

Post Title:	Location Base:	Reporting To:
Recreation Team Leader	Pelhams Park	Operations 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 assist the Customer Operations Manager in the supervision and direction of all Recreation Assistants on duty in order to ensure a safe and smooth implementation of the Pelhams programme. To manage and ensure the Centre is operating to a safe and high standard.

- Day to day supervision of all poolside Recreation Assistants on duty, always ensuring adequate staffing levels and appropriate rotation between workstations.
- Supervise the public during their participation of the Centre's programme, ensuring their safety and compliance with Centre rules.
- Assist with training of new team members and ongoing training and development of the team.
- Assist with compliance for the centre, for example legionella management.
- Clean the Centre and its equipment as per the daily cleaning schedules.
- Erect, dismantle and move equipment in accordance with manufacturer's instructions.
- Possess and maintain through the regular training sessions provided, the RLSS Pool Lifeguard Certificate and a current management recognised First Aid Certificate.
- Present to the public a high personal standard of appearance and presentation in line company expectations.
- Carry out pool water tests and advise line manager of any irregularities.
- To administer first aid and resuscitation as required.
- To always adhere with the health and safety requirements considered necessary whilst carrying out the duties of the post.
- Be fully aware of the Centre's Normal Operating Procedures and Emergency Action Procedures.
- Assist to review NOPs, EAPs and Risk Assessments on Ops Pal
- Ensure recreation tasks are completed on Ops Pal correctly by the team in a timely manner.
- Assist SCOM with Legionella tasks such as temp reads, outlet flushing and sign off on HBI.
- Conduct weekly balance water testing.
- Assist the COMs with duties such as backwashing, chemical top ups.
- Assist COMs with recreation rota management.
- Any other duty as required by your line manager commensurate with the post.

- Cover Customer Operations Shifts casually as and when required.
- Be flexible within your job role to work and willing and able to work at different sites to meet business and operational needs.

Skills and experience

Details	Criteria
Experience within the Sports and Recreation Industry	Essential
Practical experience dealing with customers on the front line	Essential
Ability to make decisions in line with policies and procedures	Essential
Calm and level headed under Pressure	Essential
Team Player with a positive attitude	Essential
Able to work unsocial hours including evenings and/or weekends	Essential

Qualifications

National Pool Lifeguard Qualification (NPLQ) – Essential
 Numeracy and literacy skills – Essential
 First Aid at Work Qualification – Essential
 National Pool Supervisor Qualification – Desirable
 Pool Plant Operators Qualification – Desirable

Roles and responsibilities will evolve and change over time.

Owner: HR

Date updated/date effective from: July 2025