

# Senior Club Host

## Padel Social House

**Location:** 45 Salthouse Road, Brackmills, Northampton, NN4 7EX

**Contract:** Full Time

**Reports to:** General Manager / Director of Op's + Strategy

## 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 **Senior Club Host**, you are the heartbeat of the venue during your shift. You will serve as the first point of contact for team queries and on-shift issues.

You lead the Club Host Team and ensure the club operates smoothly across:

- Reception
- Courts

- Café
- Club Shop
- Social spaces
- Events

You set the tone for the guest experience and support the Club Host team to deliver a welcoming, energetic and professional environment.

## What You'll Be Responsible For

### Leading the Club During Your Shift

- Acting as the **senior team member on shift**
- Supporting and guiding Club Hosts during busy periods
- Ensuring the venue runs smoothly across all areas
- Managing guest flow, bookings and peak sessions
- Troubleshooting issues quickly and calmly
- Taking leadership responsibility for all club operations in absence of senior management.

### Delivering an Exceptional Guest Experience

- Welcoming members and guests to the club
- Helping players check in and manage court bookings
- Creating a vibrant and welcoming social atmosphere
- Building relationships with regular members
- Encouraging participation in leagues, socials and events

### Operations & Organisation

- Managing **opening and closing procedures**
- Supporting rotas, bookings and shift organisation
- Maintaining high standards of cleanliness and presentation
- Monitoring facility standards and reporting maintenance issues
- Completing health & safety checks
- Co-ordinate and first point of contact during events supporting the head coach

### 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

- Supporting leagues, tournaments and social events
- Hosting group bookings and corporate events
- Encouraging players to become part of 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

# What We're Looking For

The Senior Club Host is a **key operational role** within the business.

We are looking for someone who is:

- Friendly, outgoing and confident with people
- Passionate about sport and community
- Organised and able to lead a team
- Calm under pressure
- Proactive and solution focused
- Comfortable working in a busy hospitality environment

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 of age (Due to serving alcohol)
- Evening and weekend availability
- Food Hygiene Level 2 and 3 (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