

## Customer Support Specialist

(Temporary contract, ASAP - Friday 31<sup>st</sup> July 2026)

<b>Responsible to</b>	<b>Customer Support Manager</b>
<b>Location</b>	<b>National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ (with the requirement to work from the office daily, Monday to Friday)</b>
<b>Contract Type</b>	<b>This is a Flexible Talent Bank assignment from early May until Friday 31<sup>st</sup> July 2026.</b>
<b>Working Hours</b>	<b>35 hours per week (in-person at the National Tennis Centre, no remote working)</b>
<b>Rate of Pay</b>	<b>£15.07 per hour</b>

### About the Role

The LTA's Customer Support Team is an integral part of our business, playing a crucial role in supporting a wide range of tennis customers and colleagues by delivering high quality customer-centric support.

As a team Specialist you will support and deliver new ways of working to achieve significant change through efficient and effective customer support solutions both internally and externally.

- This a temporary contract starting from early May until Friday 31<sup>st</sup> July 2026
- Please note, the application window for this role closes on Sunday 3<sup>rd</sup> May 2026.
- Successful applicants will be invited to interview in-person at the National Tennis Centre on Thursday 7<sup>th</sup> May 2026.

### Key Accountabilities

#### Quality and Continuous Improvement

- Support working with the rest of the business to ensure that we provide a high-quality customer experience through enabling comprehensive self-service for the customer wherever possible, and rapid resolution of issues where it is not.
- Using Salesforce and other tools to work seamlessly across the Participation Directorate and the wider business to help make systems as efficient as possible. Always seeking to improve the way in which we do things, including coaching team members as required.
- Play an active role in improving the collation and understanding of management information and data in relation to team performance against customer focussed objectives and KPIs, using that information to improve personal and team performance.

## **Service Delivery**

- Be a champion within the team for ensuring we collectively work in a customer-centric way to achieve individual and collective team service levels and key performance indicators.
- Provide a great customer experience and be an ambassador of our LTA brand, vision, and mission to others, helping us to achieve Tennis Opened Up by positively promoting our service in a truly inclusive and diverse way.
- Work with the Customer Support Manager as required, to provide effective support to teams across the LTA in building and delivering new customer-centric business processes which enable a significant reduction in direct customer contact time and deliver against their Dashboard objectives.

## **Personal Responsibility and Development**

- Develop and maintain a deep understanding of our LTA programmes and initiatives in order to effectively troubleshoot and problem solve issues affecting customer experience.
- Build and maintain a solid understanding of internal systems and processes to enable effective handling of customer issues, while identifying any areas where more efficient options may exist for resolving them.
- Have a broad understanding of the LTA website, our digital resources and where information can be found to support customer queries and enable them to resolve issues themselves wherever possible.
- Lead yourself and other team members as required in both personal career development and enhancing the skills required to be effective in the role.

## **Person Specification**

- Proficient in I.T
- Have good levels of customer service
- High levels of attention to detail
- Good time management skills

**Apply now!**