Performance Operations Coordinator

Responsible to	**Performance Operations Manager**
Location	**National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ**
Salary	**Up to £30,000 per annum (pro rata) depending on experience**
Contract Type	**This is a fixed term contract from 4th January 2027 – 7th May 2027**

About the Role

The LTA's vision is 'Tennis Opened Up' and its mission is the transform communities through tennis by making it welcoming, enjoyable and inspiring to everyone. We have a similar approach to developing and promoting padel, one of the fastest growing sports in Britain.

The Performance Operations Coordinator will provide day to day support to the Performance Operations Team in order to provide world class support to the Performance Directorate, players, coaches and stakeholders where required. The Performance Operations Team plays a key role in supporting the Men's, Women's, Wheelchair Performance Pathway (WCPP) and National Performance Pathway (NPP) Teams to deliver the LTA performance mission to 'make Great Britain one of the most respected tennis nations in the world for player development' and achieve our strategic objectives.

Our Support to You

When applying for our roles, you will be asked as part of our application process if you require any adjustments or support during the recruitment process. Adjustments could include extra time for assessments, interview questions in advance, alternative formats for materials or wheelchair access. Any information you provide will be treated in confidence and only used to make sure you have the best possible experience with us.

Key Accountabilities

Providing Support to the Performance Team:

- Provide operational and logistical support to the National Performance Pathway and Men's and Women's teams. This will include organising travel, accommodation and certain administrative tasks including processing expenses, raising purchase orders, processing invoices, liaising with the LTA travel agent and taking minutes at team meetings.
- Coordinate on all matters surrounding branded team kit for the Performance team and GB teams. This includes liaising with supplies, maintaining accurate records, processing orders and building relationships with sponsors.
- Provide support to key projects as identified by the Performance Director, senior managers or Performance Operations Manager from time to time.

Support the delivery of the funding and support programmes (incl. Pro Scholarship Programme (PSP), Pro Transition Programme (PTP) and the International Junior Grant and National Junior Grant (IJG & NJG)):

- Monitor, track and process specified funding initiatives for players on the PSP, PTP, IJG, NJG and players claiming via the tournament bonus scheme (TBS), junior grand slam grants and travel grants.
- Be responsible for organising junior activity including trips and camps such as the Junior Billie Jean King Cup, Junior Davis Cup, European Team Championships, the European individual Championships and all U12 – U18 official trips. This will include all logistical preparation (to include sending invites, monitoring responses, hotel, travel and facility bookings etc) to ensure British teams are optimally prepared to compete and perform.

General Support:

- Support the Performance Operations Manager in ensuring all selections for all pathway activities are recorded, made in line with the policies and communicated effectively.
- Provide support to key projects as identified by the Performance Director or Performance Operations Manager from time to time.
- Administer the weekly nomination processes for Tennis Europe and ITF Junior circuit events to endorse national players and coaches for overseas tournaments. This involves using the online Tennis Europe nomination process and submitting official letters by the relevant deadlines.
- Process the Men's and Women's Team wild card applications in line with ITF/WTA eligibility requirements and to ensure up to date records are maintained.
- Abide by and ensure adherence by the performance staff to all performance policies in place and where appropriate review policies to ensure they are always up to date.
- Ensure the relevant pages on the LTA website and private player website are current and work with the wider performance team to update them as necessary.

Person Specification

Previous Experience of:

Experience using Agresso and booking systems, e.g. travel bookings or similar.	*Essential*
Excellent communication skills with the ability to liaise and communicate with people at all levels inside and outside of an organisation.	*Essential*
Strong stakeholder management skills and ability to work well cross-functionally.	*Essential*
Good project management skills and ability to deal with ambiguity.	*Essential*
Able to work effectively alone and manage themselves on a day to day basis.	*Essential*
IT literate with excellent written, verbal, presentation and communication skills.	*Essential*
Interested in Performance Operations and everything behind what makes Tennis and Padel tick.	*Essential*

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 with 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

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"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 inequal 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."
