

Post Title:	Location Base:	Reporting To:
Junior Activities Manager	Mountbatten	Cluster Manager

About BH Live

Champions of community engagement, health and wellness across Dorset, Hampshire, and London.

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.

bhlive.org.uk

Summary of role

To manage the Junior Activities team, to include children's classes, sports coaches and activators. To develop, expand and oversee the day to day running of the dry side activities offered within the Junior Activities department at Mountbatten Centre and link with the Multi Sports Co-ordinator at Charter Community Sports Centre ensuring that participation and key performance indicators are met.

Key responsibilities

- Manage, develop, and review the Junior Activities Programme.
- Keep abreast of industry trends and local, national and government guidelines for children's health, fitness, and wellbeing.
- Manage and coordinate the junior activities coaching and activator teams and ensure adequate staffing for all activities and parties.
- Conduct EPRs for contracted team members and ensure all staff receive regular safeguarding training and other training appropriate to their roles.
- Work with the Health & Fitness leads at sites to ensure the development of the Junior programme and that the sessions delivered are appropriate for the attendees.
- Co-ordinate the creation and delivery of a Holiday Activity Programme for Mountbatten in conjunction with programme managers and co-ordinators at Charter & Portsmouth Gymnastics Centre and Tennis Club.
- Manage the booking, staffing and delivery of kid's parties at Mountbatten and Charter.
- Be available to cover members of the Junior Activities team if required and ensure set up plans are created and passed to the Recreation team.
- Work with the Health & Wellbeing/ Fitness Managers to create activity programmes that are accessible for all.
- Create links with local primary and secondary schools through the delivery of community outreach and attending school events when required.
- Ensure KPIs are being recorded and performance targets met in line with Cluster Manager and Group Junior Activities Manager business needs.
- Recruitment and induction of colleagues/coaches for the Junior Activities Team as required.
- Respond to all customer complaints and feedback relating to junior activities, including social media comments and responses, telephone, email and face to face contact.

- To ensure that all health & safety regulations and guidelines are adhered to by all staff when delivering activities.
- To be fully aware of and review all risk assessments relating to junior activities including Clip n' Climb and inflatable attractions.
- To be fully aware and adhere to the Centres' Normal Operating Procedures and Emergency Action Procedures.
- Annually review previous years activity, reviewing occupancy numbers, spend per head, staffing costs and NPS.
- Work with sales and front-line teams to ensure junior membership and income targets are met.

Skills and experience

Details	Criteria
Extensive practical experience dealing with customers.	Desirable
Ability to make decisions in line with policies and procedures.	Essential
Ability to manage and motivate teams and individuals.	Essential
Ability to co-ordinate resources for daily operations and events.	Essential
Ability to multi-task.	Essential
Problem solving skills.	Essential
Calm and Level-headed under Pressure.	Essential
Excellent communicator at all levels.	Essential
Able to work unsocial hours.	Essential

Qualifications

GCSE or equivalent in English and Mathematics – Grade C/4 or above – Essential

Higher management qualification – Desirable

Roles and responsibilities will evolve and change over time.

Owner: HR

Date updated/date effective from: 11.06.2025