

## **Ticket Support Manager (27th April - 10th July 2026)**

<b>Responsible to</b>	<b>Ticketing Delivery Manager</b>
<b>Location</b>	<b>National Tennis Centre, 100 Priory Lane, Roehampton, London, SW15 5JQ and onsite at our event locations during tournament delivery</b>
<b>Salary</b>	<b>£17.40 per hour</b>
<b>Working Hours</b>	<b>9:00am – 5:00pm whilst based at the National Tennis Centre</b> <b>8:45am – 6:45pm daily whilst onsite at our major events</b>

### **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.

As a Ticket Support Manager, you'll assist in all aspects of on-site day-to-day operations for the Ticketing and Event Planning and Delivery teams.

You will lead from the front championing our grass court events and on-site ticket operations. You will provide a customer-friendly ticket experience for all tennis fans attending our grass court events. You will be an innovative problem solver with strong communication and collaboration skills. Exceptional attention to detail and task management capabilities are essential to ensure the customer receives exceptional service.

We're looking for two Ticket Support Managers who will be based at the National Tennis Centre from Monday 27<sup>th</sup> April, and then be deployed onsite to deliver our Major Events at:

**Lexus Birmingham Open (29th May - 7th June 2026) and Lexus Nottingham Open (12th - 21st June 2026)**

**Lexus Ilkley Open (6th June - 14th June 2026) and Lexus Eastbourne Open (19th June - 27th June 2026)**

This role is predominantly based out of National Tennis Centre, and costs incurred for accommodation and travel to and from our event locations will therefore be covered via our expenses policy.

### **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.

## About our Major Events

### Lexus Birmingham Open

The Lexus Birmingham Open is held at the Edgbaston Priory Club and is a WTA 125 event. The Lexus Birmingham Open has become a major source of inspiration for tennis lovers, a testing ground for athletes, and a badge of pride for the Edgbaston Priory Club in the place where lawn tennis began.

### Lexus Nottingham Open

The Lexus Nottingham Open was originally known as the Nottingham Championships or Nottingham Lawn Tennis Tournament, running from 1887–1967. After being discontinued in 2008, it was then brought back in 2011 to the ATP Challenger Tour and ITF Women's Circuit. It was briefly re-established as an ATP World Tour 250 event on the men's tour in 2015 and 2016, before returning to a Challenger event in 2017. Since 2015 it has been an international event on the women's tour and is part of the British grass court season in the run up to the Wimbledon Championships.

### Lexus Ilkley Open

The Lexus Ilkley Open is one of the highlights of the summer grass court season with world-class tennis. The Ilkley Open was a grass court tennis event founded in May 1885 as the Ilkley Tournament.

### Lexus Eastbourne Open

Held since 1974, Lexus Eastbourne Open is classified as ATP 250 and WTA 250 series. The tournament is played on outdoor grass courts and takes place before Wimbledon Championships. Played at Devonshire Park, Eastbourne is an event steeped in history and has welcomed some of the world's greatest tennis talent onto its courts, watched on by thousands of tennis fans and spectators every year. Devonshire Park first opened its doors to the public as early as 1874, when it was intended as a cricket ground, but tennis was gaining in popularity and won the rights to be claimed as a tennis ground.

## Key Accountabilities

- Serve as the main point of contact for Ticket Support Operators on-site.
- Lead the on-site ticketing team, providing support and direction where required.
- Assist customers directly during the event.
- Have a deep understanding of the LTA ticketing platform so queries can be dealt with in an efficient and timely manner.
- Troubleshoot ticket sales and scanner issues as they arise.
- Manage ticket inventory and allocations during event days.
- Process requests for customer, business, sponsorship, and key stakeholder ticketing requirements.
- Run regular and final attendance numbers, communicating with Event Managers, the Tournament Director, Health and Safety Manager and LTA ticketing team.
- Have, and maintain, a broad understanding of the LTA grass court calendar and events, and where information can be found via the LTA website and app to support customer queries and enable them to resolve enquiries themselves wherever possible.
- Liaise with Event Managers regarding delivery of ticketing equipment across the grass court season.
- Assist with internal ticketing requests before and during the grass court season.
- Assist with thermal ticket delivery for LTA stakeholders.

## Personal Attributes (Our Values)

<b>Inclusion</b>	<ul style="list-style-type: none"><li>• I make people feel welcome.</li><li>• I recognise the power of our differences.</li><li>• I create a safe environment.</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• A collaborative colleague capable of working in partnership with a wide range of stakeholders to enable talented young players to thrive.</li><li>• An excellent listener who understands the perspectives of coaches, parents, and players.</li></ul>
<b>Integrity</b>	<ul style="list-style-type: none"><li>• Sets high personal standards of professionalism and performance.</li><li>• Acts with fairness and transparency, seeking advice and collaboration when managing challenging situations.</li></ul>
<b>Passion</b>	<ul style="list-style-type: none"><li>• Highly motivated to create fun, positive, and excellent environments for young players to develop.</li><li>• An inspiring presence capable of engaging children, coaches, and parents alike.</li></ul>
<b>Excellence</b>	<ul style="list-style-type: none"><li>• Committed to continuous personal improvement and professional learning.</li><li>• Seeks to raise standards of delivery, coaching practice, and player experiences across the 10U network.</li></ul>

## 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 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."*

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