

bhlive

Post Title: Swimming Academy Co-ordinator	Location Base: BH Live Active – The Quays and Bitterne Leisure Centre	Reporting To: Senior Swimming Academy Co-ordinator
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About BH Live

We're an organisation created to make people's lives better

We work with local authorities, other charitable trusts, private businesses, professional bodies, trade unions, educational establishments and thought leaders to deliver fantastic services across the leisure centres and venues we operate.

We make it easy for visitors to take care of their health and wellbeing by placing affordable sport, fitness, arts, culture, and entertainment opportunities within easy reach across Portsmouth, Southampton, Croydon, and the BCP region.

We are inspiring more people to stay active

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: 14.11.2025