



Berzerk Active Play

Job Description

Job Title:	Centre Manager - Active Play
Salary:	£30,900
Responsible To:	Area Business Manager
Responsible For:	All Operational Staff

Berzerk / Trilogy Culture (Our Core Values)

Our values are important because they create a positive, inclusive, and high-performing culture where collaboration, innovation, and wellbeing are prioritised, ultimately leading to better outcomes for both the team and the people we support.

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 possible 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

About Berzerk Active Play & Trilogy Active

We offer a dynamic and engaging environment for families and individuals seeking active recreation. As part of the Trilogy Active group, we are committed to inspiring active lifestyles and delivering exceptional experiences for our customers. Our team is characterised by enthusiasm, hard work, and a supportive friendly culture.

Every team member at Berzerk / Trilogy Active plays a crucial role in achieving our core values and strategic objectives. We strive to cultivate a positive and creative environment where collaboration drives excellence and contributes to the wellbeing of our community.

Organisational Duties & Responsibilities

Organisational Duties & Responsibilities:

- Adhere to and actively promote all Trilogy policies and procedures.
- Collaborate effectively with team members to consistently deliver the highest standards of customer experience.
- Fully adopt and comply with our Safeguarding Policy, Procedures, and Practices.
- Ensure adherence to all Health & Safety regulations and legal compliance across all areas of the business.
- Proactively influence, guide, and support colleagues in achieving excellence in customer service.
- Maintain open communication channels, provide constructive feedback, and champion the company values.
- Work collaboratively with the team to achieve the aims and objectives outlined in the company strategy.

Individual Duties & Responsibilities

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 site is compliant in all areas, inclusive of health and safety essentials maintenance checks and servicing.

Job Demands

- Administer first aid and maintain accurate records of all incidents and accidents.
- Operate plant equipment in accordance with training and safety guidelines (if applicable to the site).
- Undertake physical tasks including lifting and carrying equipment during activity setup/breakdown and deliveries.

- Work flexibly according to a shift roster, which will include daytime, evening, weekend, and bank holiday duties.
- Respond to out-of-hours callouts when necessary.
- Work the flexible hours required to meet the operational needs of the business.
- Effectively manage conflict and resolve problems within the team.
- Interact with customers in a professional, positive, and helpful manner.
- Maintain composure and professionalism when dealing with emergency situations.
- Be readily available to provide support and guidance to the entire team as required.
- Undertake any other duties within the role, as required by the organisation.
- Oversee planned preventative maintenance schedules and carry out basic maintenance as required to maintain a safe, functional facility.

Essentials Required to Work for Berzerk / Trilogy

- Obtain a first aid at work qualification and a food hygiene and allergen qualification
- Demonstrate a strong alignment with the culture, values, and behaviours of the company.
- Demonstrate high levels of IT literacy to ensure smooth operating ability, as well as site back office administrative requirements.
- Demonstrate supervisory skills and abilities to manage and lead a team. Possess relevant knowledge and experience applicable to the role
- Exhibit a proactive approach to learning, development, and accepting new challenges.
- Communicate constructively and openly, with a positive and solution-oriented mindset.
- Be a collaborative team player who actively supports the success of others.
- Demonstrate the ability to motivate both oneself and the team to achieve excellence.
- Possess personal drive, a strong sense of purpose, and self-motivation.
- Be a flexible and effective problem solver.
- Demonstrate dependability, conscientiousness, and persistence in all tasks.

Equality, Diversity & Inclusion

Trilogy Active recognises that diversity drives innovation and is committed to promoting equality, embracing diversity, and enabling inclusion through positive wellbeing experiences. We are dedicated to continuous learning and strive to educate our workforce and customers to celebrate Equality, Diversity, and Inclusion.