



Event Coordinator - 2 positions available

LTA Championships at The Queen's Club (Aug 2024 – Jul 2025, 12-month FTC)

Responsible to	Event Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ (with the requirement to work from the office at least 4 days per week, and on-site at Queen's Club and other LTA tournament venues as required)
Salary	up to £31,000 per annum 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 Event Coordinator will play a vital role in delivering the LTA Championships and support the Events Team at other designated tournaments within the international calendar, as required.

Key Accountabilities

Planning Phase

- Assist the Events Team with pre-tournament administration, operations and logistics ensuring the LTA Championships is delivered on time, budget and in line with sport specific technical requirements and specifications.
- Support the Event Team with the preparation of event specific documentation, including operational plans, briefing notes, and daily run sheets, ensuring all information is accurate and presented in a professional manner.
- Provide efficient administrative support to the wider team as required, to include but not be limited to, organising wider team meetings, creating presentation material, distributing agendas, and writing minutes.
- Attend ad hoc site visits to support with planning of the tournament.
- Support the Event Manager with specific projects to include accreditation, wayfinding & branding workforce management, player services, catering and on-site activations.
- Take individual responsibility for pieces of work, using your initiative to find solutions and integrating this into the overall team planning process.
- Communicate effectively with contractors and suppliers to ensure event logistics and operations are accurately scoped and procured, achieving cost efficiencies through effective negotiations.



- Work collaboratively with colleagues from the wider Major Events department to adopt consistent ways of working and supporting other teams with projects if required.
- Create positive working relationships with LTA internal departments, including digital, brand marketing, commercial and regional teams to support with effective tournament delivery.
- Take responsibility for updating the tournament website and managing tournament inboxes and be the lead on liaison with the customer support team on any queries that arise, dealing with all communication in a professional, courteous, and timely manner, providing efficient customer service to all queries received.
- Lead on the procurement of all ad hoc requirements to include stationary, player gifts and equipment.
- Support the Event Team in planning and delivering key schedules and delivery tools used during the build and break phase.
- Deliver the areas outlined above but also take on additional projects as directed.
- Support the Event Manager with the necessary training & guidance for temporary event personnel.
- Responsible for assisting the Event Manager in managing designated budgets for the specific operational projects outlined above, ensuring that costs are challenged and negotiated with suppliers to deliver best value for money.
- Ensure that any unexpected expenses are flagged in advance and impact reduced as far as possible via practical problem solving.
- Work closely with the Team to identify efficiencies, innovation and growth opportunities while ensuring the event and commercial objectives are supported and met.

Tournament Phase (May – July 2025)

- To be based on site at the Queen's Club from the start of the build (early May) through to the end of the derig (mid-July). There will be evening and weekend working through this time, especially through the live tournament period which you will be expected to work.
- Maintain comprehensive records of processes, contacts, details of recommendations for the following year to ensure a continuation of knowledge, whilst supporting with the post event reporting procedure.
- During tournament time you will be allocated a specific role which may be either Accreditation Supervisor or Event Office Supervisor. Prior to the tournament you will undertake preparation being the lead person for this function during the tournament period.

General Requirements

- Liaise with internal and external stakeholders as required in the delivery of this role.
- Provide outstanding customer service to tennis stakeholders and visitors, responding quickly with true personal ownership and responsibility in a world class working environment.
- Be an ambassador for the new vision of the LTA both internally and externally communicating and promoting the vision and direction of the LTA with passion.

- Build, manage and maintain strong inter-departmental relationships and communication within the organisation and work in partnership with other team members.
- Work collaboratively with colleagues from the wider Major Events department to adopt consistent ways of working and supporting other teams with projects if required.
- Support the Major Events department at other designated tournaments within the international calendar, as required & time allows.
- Use initiative to make suggestions to improve the working situation within own area of work and the LTA as a whole.
- Cooperate with measures introduced to ensure there is Equality of Opportunity.
- Comply with all aspects of the LTA's Health and Safety Policy and arrangements.

Person Specification

Previous Experience of:

Knowledge and understanding of event management, plus a minimum of six months experience of delivering events.	<i>Essential</i>
Working effectively and collaboratively with a range of internal and external stakeholders.	<i>Essential</i>
Demonstrating exceptional personal communication skills with proven ability to build and maintain effective relationships and communicate with people at all levels with a high level of diplomacy and professionalism.	<i>Essential</i>
Extremely strong organisational, prioritisation and time-management skills with a high level of attention to detail.	<i>Essential</i>
Highly motivated and resilient with the ability to remain calm under pressure, with initiative to anticipate and proactively solve issues.	<i>Essential</i>
Experience of flexible working with ability to vary work patterns and prioritise tasks to meet the changing needs of the team as and when required.	<i>Essential</i>

Knowledge, Training & Qualifications:

Knowledge of UK sporting/event landscape & the international tennis landscape.	<i>Desirable</i>
Advanced IT and keyboard skills and knowledge of MS Office Applications (Word, Excel, and PowerPoint).	<i>Essential</i>

Personal Attributes:

<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:

- 25 days annual leave
- Annual award extra 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
- 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, 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. Whether you are based at our National Tennis Centre, Nottingham Tennis Centre or out in our regions - we champion equality and strive to reflect the UK's diversity in all our appointments.

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