

Post Title:	Location Base:	Reporting To:
Health & Fitness Advisor	BH Live Active – Various sites	Health & Fitness Manager/Team Leader/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

Summary of role

Co-ordinate the day-to-day operation of the fitness area. Supervise public participation in activities at the Centre, predominantly, but not limited, to the Gym. Provide a welcoming and professional service to all customers that encourages continued and frequent use of the Centre and its facilities. Actively provide advice, guidance and encouragement on all matters relating to health and fitness

Key responsibilities

- Maintain the day-to-day operation of the department ensuring the accurate completion of daily, weekly and monthly checks and procedures.
- To assist in the of training new staff.
- To have a thorough knowledge of all equipment in the Gym.
- Have excellent knowledge to instruct and advise customers in safe usage of equipment.
- To design, implement and promote gym floor classes, gym challenges/events.
- To adhere to the BH Live member journey process to increase participation.
- Attend staff training sessions and meetings on a regular basis.
- Be up to date educationally and use training techniques consistent with current industry standards/practices.
- Ensure that all customers in the gym receive a meaningful interaction whilst using the facilities.
- Offer advice and correction on exercise technique in an appropriate and sensitive manner both proactively and reactively.
- Always promote the Centre's reputation for exceptional standards of customer care and service both in and out of working shift times, assisting with prospective membership tours and sales when necessary.
- Ensure that standards of maintenance, safety and hygiene within the department are always maintained to the highest standard possible and comply with company H&S and Fire Policy and Procedures.
- Maintain a comprehensive and thorough knowledge of the Centre and details of its operation policies.
- Undertake any reasonable request or additional task from a member of the management team.
- Conduct fitness appointments, gym floor classes, studio classes and children's fitness sessions.

- The post holder must be prepared to work as a member of a team and assist or carry out the duties of other colleagues within BH Live and must be prepared to be flexible in the approach to work to reflect the changing nature of the business
- Ability to work evenings, weekends and Bank Holidays
- Potentially work at alternative sites when needed

Skills and experience

Ability to co-ordinate resources for daily operations and events	Essential
Ability to use own initiative	Essential
Ability to communicate at all levels	Essential
Ability to prioritise and delegate	Essential
Ability to motivate individuals	Essential
Ability to multi-task	Essential
Calm and level-headed under pressure	Essential
Passion to provide excellent customer service	Essential
Team player with a positive attitude	Essential
Able to work unsocial hours including evenings and/or weekends	Essential
Level 3 Personal Training Qualification	Desirable
Exercise to Music Qualification	Desirable
Children's fitness related qualification	Desirable
Exercise Referral Qualification	Desirable
Supervisory/Management Qualification	Desirable
Practical experience dealing with customers in the leisure industry	Desirable
Strong IT skills	Desirable
Practical experience in delivery group classes	Desirable
Practical experience in working with Children and/or vulnerable adults	Desirable
To show evidence of ongoing educational and professional development	Desirable
Ability to make decisions in line with policies and procedures	Desirable
Ability to work at other sites when needed	Desirable

Qualifications

Level 2 Gym Instructor Qualification	Essential
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Owner: HR

Date updated/date effective from: 13.05.2025