



Post Title:	Location Base:	Reporting To:
Senior Recreation Assistant	BH Live Active – Mountbatten Leisure Centre	Customer Operations Manager
About BH Live		
<p>Champions of community engagement, health and wellness across Dorset, Hampshire, and London.</p> <p>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.</p> <p><u>bhlive.org.uk</u></p>		
Summary of role		
<p>To assist the Customer Operations Manager in the supervision and control of all Recreation Assistants on duty in order to ensure a safe and smooth implementation of the Mountbatten Centre programme, ensuring their needs are met in with the BH Live customer experience.</p>		
Key responsibilities		
<ul style="list-style-type: none">• Supervise all poolside Recreation Assistants on duty, ensuring adequate staffing levels at all times and appropriate rotation between workstations.• Supervise the public during their participation of the Centre's programme, ensuring their safety and compliance with Centre rules.• Clean the Centres 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 with the Staff Charter.• 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.• Any other duty as required by your line manager commensurate with the post.• Being flexible within your job role to work at different sites if the business requires it		
Skills and experience		

Details	Criteria
Proven 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	
First Aid at Work Qualification	Essential
GCSE or equivalent in English and Mathematics	Desirable
National Pool Lifeguard Qualification (NPLQ)	Essential

Roles and responsibilities will evolve and change over time.

Owner: HR

Date updated/date effective from: 21.05.2025