

Delivery Manager – North & Midlands West

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| Responsible to | Head of Delivery |
| Location | Mobile |
| Salary | Up to £40,000 - £55,000 depending on experience |

About the Role

Our vision is 'Tennis Opened Up', and our mission is to transform communities through tennis, focusing on three areas – making tennis welcoming, enjoyable and inspiring to everyone.

We are seeking a dedicated, experienced, and highly credible Delivery Manager to facilitate the implementation of our tennis and padel participation strategy. As a Delivery Manager, you will play a pivotal role in leading the delivery of strategic plans and activities at a local level, working across all tennis delivery channels, ensuring a joined-up approach to maximise impact, with a focus on growing and diversifying the player base.

Key Accountabilities

- Lead on the development, delivery, and continuous review of local area plans within strategically important areas that provide the best opportunity to grow the sport and drive community transformation through tennis and padel.
- Collaborate with key delivery partners, including Local Authorities, Active Partnerships, Tennis Operators, and other tennis and padel providers, to support the successful execution of the strategy at a local level.
- Maximise the impact of the parks investment programme through supporting the implementation and on-going delivery of sustainable operating models to enable participation growth and local community transformation.
- Provide support to strategically important venues to enable them to open up to the local community, enhancing membership, increasing participation, and improving financial sustainability, environmental sustainability, and governance standards.
- Identify and realise opportunities to grow, diversify and recognise the local tennis and padel workforce to create more opportunities to play and compete, as well as broaden the appeal of tennis in all communities.
- Embed and grow the reach of LTA Youth, as well as other LTA products, programmes, and competitions to ensure a comprehensive provision of activities that meet the needs of the local demographic.
- Champion the importance of competition to help retain players in the sport, with a focus on delivering plans that prioritise the growth of local, county, and regional playing opportunities.
- Effectively promote and integrate LTA digital tools, products, and services to support venues in opening up their facilities, providing a quality player experience, and increasing opportunities to play tennis.
- Contribute to the delivery of the LTA facilities strategy, working with Local Authorities and Sport England in the development of local playing pitch strategies or equivalent, within strategically important areas, ensuring the protection of the tennis infrastructure and identifying opportunities for further facility development.
- Work closely with the Safeguarding team and Regional Safeguarding Officers to champion the

delivery of agreed strategies and plans, ensuring venues and the tennis workforce adhere to best practice standards, particularly in safeguarding children and vulnerable adults.

Person Specification

Previous Experience of:

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| Proven expertise in aligning operational activities with long-term goals, ensuring the delivery of successful outcomes, and meeting organisational objectives. | <i>Essential</i> |
| Exceptional ability to persuade diverse stakeholders, secure support for initiatives, and build consensus for positive change. | <i>Essential</i> |
| Extensive experience in nurturing relationships, fostering trust, and collaborating effectively with various stakeholders. | <i>Essential</i> |
| Strong skills in planning, organising, and delivering complex projects, ensuring timely delivery of high-quality results. | <i>Essential</i> |
| Proficient in utilising digital tools to enhance operational efficiency, communication, and project implementation. | <i>Essential</i> |
| Proven ability to adapt to changing circumstances, navigate ambiguity, and lead delivery partners effectively in dynamic environments. | <i>Essential</i> |
| Knowledge of the tennis and padel landscape, including various aspects of the workforce as well as tennis programmes, competitions, and digital tools. | <i>Desirable</i> |
| Understanding of safeguarding principles and practices in sport. | <i>Desirable</i> |

Personal Attributes

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| <i>Inclusion</i> | <ul style="list-style-type: none"> • Create an environment where people feel safe and welcomed • Value people's differences and believe they make us stronger • Take the time to learn more about inclusion and remove any current or potential barriers |
| <i>Teamwork</i> | <ul style="list-style-type: none"> • Able to work on own initiative and appreciate the high level of accountability. • A great leader and motivator of others • A great communicator both internally & externally • Always prepared to work collaboratively |
| <i>Integrity</i> | <ul style="list-style-type: none"> • A high degree of emotional intelligence and self-awareness, with the ability to adapt style to meet the needs of the audience. • Will always suggest improvements to ways of working • Will be comfortable challenging groups or individuals to ensure high levels of work • Treats others as you wish to be treated |
| <i>Passion</i> | <ul style="list-style-type: none"> • A genuine passion for people and good customer service ethic. • Highly proactive with a 'can-do' attitude • Hard working & driven to succeed and achieve our mission |
| <i>Excellence</i> | <ul style="list-style-type: none"> • Always aims to achieve the best possible outcome • Develops plans based on best practise and previous experience • Seeks support from colleagues to improve outcomes • Will be happy to take the more challenging route if it results in higher quality outputs |

Our Benefits

We are proud of the range of benefits we can provide:

- Retail discounts from brands including Adidas, Dunlop, Crew Clothing, AMC & many more
- 25 days of annual leave
- Enhanced maternity, paternity, adoption, and shared parental leave
- Free use of our Gym, Tennis & Padel courts and access to various sporting clubs upon joining
- Priority access to our colleague ticket offers for all LTA Major Events, including Wimbledon
- Eligible to participate in the LTA Annual Bonus Scheme, subject to meeting the set criteria in force at the time (*depending on your role*)
- You will be eligible to receive life assurance cover up to the value of three times your basic annual salary (*more depending on your role*)
- Private Healthcare cover
- An Employee Assistance Programme that offers anonymous and confidential, emotional, and practical support 24/7 for you and your immediate family
- Pension (up to 10% contribution from employer)
- Cycle-to-Work scheme, eye care vouchers and season ticket loans
- Free parking & bike racks at the National Tennis Centre, plus electric vehicle charging points
- Staff lockers and discount on all food purchased at our Deuce Café
- Social activities all year round which encourage you to get to know your fellow colleagues

Our Culture

The LTA, through its vision 'Tennis Opened Up', is committed to creating a diverse environment where all colleagues feel included and a strong sense of belonging. We are proud to actively invite applications from all candidates who meet the essential criteria and can work in the UK. We commit that everyone will receive equal consideration for employment irrespective of your ethnicity, religion, sex, gender reassignment, sexual orientation, age, any disability, marital or civil partnership status, and pregnancy or maternity status.

The LTA Tennis Foundation is a new tennis charity that partners with brilliant people and organisations to improve lives through tennis. It shares the LTA's vision of 'Tennis Opened Up', and it wants to use our sport to make a real difference to people across the whole country. All LTA colleagues have the chance to get involved with the LTA TF, with some directly involved in delivering and leading its work.

To truly deliver our vision of 'Tennis Opened Up', we believe it is critical that the LTA plays our part in contributing to a healthier and more sustainable society. We want to grow tennis in Britain, but do so in a responsible way, protecting and supporting the environment and working with everyone in the sport to tackle our climate impacts. We are committed to ensuring a lasting future for tennis in Britain, and our Environmental Sustainability Plan sets out how we will do this.

Find out more here:

- [Life at the LTA](#)
- www.lta.org.uk/sustainability