



**Centre Manager - Active Play  
(1x Northampton + 1x Midlands)  
Salary - £30,900 (40 Hours)**

Closing Date 18<sup>th</sup> May 2025

We are seeking a dedicated and proactive individual to join our enthusiastic, hardworking, and friendly team at Berzerk Active Play as a Full Time Centre Manager.

Trilogy Active LTD runs several Berzerk Active Play sites across the country. This is a fantastic opportunity to take a central role in the daily operations in one of our vibrant active play centres.

**Trilogy Culture:**

At Trilogy Active, every team member plays a vital role in collaboratively delivering our core values and company strategy. We are committed to creating a positive and creative work environment, underpinned by the following principles:

**One Trilogy Team** - Working together, respect, open & honest, positive communication

**Encourage Creativity** - Support innovation, try new ideas, adopt change

**Be Constructive** - Adopt a positive, can-do anything is mindset

**Deliver Excellence** - Provide the Customer experience you want to receive

**Promote Wellbeing** - Self-care, support others, be active, work/life balance

**Embrace Diversity** - Champion Equality, Diversity & Inclusion

You will lead and manage a team of Duty Managers, assuming Duty Manager responsibilities on a rotational basis to ensure full operational coverage across weekdays, weekends, and bank holidays. Support the full employee lifecycle including recruitment, interviewing, onboarding, and induction, while maintaining a focus on ongoing staff development, performance management, and regular training updates.

- Oversee the daily supervision of the site, including activity schedules, staff rotas (physical and electronic), and supply management, ensuring effective coverage aligned with business demands and seasonal fluctuations.
- Demonstrate strong P&L understanding; actively drive secondary spend, increase gross profit (GP), reduce waste through portion control, and support overall commercial goals.
- Manage stock control, ordering, and F&B operations, ensuring compliance with hygiene standards and allergen regulations while maintaining service quality.
- Conduct regular and thorough site inspections, including customer journey and equipment checks, ensuring the facility is maintained to high standards of cleanliness, safety, and presentation.
- Ensure all operational checklists and risk assessments are current and consistently followed to maintain compliance and high standards across all areas.

- Develop and deliver engaging active play sessions and special events to attract new audiences and add value to the centre's offerings.
- Regularly review and improve the party offering to enhance service value and drive additional revenue.
- Collaborate with the wider Trilogy team to ensure a seamless, high-quality customer experience. Develop and implement strategies to increase social media presence and drive footfall.
- Strategically manage the booking platform to optimise capacity and operational efficiency while enhancing customer satisfaction.
- Actively lead membership sales, customer retention initiatives, and other commercial opportunities to meet financial and social impact objectives.
- Ensure the accuracy and completion of all checklists, maintain up-to-date training records, and facilitate performance reviews to support continuous staff development.
- Customer Journey Enhancement: Focus on understanding and improving the overall customer journey.

The successful candidate will ideally hold a First Aid at Work Qualification and a Food Hygiene and Allergen Qualification. However, for candidates who do not currently possess these qualifications, there is the opportunity to obtain them through in-house training.

Trilogy Active is the wider company that runs Active Play sites across the country. It also runs Leisure centres, so gives complimentary access to a wide range of leisure amenities. Trilogy Active is deeply committed to the holistic wellbeing of our team members, creating a supportive culture through a comprehensive suite of wellbeing rewards and benefits.

#### Team Rewards & Benefits:

- Complimentary Trilogy Active Membership (valued at over £350 per annum): Enjoy access to our leisure facilities.
- Discounted Family Supergold Membership: Benefit from significant savings of over £150 per person per year for family members.
- Discounted Junior Memberships: Save over £150 per child per year on junior memberships.
- 24/7 Welfare Counselling and Support: Access confidential support services during challenging times.
- Generous Annual Leave: Enjoy a competitive annual leave allowance, plus a discretionary birthday day off.
- Holiday Flex: Option to increase annual leave by up to ten days per year via salary sacrifice.
- Additional Leave for Consistent Attendance: Accrue extra leave for each quarter worked without any sickness absence.
- Workplace Bikes Scheme: Access discounted bicycles through a salary sacrifice arrangement.
- Health Cash Plan: Claim cash back towards your healthcare expenses.
- Wider Wallet Benefits Hub: Access a wide array of discounts on retail, holidays, dining, and more.
- Ongoing CPD (Continuing Professional Development): Opportunities for continuous learning and professional growth.
- Free Parking: Convenient free parking available at all Trilogy sites.

For a comprehensive list of benefits, please refer to the Trilogy website:

<https://www.trilogyactive.co.uk/staff/>

How to Apply: Interested candidates are invited to submit a tailored CV and a supporting letter outlining their suitability for this role to [sthomas@trilogyactive.co.uk](mailto:sthomas@trilogyactive.co.uk)

Please note that only shortlisted candidates will be contacted following the submission of their application.

Our organisation is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff to share this commitment. Any offer of employment is subject to satisfactory completion of pre-employment vetting checks, including DBS and references.

It is a criminal offence for individuals who are barred from working in regulated activity to apply for roles that require them to work unsupervised with that group, i.e., adults at risk, children, or both.