

Hospitality Coordinator (27th January 2025 – 8th August 2025)

Responsible to	Hospitality Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ (with the requirement to work from the office a minimum of three days per week, and at other tournament venues as required)
Salary	Up to £30,000 per annum (pro rata) 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 Commercial and Operations Directorate is responsible for the development and delivery of the LTA's programme of international events. These events enable us to increase the visibility of our sport, drive participation and open tennis up to new and existing audiences.

Sitting within the Ticketing and Hospitality Team, the Hospitality Coordinator will play a key role delivering first class hospitality and premium experiences to ticketed public, key partners, stakeholders and counties. Their responsibilities include the specification, sales process management and on-site delivery of premium experiences across the LTA's event programme.

Please note, this role is a fixed term contract from 27th January 2025 – 8th August 2025.

Key Accountabilities

Event Delivery

- Support the Hospitality Manager in the completion of admin, pre-event preparation, operational tasks.
- Lead the on-site hospitality delivery at Eastbourne and Wimbledon.
- Lead on ensuring LTA rights delivery at Birmingham.
- Support event delivery for hospitality on Queen's (if required) and Billie Jean King Cup events.
- Support the delivery of partners hospitality activations on all tournaments.
- Liaise with staff, and internal and external stakeholders to ensure successful hospitality activations and delivery.
- Support on the delivery of surplus events in support of the LTA Tennis Foundation.
- Must be available from 2nd June to 18th July 2024 inclusive to work across our summer events (including weekends/evenings).

Team Admin

- Support the Hospitality team via tracking of invoices and purchase orders for all events.
- Work closely with marketing teams to ensure branding and collateral are approved and produced in accordance with player contracts and brand guidelines.

Person Specification

Previous Experience of:

Knowledge of the event hospitality industry.	<i>Essential</i>
Experience working on live events (preferably on-site experience at sporting events).	<i>Essential</i>
Working effectively and collaboratively with a range of high level internal and external stakeholders.	<i>Essential</i>
Willingness to travel and work non-standard hours over sustained periods to support on the ground event delivery.	<i>Essential</i>

Knowledge, Training & Qualifications:

Excellent IT skills, including knowledge of Outlook and MS Office.	<i>Essential</i>
Understanding of current UK Food Hygiene and health and safety obligations.	<i>Desirable</i>

Personal Attributes:

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 and 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.
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 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.

Our Benefits

We are proud of the range of benefits we can provide:

- 25 days annual leave
- Annual award extra leave
- Pension
- Life assurance
- Reimbursement of eye tests
- Long service awards, plus monthly and annual colleague awards
- Private Medical & Health Insurance

- Free onsite gym & use of the Tennis & Padel courts
- Cycle to Work Scheme
- Enhanced maternity, paternity, adoption, and shared parental leave
- Free mental health first aider support
- Colleague ticket offer
- Annual Bonus Scheme
- Free parking & bike racks
- Retail discounts
- Training & Development
- Summer and Christmas party
- Free tea and coffee provided daily
- Electrical vehicle charging points
- Staff lockers
- 30% discounts in our café
- Social activities including Tennis Tuesdays, Padel Wednesdays, Football Thursdays, all colleague days, cycling club, running club etc.

Our Culture

The LTA, through its vision 'Tennis Opened Up', is committed to creating a diverse environment where all colleagues feel included and a strong sense of belonging. We are proud to actively invite applications from all candidates who meet the essential criteria and can work in the UK. We commit that everyone will receive equal consideration for employment irrespective of your ethnicity, religion, sex, gender reassignment, sexual orientation, age, any disability, marital or civil partnership status, and pregnancy or maternity status.

We particularly welcome applications from:

- *People from ethnically diverse communities*
- *Deaf and disabled people*
- *Members of the LGBTQ+ community*
- *People with lived experience of the UK's many and varied communities*

The LTA Tennis Foundation is a new tennis charity that partners with brilliant people and organisations to improve lives through tennis. It shares the LTA's vision of 'Tennis Opened Up', and it wants to use our sport to make a real difference to people across the whole country. All LTA colleagues have the chance to get involved with the LTA TF, with some directly involved in delivering and leading its work.

To truly deliver our vision of 'Tennis Opened Up', we believe it is critical that the LTA plays our part in contributing to a healthier and more sustainable society. We want to grow tennis in Britain, but do so in a responsible way, protecting and supporting the environment and working with everyone in the sport to tackle our climate impacts. We are committed to ensuring a lasting future for tennis in Britain, and our Environmental Sustainability Plan sets out how we will do this.

Find out more here:

- [Life at the LTA](#)
- www.lta.org.uk/sustainability