

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 Venue Hosts to help deliver a brilliant day-to-day experience for players, guests and visitors.

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

Venue Hosts will welcome players, support bookings, serve drinks and basic food items, help keep the venue clean and organised, support events and socials, and help deliver simple Intro to Padel and taster sessions after training.

You do not need to be an experienced padel coach. Full training will be provided. You do need to be confident with people, willing to learn, comfortable speaking to small groups, and ready to get involved in the practical detail of running a busy venue.

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 when required.
- Support court changeovers, events, socials, leagues and coaching sessions.
- 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.
- Explain basic rules, scoring, court layout and safety points to new players.
- 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 people who are reliable, practical and good with customers.

You should be calm under pressure, comfortable working evenings and weekends, and willing to help with all areas of the venue. This includes customer service, café/bar service, alcohol service, basic food service, cleaning, tidying, court checks, intro sessions and event support.

Experience in hospitality, sport, leisure, retail, events, café/bar work, licensed premises or customer service would be useful. Experience leading groups, coaching, teaching or delivering activities would also be helpful.

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

Salary and Hours

Full-time salary: up to £27,000 per annum, depending on experience.

Full-time roles are based on 37.5 hours per week.

Part-time and casual roles may also be available, depending on availability, experience and venue requirements.

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.

For full-time staff, holiday entitlement is 25 days per year, plus bank holidays. Holiday entitlement for part-time or casual staff will be calculated in line with working hours and employment status.

Location

Neighbourhood Padel Digbeth, Birmingham.

How To Apply

Please send your CV to:

jobs@neighbourhoodpadel.com

Please also include whether you are applying for:

- Full-time work
- Part-time / casual work
- Either full-time or part-time / casual work

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.