



Post Title:	Location Base:	Reporting To:
Lifeguard	BH Live Active, Bitterne Southampton	Duty Manager/Supervisors/General 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

We are looking for engaged, dependable and outgoing individuals who will take responsibility for the health and safety of our customers pool side.

Key responsibilities

- Working on the poolside you are the main point of contact for swimmers and therefore, you must be vigilant and have a good customer service approach.
- Supervise the public during their participation of the Centre's programme, ensuring their safety and compliance with centre rules.
- Present to the public a high personal standard of appearance and presentation in line with the staff charter.
- Be fully aware of the Centre's Normal Operating Procedures and Emergency Action Procedures.
- Clean the centre and its equipment as per the daily cleaning schedules.
- Erect, dismantle and move equipment in accordance with manufacturer's instructions.
- Be responsible for the safe handling, transportation, storage and maintenance of the centre's equipment.
- Day to day contact with the operations team and face-to-face customers.
- Inform Duty Managers/Supervisors of any unsafe practices or health and safety concerns.
- Be aware of and adhere to BH Live policies and procedures.
- Ensure all areas are secure when not in use.

- Must be available to work to meet the needs of BH Live's in relation to some unsociable working, including working during evenings, weekends and bank holidays.
- Be willing and able to work across BH Live sites and venues.
- Be aware of and adhere to BH Live core values and behaviours.

Skills and experience

Details	Criteria
Practical experience dealing with customers on the front line	Essential
A passion for the leisure, health and fitness industry	Desirable
The ability to use own initiative and keep calm under pressure	Essential
A passion for delivering excellent customer service	Essential
A positive can-do attitude	Essential
Excellent communication skills	Essential
The ability to work unsocial hours including evenings, weekends and bank holidays	Essential

Qualifications

Hold a Valid National Pool Lifeguard Qualification	Essential
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Roles and responsibilities will evolve and change over time.

Owner: HR

Date updated/date effective from: 18.09.2025