

Post Title: Dry Side Recreation Assistant	Location Base: Sir David English	Reporting To: Customer Operations Manager
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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 provide a high-quality level of supervision to all public participation of activities at the Centre, ensuring safety and enjoyment and undertake cleaning duties as directed. Erect, dismantle, operate and transport equipment as required. Assist in the provision of a high-quality and customer-focused service. You will gain valuable knowledge of the leisure industry as well as customer service and health and safety.

Main Duties and Responsibilities

- Supervise the public during their participation of the Centre's programme, ensuring their safety and compliance with Centre rules.
- Clean the centre and its equipment.
- Erect, dismantle and move equipment in accordance with manufacturer's instructions.
- Be fully aware of the Centre's Normal Operating Procedures and Emergency Action Procedures.
- To have an understanding of BH Live's core values and behaviours.
- Day to Day Contact - Customers face to face
- Day to Day Contact - Operations and management team
- Must be available to work to meet the needs of BH Live's venues in relation to unsociable hour working, including working during evenings, weekends and bank holidays.

Skills and experience

Details	Criteria
Practical experience dealing with customers face to face	Desirable
Previous experience in a similar type of role	Desirable
Knowledge of the leisure, health and fitness Industry	Desirable
Knowledge of first aid in the workplace	Desirable
An understanding of health and safety requirements	Desirable
Ability to use own initiative and keep calm under pressure	Essential
The ability to work independently and as part of a team	Essential
Passion to provide an excellent customer experience	Essential
Positive attitude	Essential
Excellent communicator at all levels	Essential
Able to work unsocial hours including evenings, weekends and bank holidays	Essential

Roles and responsibilities will evolve and change over time.

Owner: HR

Date updated/date effective from: 28.05.2025