of Quest and the key principle of continuous improvement. • To ensure the Exercise Referral team are aware of and adhere to the centre's staff charter. • To be fully aware and adhere to the centres' normal operating procedures and emergency action procedures • To cover other BH Live Active sites as and when required. • This role requires a flexible approach and the ability to adapt to changing priorities.		

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: October 2025