

ARC Club Camberwell Green - Club Team Member

Overview

We are looking for two new Club Team members to join [ARC Club](#), a neighbourhood workplace perfectly positioned for the future of hybrid working. You will be a key part of the newest Club in Camberwell Green, set to open in January 2022. You will be at the centre of creating a first class member experience at the Clubt

This is a part-time role based in Camberwell Green, offering approximately 20 hours a week - with the option of additional hours - and an expected start date of 10th January 2022, possibly sooner in order to commence training.

The ARC Club Vision

We transform empty spaces in your local neighbourhood into beautiful, accessible places to be productive. Our purpose is to welcome as many people as possible to a better working life.

The Club Team Opportunity

This is an exciting opportunity to be a core part of the team at our newest ARC Club, working on all aspects of the local ARC Club experience for members, neighbourhood residents and the broader public.

As ARC Club looks to scale, you will work directly alongside the Club Manager to create the model for best practice that we will take to our further 50 planned sites.

We're looking for driven hospitality and community leaders with passion for serving others, who take pride in creating an inclusive, sustainable space for everyone in the neighbourhood, and want to have fun while doing it.

This is a varied role where you will be doing everything from making coffee to closing sales to keeping the space clean and hosting an event.

What we're looking for

We are looking for Club Team members who have:

- Excellent written / verbal communication.
- Empathy, with passion for people and building community.
- Innovation in their bones and the confidence to bring ideas to the table / try new things.
- Formidable organisational skills and attention to detail.

- Excitement to be part of a growing movement to change the way we share space and work
- The capacity to lead autonomously, work effectively within a team and ask for help where necessary

And a nice to have would be:

- Knowledge and connections within the Camberwell Green area.

We are looking for applicants with experience in all or some of:

- Customer service and hospitality roles
- Barista training and cafe management
- Local engagement and partnership building
- Space / venue management and events planning
- Team working

Your Responsibilities

The ARC Club Experience & Customer Service

- Hosting users and members of the public with a warm welcome and professional space management
- Managing the canteen - organising stock, sales and suppliers for take away and in-Club food and beverage offering
- Managing the facility - proactively maintaining the physical space, and responding to issues in a timely manner
- Managing workspace use - seamlessly onboarding all workspace visitors and providing booking support
- Supporting the Club Manager in hosting events and engaging partners from the community for membership and venue sales

Local Insight for ARC Club-wide Feedback & Learning

- Building strong relationships with Club members, engaging in depth with their needs to bring ideas for how to improve the ARC Club offer, and to share insight with the whole ARC Club team
- Supporting the Club Manager to collect regular feedback on the product, and to rollout new products and services as and when they are developed

Community Growth

- Undertaking ongoing local marketing activity to promote partnerships, member sales and venue hire opportunities

- Supporting the Club Manager in ongoing sales activity in the club - taking tours and handling enquiries
- Promote ARC Club to community partners and support venue hire with additional shifts

You will also receive huge support and helpful resources from the broader ARC Club Support Team, starting with a comprehensive induction, to ensure you have colleagues at your Club and beyond to lean on, alongside the freedom and autonomy that comes with this role.

Everything at ARC Club is shaped by our **Company Values** - they enable us to focus on great customer service, thoughtful financial management and, ultimately, accessibility to everyone to use our spaces:

We Aim for Joy

- We are **professional, clear and kind** and earn the trust of others.
- We mandate **work-life separation** and champion time 'off'.
- We provide the **team access** to all of ARC's products and services.

Less, but Better

- We are **resourceful** and keep to budget in order to be for everybody.
- We create **simple solutions** in order to be reliable and consistent.
- We only do things that **serve a purpose**.

Serving Others

- We share **solutions, never problems**.
- We all **practice Club Team service** and care for our users.
- We are **accountable** and do what we can to support the team.

What's in it for you

- London Living Wage hourly pay
- 28 days paid holiday pro rata + your birthday as an extra free holiday
- Budget for personal learning & development plans
- 1 ARC day pass a month
- Unlimited use of ARC (subject to open hours) when not working
- 10% off merch and food
- 20% off venue hire

Next Steps

If you are interested in taking the lead at the latest ARC Club in Camberwell Green, please send a cover letter that outlines your vision and why you are qualified to be a part of ARC Club Camberwell Green, and CV, to jobs@arc-club.com by 5pm on Tuesday 3rd January. Interviews will commence later that week.