

Senior Venue Host – Neighbourhood Padel Digbeth

Neighbourhood Padel is opening a new padel venue in Digbeth, Birmingham.

Our aim is simple: to make padel the heartbeat of the neighbourhood. We want to create a venue that is welcoming, social, well-run and community focused.

We are looking for a Senior Venue Host to support the day-to-day running of the venue.

This is a full-time, hands-on role combining customer service, venue standards, café/bar service, shift support, beginner padel delivery and local marketing support.

The Senior Venue Host will carry out the same core duties as a Venue Host, with the added responsibility of providing seniority on shift and supporting other hosts with daily tasks, standards and communication.

The Site Lead will manage the team, with the Senior Venue Host helping to keep shifts running smoothly and consistently.

What You'll Do

- Welcome players, guests and visitors.
- Support bookings, check-ins and customer questions.
- Serve coffee, soft drinks, alcoholic drinks and basic food items.
- Keep the café/bar area clean, stocked and well presented.
- Help keep the whole venue clean, tidy, safe and well organised.
- Clean court glass when required.
- Check courts, walkways, toilets, seating areas, bins and equipment.
- Complete opening, shift and closing checks.
- Support court changeovers, events, socials, leagues and coaching sessions.
- Provide seniority on shift when required.
- Support Venue Hosts and casual staff with tasks, standards and customer flow.
- Report maintenance issues, hazards, incidents or customer concerns.
- Help create a friendly community feel for new and regular players.
- Deliver simple Intro to Padel and taster sessions after training.
- Help first-time players feel confident, comfortable and keen to return.
- Support local marketing activity and contribute to social media content.

What We're Looking For

We are looking for someone reliable, practical and good with people.

You should be calm under pressure, confident speaking to customers and small groups, and comfortable working evenings and weekends. You will need to be happy getting involved in the practical details of running a busy venue, including cleaning, tidying, café/bar service, alcohol service, court checks and supporting other hosts.

Experience in hospitality, sport, leisure, retail, events, café/bar work, licensed premises or customer service would be useful. Experience supporting or supervising other staff would also be helpful.

Padel experience is useful, but not essential. Reliability, customer care, confidence with people and high venue standards matter more.

Salary and Hours

Salary: up to £32,000 per annum, depending on experience.

This is a full-time, permanent role based on 37.5 hours per week.

The role will include a mix of weekday, evening and weekend shifts.

The role will also require working some bank holidays. There will be a fair process across the team for agreeing bank holiday cover. When a bank holiday is worked, that day will be credited back to the employee's holiday allowance

Holiday entitlement is 25 days per year, plus bank holidays.

Location

Neighbourhood Padel Digbeth, Birmingham.

How To Apply

Please send your CV to:

jobs@neighbourhoodpadel.com

Please also answer the question below:

Why would you like to work at Neighbourhood Padel Digbeth?

If using AI to help with your response, please make sure the answer is personal to you.

Closing Date

The closing date for applications is 19 July 2026.

We may close the application process earlier if suitable applicants apply.

Start Date

The role is due to commence on 1 August 2026.

Training will take place from 1 August 2026 through to the launch date of 15 August 2026.

All staff must be available during this training period and on the launch date.