

Participation Team

JOB TITLE: Regional Tennis Services Assistants

RESPONSIBLE TO: Head of Region / Regional Tennis Participation Manager

LOCATION: Office based various locations

SALARY: From £18,000 per annum (dependent on experience) plus excellent benefits

ABOUT THE LAWN TENNIS ASSOCIATION

The Lawn Tennis Association is the national governing body for British tennis. Our mission is to get more people playing tennis, more often.

TEAM CONTEXT

The LTA Participation team work with teams from across the organisation and external partners to get more people playing tennis more often. This dynamic, customer focussed team are challenged with delivering the outcomes of the new participation strategy.

KEY RELATIONSHIPS

External	Internal
<ul style="list-style-type: none">• Local Authorities• Community Partners & Parks• Registered clubs and other venues• School Games Organisers• Referees, umpires, officials, league organisers, coaches, volunteers• Colleges, Universities• CSPs• Coach Education Providers• Parents and players	<ul style="list-style-type: none">• County Associations (CA)• Tennis Foundation (TF)• Head of Region (HofR)• Regional Tennis Participation Managers (RTPMs)• Regional Tennis Competition Coordinator (RTCC)• Regional Tennis Services Assistants (RTSAs)• Regional Performance Coordinator (RPC)• NTC Team

ABOUT THE JOB

Our regional tennis offices require dedicated people who will administrate and coordinate tennis in the local region. This is a busy role, you will be running the office, keeping on top of the diary of events and the first point of contact for many of our partners and volunteers.

You have strong customer service skills and enjoy dealing with people both face to face and on the phone.

For many of our partners, you will be the face of the LTA and the impression you give is the one they will have of tennis in their area. You need to be professional with a positive can do-will do attitude.

You will organise events and have excellent planning and coordinating skills. It's important you get things done quickly whilst at the same time maintaining a high quality of work and attention to detail. You enjoy multi-tasking and when you say you will get back to someone, you do.

We need to keep in regular contact with our partners, so you will contact them proactively and keep them updated of what's going on in your region. It will also be useful if you have an interest and basic understanding of social media channels and how to use these channels to communicate and raise the profile of local tennis.

ACCOUNTABILITIES

Operational Support

- To provide day-to-day administrative support to the regional team (HofR, RTPM, RTCC, FPM, TPM, RPC) to deliver the participation strategy locally
- To support regional and county level delivery partners to enhance and increase activity in community, club and education venues
- To support the implementation of the new approach to Clubmark supporting community and club venues with advice and guidance (starting from Oct 2014)
- To be an ambassador for tennis in Britain by positively promoting the sport and those that work and volunteer within it
- To contribute to projects (as required) to support the delivery of the participation strategy and other LTA strategic objectives

Customer Service

- To provide exemplary customer service to the regional tennis workforce, regional colleagues and County Associations
 - Provide 1st line email and telephone support and respond to feedback and enquiries in a timely and professional manner
 - Appropriately signpost players & parents to the LTA website and British Tennis Services Hub
 - Proactively communicate with clubs & tennis workforce to upsell LTA offers/promotions
 - To build and maintain a broad and relevant understanding of British tennis and an expert knowledge in one or more specialist area and geographical locations
- To work with the regional team to ensure appropriate local processes are in place to manage Disclosure and Barring Service (DBS) identity checks in line with the DBS code of practice

Marketing and Communications

- To effectively market and communicate tennis throughout the region
 - To support the coordination and local activation (through partners) of the LTAs national promotional campaigns e.g. Great British Tennis Weekend
 - To manage social media channels, websites and print communication as part of a coordinated annual regional / county communication plan
 - To support coaches, volunteers and other partners to deliver specific promotional campaigns e.g. Tennis Xpress
 - To promote British Tennis Membership, competitions and other participation opportunities during day-to-day engagements

Competition Delivery and Support

- To support the Regional Tennis Competition Coordinator to plan and implement the annual adult and junior competition calendar
- To support and deliver LTA sanctioned, approved and supported tournaments
 - To deliver the Regional Tour (Grade 3), liaising with venues, referees and players to ensure high quality pre, during and post event experiences

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- To provide support (and deliver when required) to enable effective operation of the County Tour (Grades 4&5) across the region, with a view to increasing external provision at this level
 - To provide support to key competition organisers, enabling delivery of a circuit of matchplays and local ratings tournaments (Grade 6) throughout the region
 - To provide support to identified coaches and volunteers to enable them to run an effective internal club or park based competition programme (Grade 7)
 - To provide support (and deliver when required) the Road to Wimbledon competition, maximising entries from clubs, parks and schools
 - To provide support (and deliver when required) the Aegon Team Tennis leagues across the region
 - To support local competition organisers to record competition results in an accurate and timely manner, utilising LTA software e.g. Results Manager
- To liaise with the Regional Tennis Participation Managers and the Regional Tennis Competition Coordinator, providing administrative support to enable School Games Organisers and other partners to effectively deliver and report on the impact of all primary and secondary school competitions and teacher training.
 - To provide advice and guidance and to share best practice with one or more County Associations to enable successful delivery of county tennis activity, including County Teams, County Championships and County & District Leagues
 - To support venues to roll out existing and new competition products across community, club and education venues e.g. Park Tennis Leagues, Adult Box Leagues (Tennis Jeannie), Timed Tennis, Results Manager

Workforce Development

- To coordinate a programme of forums and roadshows and to maximise attendance by coaches, volunteers, teachers throughout the region
- To work with the regional team and external coach education providers to develop and implement an annual programme of training courses based on the needs of the existing and future workforce
- To administer LTA managed courses including promotion, acceptance, attendance and post course processes e.g. referee, competition organisers
- To be a super user of TTP, LP Competition Creation and Results Manager, providing support to coaches, volunteers and competition organisers as required

Talent Identification

- To support the County and Regional Talent ID programme including booking venues and coaches, administering player invitations, acceptances and attendance
- To support the Regional Training Camp programme including booking venues and coaches, administering player invitations, acceptances and attendance

PERSON SPECIFICATION

Qualifications

- Competent IT skills (Word/ Excel/ PowerPoint/ Databases/Microsoft Office/internet)
- A satisfactory DBS disclosure

Skills / Competencies / Experience

1. Time management and prioritisation
 - Ability to manage your own time and work to set deadlines
 - Ability to work quickly and efficiently
 - Ability to make decisions
2. Drive and motivation
 - Bought into the overall LTA strategy and demonstrate an ability to bring it to life at a local level
 - Positive attitude with a can do mentality
 - Willingness to learn and adapt
 - Ability to adapt and respond under pressure
 - Ability to build a broad understanding quickly and a commitment to understanding all aspects of British Tennis
3. Strong communication and customer service skills
 - Excellent communication and presentation skills with the ability to liaise and communicate with people at all levels
 - Previous administration experience in a customer focussed role would be advantageous
 - Understanding of working with and supporting volunteers
 - Ability to positively engage and support customers no matter what the situation
 - Ability to respond positively and efficiently to enquires
4. Strong organisation skills
 - Good organisation skills and ability to use own initiative and multi task
 - Good attention to detail and accuracy
 - Experience in organising events would be advantageous
5. High proficiency in IT and interest in social media
 - High IT literacy (good knowledge of MS Office applications, experience and proficiency in using a database and use of the internet)
 - An understanding and interest in how social media e.g. twitter, Facebook can be used to raise awareness