



Atlantic Racquet Centre: Reception Team Member

Atlantic Racquet Centre (ARC) are seeking to appoint one or two new Reception Team Members to join our team of friendly, skilled and experienced customer facing support staff.

ARC is a community racquet & fitness centre where everyone can exercise, socialise and learn together. The centre currently boasts over 1300 members regularly accessing our 10 tennis courts, 3 badminton courts, 2 table tennis tables, 2 squash & racketball courts and large functional fitness gym. The final phase of the project is set for completion in 2025 and will include a multi-sports hall and community café.

The new Reception Team Members will work at our main reception desk during our busy evening shifts on Monday, Tuesday, and a longer Sunday shift which will include unlock and lock up duties. This role will also include providing occasional evening/daytime cover during the week. They will greet people with a smile, check people in, make bookings, sell shop items, answer the phone and deal with member enquiries and emails. They will ensure that all digital systems are running effectively and that the reception is fully operational during their shift.

Essential requirements of the successful candidate:

- Reliable and trustworthy key holder
- Good communication skills both verbally and in written form.
- Previous experience of customer facing roles or a willingness to develop their customer service skills.
- Competent with basic admin tasks
- Excellent IT literacy and ability to use online software & systems
- A quick learner and willingness to learning new skills.
- Prepared to work as part of a large team and be a good team player.

Additional desirable skills:

- An interest in racquet sports or fitness



Position type: Permanent

Pay: National Minimum Wage
Hours: 6 – 10 hours per week with occasional additional cover required on weekday evenings/daytimes depending on availability of successful applicant.

We're looking for multiple new staff to cover between 3 – 10 hours of the available shifts shown below.

Sunday 0845-1615 (including unpaid 30 minute break)
Monday 1630 -1930
Tuesday 1630 -1930

A single applicant interested in taking on all 13.5 hours would also be considered.

Employer: ARC Centre Ltd and ARC Tennis & Sports Club

References: 2 Referees will be required

DBS: Satisfactory DBS check will be required

How to apply: Covering letter (including info on which shifts you would be available for) + CV in email format to tom@atlanticracquetcentre.co.uk

Closing date: Friday 10th May 2024

Interviews: Monday 13th May 2024 8am – 12pm, Thursday 16th May 2024 4pm – 7pm

Training & Induction Week: 19th May 2024 – 25th May 2024

Formal Start date: Sunday 26th May 2024

Applicants must be available during the training & induction week as well as from the start date - timings to be arranged with successful applicant.