Club Host

Padel Social House

Location: 45 Social House, Brackmills, Northampton, NN4 7EX

Contract: Full Time, Part Time, and weekend staff

Reports to: Senior Club Host / General Manager

About Padel Social House

Padel Social House is the home of midlands padel where premium courts meet a vibrant social community.

We combine sport, hospitality and community to create a place where people come together to play, connect and relax.

Our venue includes:

- 12 indoor courts (including competition court & singles court)
- Player's lounge
- Café
- Club shop
- Corporate event space
- Leagues, socials and tournaments

We aim to make **Padel Social House the best place in the area to spend time.**

The Role

As a **Club Host**, you are the welcoming face of Padel Social House.

You help create a friendly and energetic atmosphere while ensuring players enjoy a smooth and memorable experience.

You will work across multiple areas of the club including:

- Reception
- Courts
- Café
- Club Shop

- Social spaces
- Events

You'll work closely with the **Senior Club Host** to keep the club running smoothly.

What You'll Do

Welcome & Guest Experience

- Greet members and guests arriving at the club
- Help players check in and manage bookings
- Answer questions and provide recommendations
- Create a friendly and social atmosphere

Court & Facility Support

- Help manage court bookings and availability
- Assist with court resets between sessions
- Keep courts and common areas tidy
- Support daily facility checks

Operations & Organisation

- Completing **opening and closing procedures**
- Maintaining high standards of cleanliness and presentation
- Monitoring facility standards and reporting maintenance issues
- Completing health & safety checks

Café Support

- Take and deliver café orders
- Prepare hot drinks and light food items
- Maintain a clean and organised café space
- Process payments using POS systems

Club Shop

- Assist customers with basic retail purchases
- Process payments and simple exchanges
- Maintain organised product displays

Events & Community

- Support leagues, tournaments and social sessions
- Help with event setup and pack down
- Encourage players to engage with the PSH community

Brand Representation

- Representing the Padel Social House brand with professionalism
- Helping capture moments from club life and events
- Bringing ideas that help grow the club culture

You'll Thrive If You

- Enjoy working with people
- Have a positive and energetic attitude
- Are comfortable in a fast-paced environment
- Enjoy sport, fitness or community spaces
- Are organised and proactive

Previous experience in **hospitality, the sport of padel, leisure or customer service** is preferred but not essential.

Requirements

- Right to work in the UK
- Over 18yrs old (due to serving alcohol)
- Evening and weekend availability
- Food Hygiene Level 2 (or willingness to obtain)
- First Aid training desirable (or willingness to obtain)
- Comfortable working across multiple areas of the club

What We Offer

- Competitive salary (DOE)
- Paid training and uniform
- Staff discounts on courts, café and club shop

- Free / discounted off-peak court time
- A fun and social working environment
- Opportunity to work in the fastest growing sport in the world
- Potential development and progression within the company
- Pension scheme
- Free tournament entries to perks
- 50% discount for Court & Racket rentals
- 10% Club Shop discount
- Monthly and annually staff recognition