

Operations Support Manager – Lexus Nottingham Tennis Centre

Responsible to **Operations Manager**

Location **Lexus Nottingham Tennis Centre, University Boulevard, Nottingham, NG7 2QH**

Salary **£32,700 per annum**

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.

As Operations Support Manager you will lead and inspire a team to deliver a world class customer experience at Nottingham Tennis Centre. Leading from the front you will manage the team to deliver a best-in-class service ensuring every visit is a memorable one.

This is a diverse role providing lots of opportunities to develop yourself and manage across different areas of the business, whether that be developing your team members to be the best version of themselves, engaging with key partners to deliver major events or managing day-to-day operations, you will play a key role in positioning Nottingham Tennis Centre as a truly world class facility.

Key Accountabilities

Duty Management

- As shift manager you will ensure day to day issues are dealt with and be the first point of contact for finding solutions for customer requests, enquiries or complaints.
- You will deliver an exceptional customer service through the supervision and direction of staff. You will act as a positive role model to the team by always delivering the highest of standards.
- You will undertake the day to day supervision of the facility team, working within policy and procedures. Ensuring the highest standards of Health and Safety, Cleanliness and Customer care.
- Take ownership of problems and difficult situations and resolve these promptly and effectively.
- To manage and develop your allocated area of the business including working towards financial targets.
- To assist in the set up and delivery of events and competitions as required.
- Flexibility to work shifts as part of a rota, inclusive of early mornings, evenings and weekends, across a seven-day operation. To be available for "24 hour call out" as and when required, and to act as a key holder for the premises.
- To take responsibility and manage the day to day relationships with contractors ensuring all works are complete to the required standards.
- Ensure security of all monies and banking procedures are completing accurately, ensuring financial regulations are adhered to and any discrepancies are investigated and reported.
- Ability to use IT software in the business.
- To take responsibility for the attendance and timekeeping of staff, carrying out return to work interviews and to take effective action on poor punctuality and performance as required.

People Management

- Support the recruitment, supervision and development of a team to support the operation of the centre.
- Manage all rotas, holiday and sickness for your allocated team.
- Coordinate training for your team to enable them to develop in their roles.

Operations

- Ensure that the facility is clean, safe and operating to a 5* standard each shift.
- Ensure that all maintenance issues are reported promptly and followed up where necessary.
- Ensure that all relevant health and safety audits and checks are completed as required.
- Organise stock control of cleaning materials and reorder as required.
- Lead and deliver an on-going planned deep cleaning regime.
- Effective use and training of all machinery necessary.
- Assist in supporting the smooth operation of the carpark, during busy periods.

Person Specification

Previous Experience of:

Demonstrable experience within a sports environment incorporating all aspects of customer service, facilities and health and safety.	<i>Desirable</i>
Supervising and leading a team.	<i>Essential</i>
Recruiting and developing a high performing team.	<i>Essential</i>
Operational facilities supervision/management.	<i>Essential</i>

Knowledge, Training & Qualifications:

COSHH training.	<i>Essential</i>
First Aid qualification.	<i>Essential</i>
Manual Handling.	<i>Essential</i>
Microsoft office skills.	<i>Essential</i>

Personal Attributes (Our Values)

<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.• Commitment to promoting and upholding the highest standards of safeguarding for children and adults at risk.
<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.

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."
