

<b>Post Title:</b>	<b>Location Base:</b>	<b>Reporting To:</b>
Swimming Academy Co-ordinator	BH Live Active – Mountbatten	Senior Swimming Academy Co-ordinator

## 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](http://bhlive.org.uk)**

## Summary of role

To support the management and delivery of the learn to swim programmes across BH Live centres.

## Key responsibilities

- Deal with any customer enquiries and complaints as necessary in a friendly and professional manner in accordance with our Customer Policies.
- Go Learn system administration - process course movements, home portal registrations and provide booking support for customers.
- Administrate members waiting lists and non-member alert lists.
- Oversee the private swimming lesson and Level Water programmes.
- Provide support with staffing levels and class cover.
- Organise schemes of work for teachers' files/ registers and assessments for school swimming.
- Deliver site specific inductions to new teachers and assistants.
- Carryout stock checks to ensure adequate equipment and badge levels are maintained.
- Work towards financial and programme occupancy targets.
- Complete membership retention calls.
- Attend any training and meetings as and when required and requested by your manager.
- To ensure the Swimming Teachers are aware of, and adhere to the Centre's EAPs, NOPs, COPs and BH Live policies and procedures.
- To be fully aware and adhere to the Centres' Normal Operating Procedures and Emergency Action Plan.

Skills and experience	
Details	Criteria
Practical experience dealing with customers on the front line.	Essential
Practical experience working as a swimming teacher.	Essential
Practical experience managing employees and resources.	Essential
Ability to use own initiative.	Essential
Excellent communication skills.	Essential
Calm and level headed under pressure	Essential
Able to work on unsocial hours, including evenings, bank holidays and/or weekends.	Essential
Passion to provide excellent customer service.	Essential
Team Player with a positive attitude.	Essential
Qualifications	
GCSE or equivalent in English and Mathematics Grade C/4 – Essential Swim England Level 2 Teachers Qualification. – Essential Swim England Tutors Qualification – Desirable	

**Roles and responsibilities will evolve and change over time.**

**Owner: HR**  
**Date updated/date effective from: 21.08.2025**