

Studio Traffic Manager

Responsible to	Creative Lead, Design
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ with the requirement to work from the office three days per week, including Mondays.
Salary	£38,000 - £42,000 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.

The Marketing & Customer Strategy department exists to help change perceptions of tennis, to broaden the relevance and increase visibility all year round, to grown participation and fan engagement. The Brand Marketing team seeks to do this by:

- Developing and proliferating our brand for tennis 'Play Your Way'
- Creating first class content and communications that increase levels of fan engagement, drive participation and win back lapsed players
- Working alongside our commercial team to deliver a brand partner strategy to develop and maximise our assets

We're looking for a Studio Traffic Manager to be the glue that holds our creative engine together – keeping projects moving, key stakeholders and teams aligned, and ideas flowing so we deliver brilliant work, every time. This role is pivotal in shaping the future culture of our in-house studio and our overall creative output.

Key Accountabilities

- **Lead Studio operations strategy and workflow management** – Oversee timelines, budgets, resources and processes to ensure projects are delivered on time, within scope, and to brand standards.
- **Drive process improvement** – Partner with key stakeholders (Brand Design Manager, Brand Designers, Senior Marketing Manager, Social Media Manager, Content Manager) to refine workflows, implement channel best practices, and improve efficiency.
- **Monitor team performance** – Continually track efficiency, report progress, and identify opportunities to optimise tools, productivity, and creative output.
- **Foster collaboration** – Build and maintain strong relationships with internal teams, external agencies, vendors, and rights holders to support effective and smooth project delivery.
- **Act as primary contact for the Studio team** – Assess briefs, set timelines, allocate resources, and ensure clear communication from concept to completion.
- **Manage priorities** – Keep the team organised, adjusting schedules to respond quickly to changing priorities or last-minute briefs.

- **Oversee quality control** – Ensure all deliverables meet brand standards, managing stakeholder feedback, revisions, and approvals.
- **Maintain the asset library** – Organise and manage image and video archives, ensuring accessibility and proper usage.

Person Specification

- You'll have 3+ years of experience managing cross-functional creative teams.
- Positive and self-motivated, approaching tasks with energy and enthusiasm.
- Highly organised and methodical thinker.
- A keen eye for detail, ensuring that all projects meet high standards of quality and brand consistency.
- Excellent communication skills and proven experience of internal and external stakeholder management.
- Proactive with an enthusiasm for innovation.
- Passion for the LTA's mission and values.

Previous Experience of:

3+ years' proven experience in a studio traffic/resource/operations management role within a creative environment.	<i>Essential</i>
Experience in a previous role working closely day-to-day with graphic designers and artworkers.	<i>Desirable</i>

Knowledge, Training & Qualifications

Strong understanding of creative production processes and design terminology.	<i>Essential</i>
Proficiency in project management and collaboration tools (e.g. Smartsheet, Asana, Trello, Monday.com).	<i>Essential</i>
Excellent organisational skills with the ability to prioritise competing demands and adapt quickly to change.	<i>Essential</i>
Strong interpersonal and communication skills, with confidence in influencing and setting stakeholder expectations.	<i>Essential</i>
Background in a creative field such as design or video production.	<i>Desirable</i>
Familiarity with digital asset management (DAM) systems and best practices for file organisation.	<i>Desirable</i>

Personal Attributes (Our Values)

Inclusion	• I make people feel welcome. • I recognise the power of our differences. • I create a safe environment.
Teamwork	• I collaborate well across teams. • I actively listen to others. • I actively offer to help others.
Integrity	• I act with honesty and respect. • I take responsibility for my actions. • I am dependable.
Passion	• I approach things in a positive mindset. • I motivate and energise others. • I take pride in my work.
Excellence	• I am ambitious and want to exceed expectations. • I want to learn more to improve. • I am adaptable to change.

Life at the LTA

The LTA, through its vision 'Tennis Opened Up', is committed to creating an inclusive environment where all colleagues feel included and a strong sense of belonging. We particularly welcome applications from people from ethnically diverse communities, deaf and disabled people, members of the LGBTQ+ community and people with lived experience of the UK's many and varied communities.

Read some of our colleague testimonials below and find out more about our LTA benefits [here](#)

"As a new mum, I've appreciated the LTA's newly enhanced benefits, which have supported me during maternity leave and in my return to work. In total, I have been with the LTA for four years and love the diversity of my role."

"Everyone's respected in terms of the culture, ethnicity, and the background, so you don't feel unequal in any capacity. I remember how supportive my team had been during Ramadan, being fully understanding of its requirements and flexible with my work schedule."

"As a new starter at the LTA, my experience has been overwhelmingly positive. Being a tennis fan, I was excited to join the organisation, and from day one, I've been impressed by everyone's dedication to our mission of 'Tennis Opened Up', as well as promoting diversity, inclusion, and sustainability."
