



Berzerk Active Play

Job Description

Job Title:	Duty Manager - Active Play
Salary:	£27,345
Responsible To:	Centre Manager / Dual Site 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

- Oversee daily operational activities of the centre to ensure the consistent delivery of an exceptional visitor experience.
- Efficiently manage booking systems to optimise efficiency and enhance customer satisfaction.
- Ensure the site is compliant in all areas, inclusive of health and safety essentials maintenance checks and servicing.
- Coordinate necessary maintenance for all site areas to ensure a safe and well-maintained environment.
- Manage cashing up procedures and ensure the financial security of the site.
- Create and manage staff rotas (physical and electronic) to guarantee adequate team coverage based on business needs.
- Supervise Food & Beverage (F&B) operations, upholding high standards of quality and service.
- Effectively manage stock levels, placing orders as required while considering site seasonality.
- Ensure adherence to food hygiene and allergen management regulations.
- Administer first aid as needed and maintain accurate records of incidents and accidents.
- Ensure all checklists are up to date for all areas of the site to maintain compliance.
- Assume responsibility for the daily supervision of the site, activity schedules, staff rotas, and supply orders.
- Conduct regular facility checks, perform basic maintenance tasks, and ensure the building is maintained to a safe and functional standard through both reactive and preventative measures.
- Ensure staff training is current and that staff reviews are conducted regularly.
- Manage team and individual performance, facilitate regular staff meetings, oversee probationary periods, and contribute to recruitment processes, with a focus on continuous improvement and excellence.
- Focus on understanding and improving the overall customer journey.
- Collaborate with the wider Trilogy Team to ensure optimal customer experience and satisfaction.
- Actively drive membership sales, prioritise customer retention strategies, and maximise commercial opportunities to achieve both social and financial targets.

Job Demands

- Administer first aid as necessary, following appropriate protocols.
- 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.

- Perform basic reactive maintenance tasks such as minor repairs and changing light bulbs.
- 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.

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
- Possess relevant knowledge and experience applicable to the role. Demonstrate supervisory skills and abilities to manage and lead a team.
- 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.