



Duty Manager Active Play (Derby)

Salary - £27,345 (40 Hours)

Closing Date 18th May 2025

Exciting **Opportunity** to Lead and Inspire the team as a Duty Manager at Berzerk Active Play in Derby.

We are seeking a dedicated and proactive individual to join our enthusiastic, hardworking, and friendly team at Berzerk Active Play as a Full Time Duty Manager. This is a fantastic opportunity to take a central role in the daily operations of our vibrant active play centre.

Trilogy Active LTD runs Berzerk Active Play Derby, and 2 other Active Play sites across the country.

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

As a Duty Manager, you will be responsible for the efficient daily supervision of the site, ensuring a positive and safe environment for both our visitors and team members. Your key responsibilities will include:

- **Ensuring Exceptional Experience:** Oversee the seamless day-to-day operations of the centre to consistently deliver an outstanding experience for all visitors.
- **Booking System Optimisation:** Efficiently manage booking systems to maximise efficiency and enhance customer satisfaction.
- **Facility Standards:** Uphold the highest standards of health and safety, cleanliness, and security throughout the entire facility.
- **Maintenance Coordination:** Identify and arrange necessary maintenance for all areas of the site to ensure a safe and well-maintained environment.
- **Financial Accountability:** Manage cashing up procedures and ensure the financial security of the site.
- **Staff Rota Management:** Create and manage staff rotas, both physical and electronic, to ensure adequate team coverage based on business needs.

- **Training and Performance:** Ensure staff training is up to date and that staff reviews are conducted regularly.
- **F&B Operations:** Supervise the Food & Beverage (F&B) offering, maintaining high standards of quality and service.
- **Stock Management:** Effectively manage stock levels, placing orders as required, considering site seasonality.
- **Food Safety Compliance:** Ensure adherence to food hygiene and allergen management regulations.
- **First Aid Administration:** Administer first aid as needed and maintain accurate records of incidents and accidents.
- **Compliance Monitoring:** Ensure all checklists are up to date for all areas of the site.
- **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 Belper Leisure Centre and Berzerk Active Play sites across the country. Providing our staff with a unique and valuable leisure benefit: 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 stthomas@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.