

Customer Support Specialist (13th January 2025 – 31st August 2025)

Responsible to	Customer Support Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ (with the requirement to work from the office at least 3 days per week, including Mondays)
Salary	Up to £27,300 per annum (pro rata) depending on experience

About the Role

The LTA's 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.

The LTA Customer Support team is an integral part of our business, playing a crucial role in supporting a wide range of tennis customers and colleagues by delivering high quality customer-centric support.

As a team Specialist you will support and deliver new ways of working to achieve significant change through efficient and effective customer support solutions both internally and externally.

Working in partnership across the business and particularly with the rest of the Tennis Development Directorate, the LTA Customer Support Team is responsible for finding fast, effective, and helpful solutions whilst providing a fantastic customer experience that represents our Values.

Please note, this role is a fixed term contract from 13th January 2025 – 31st August 2025.

Key Accountabilities

Quality and Continuous Improvement

- Work with the rest of the business to ensure that we provide a high-quality customer experience through comprehensive self-service journeys for the customer wherever possible, and rapid, high quality, resolutions of issues where it is not.
- Using Salesforce and other tools to work seamlessly across the Tennis Development Directorate and the wider business to help make systems as efficient as possible. Always seeking to improve the way in which we do things.
- Play an active role in improving the collection and understanding of information and data in relation to our customers and the team's performance.
- Work effectively within a dynamic team to ensure a high quality of customer enquiry handling is achieved, including coaching team members as required.

Service Delivery

- Be a champion within the team for ensuring we collectively work in a customer-centric way to achieve individual and collective team service levels and key performance indicators.

- Provide a great customer experience and be an ambassador of our LTA brand, vision, and mission to others, helping us to achieve Tennis Opened Up by positively promoting our service in a truly inclusive and diverse way.
- Work with the Customer Support Manager as required, to provide effective support to teams across the LTA in building and delivering new customer-centric business processes.

Personal Responsibility and Development

- Develop and maintain a deep understanding of our LTA programmes and initiatives to effectively troubleshoot and problem solve issues affecting customer experience.
- Build and maintain a solid understanding of internal systems and processes to enable effective handling of customer enquiries, while identifying any areas where more efficient options may exist for resolving them.
- Have, and maintain, a broad understanding of the LTA website, our digital resources and where information can be found to support customer queries and enable them to resolve enquiries themselves wherever possible.
- Lead yourself and other team members as required in both personal career development and enhancing the skills required to be effective in the role.

Person Specification

Previous Experience of:

Delivering exceptional remote customer service and efficient resolutions to a wide range of stakeholders both internally and externally to achieve agreed business service levels.	<i>Essential</i>
Working with technology and CRM solutions to effectively manage, store and report on customer cases and effectively managing a large volume of cases.	<i>Essential</i>
High quality and consistent administrative support in a busy and fast paced environment.	<i>Essential</i>
Working to a high level of attention to detail and accuracy, identifying improvements and better ways of working where possible.	<i>Essential</i>
Diplomatically balancing the needs and wants of customers with the most effective and timely solutions.	<i>Essential</i>
Expertly managing customer complaints and navigating through to satisfactory resolutions.	<i>Desirable</i>

Knowledge, Training & Qualifications:

Excellent communication and customer service skills, with the ability to liaise and influence people.	<i>Essential</i>
Strong organisational, time management and prioritisation skills.	<i>Essential</i>
Highly competent IT skills (Microsoft Office i.e. Excel, Outlook, Word, etc.).	<i>Essential</i>
Highly competent CRM skills (ideally Salesforce or an equivalent).	<i>Essential</i>
A deep knowledge of the LTA, our structures, programmes, products and partners.	<i>Desirable</i>
Knowledge of the wider sports landscape and the elements involved in developing sports.	<i>Desirable</i>
Customer Service qualification or equivalent.	<i>Desirable</i>
An understanding of local, County, Regional and National Tennis structures.	<i>Desirable</i>

Personal Attributes:

Inclusion	<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.
Teamwork	<ul style="list-style-type: none">• A great communicator both internally & externally.• Always prepared to work collaboratively.• Works well as part of a regional team, working with others across large areas.
Integrity	<ul style="list-style-type: none">• Works openly & honestly in the interests of the team.• Will always suggest improvements to ways of working.• Treats others as you wish to be treated and actively drives and anti-discriminatory approach.
Passion	<ul style="list-style-type: none">• Committed to growing the sport of tennis.• Hard working & driven to succeed and achieve our mission.• Passionate about developing opportunities for people to play sport.
Excellence	<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.

Our Benefits

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

- 25 days annual leave
- Pension
- Life assurance
- Reimbursement of eye tests
- Long service awards, plus monthly and annual colleague awards
- Private Medical & Health Insurance
- Free onsite gym & use of the Tennis & Padel courts
- Cycle to Work Scheme
- Enhanced maternity, paternity, adoption, and shared parental leave
- Free mental health first aider support
- Colleague ticket offer
- Annual Bonus Scheme
- Free parking & bike racks
- Retail discounts from our partner brands
- Training & Development
- Summer and Christmas party
- Free tea and coffee provided daily
- Electrical vehicle charging points
- Staff lockers
- 30% discounts in our café
- Social activities including Tennis Tuesdays, Padel Wednesdays, Football Thursdays, all colleague days, cycling club, running club etc.

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.

We particularly welcome applications from:

- *People from ethnically diverse communities*
- *Deaf and disabled people*
- *Members of the LGBTQ+ community*
- *People with lived experience of the UK's many and varied communities*

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