

Qualifications Administrator

Responsible to	Head of Education & Qualification Pathways
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ (with the requirement to work from the office at least 3 days each week, including Mondays)
Salary	up to £27,500 per annum 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 Pathways Team is a subsidiary of the Coach and Official Development and Support Team, which services the educational needs of coaches and competition officials via qualifications and face to face continuous professional development (CPD) courses.

Working in a dynamic team with a wide network of stakeholders, coaches, and coach education organisations - both internal and external - this role is customer facing and will require day-to-day contact primarily with coaches and also coach education providers.

Key Accountabilities

- Support the Pathways Team with administration support across a range of projects, including supporting the Coach Development Centre network, External Quality Assurance processes, and centralised Assessments.
- Support and administration for CDC administrators, including learner queries, LTA Learn related support, monthly summative assessment outcomes, quarterly learner satisfaction and general qualification support requests.
- Complete the monthly business dashboard.
- Administer training and monthly support webinars for the CDC network, monthly communications, as well as the CDC mid and end of year review processes.
- Administrative support for quality assurance programme including managing a calendar of support visits, reporting collation, distribution of reports to CDC partners and associated invoicing and purchase orders.
- Provide administration support for our inclusive grants programme and license fees.
- Provide administration support for centralised video-based assessments including tracking invoices and raising purchase orders.
- Support the administration and operational delivery of key educational events that are delivered by LTA.
- Support on operations for Senior Coach, Master Coach, and Tutor Training delivery including sourcing and booking of venues, catering, tutors and travel.
- Administer booking of venues, tutors and equipment for pilot qualifications and CPD run by the LTA.
- General administration support for Pathways/Coach and Officials Development and Support teams.
- Support with raising purchase orders and invoicing and general expense processing.

- Support with travel bookings and accommodation for key events and courses.
- Support with general administration within the Pathways team and across the Coach and Official Development and Support team, including arranging strategic meetings, focus groups, and other events.
- Work with the Safeguarding Team to ensure that safeguarding and welfare is promoted and embedded within the Coach Education and Qualification Pathways to make the sport safer for children and adults at risk.

Person Specification

Previous experience of:

Working with a range of external partners.	<i>Essential</i>
The ability to administer multiple projects at once in a busy team.	<i>Essential</i>
Communicate effectively and diplomatically to customers.	<i>Essential</i>
Working to provide administrative support of coordinated events.	<i>Desirable</i>
Working in a sports-related field, preferably tennis.	<i>Desirable</i>

Knowledge, Training & Qualifications:

Excellent MS Office skills, with high levels of attention to detail.	<i>Essential</i>
Strong admin, time management and prioritisation skills.	<i>Essential</i>
Educated to degree level, or equivalent.	<i>Essential</i>

Personal Attributes (Our Values)

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"> • 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.
Integrity	<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. • Commitment to promoting and upholding the highest standards of safeguarding for children and adults at risk.
Passion	<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.
Excellence	<ul style="list-style-type: none"> • Always aims to achieve the best possible outcome. • Develops plans based on best practice 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.

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."
