Event Assistant – Lexus Nottingham Open / Lexus Eastbourne Open

Responsible to	**Event Manager**
Location	**National Tennis Centre, Roehampton and on-site during the tournament period at the designated tournament venue, and at other LTA venues as required**
Salary	**Up to £29,000 per annum pro rata depending on experience**
Contract Type	**Fixed Term Contract from 11th January 2027 until 30th July 2027**

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 Event Planning and Delivery team are responsible for delivering the LTA's programme of Major Events, driving visibility and enjoyment to new and existing audiences. The Event Assistant will play a vital role in planning and delivery of the 2027 Grass Court Season, and may support the wider department at other designated tournaments within the international calendar, as required.

We are currently recruiting for two roles to support with the planning and delivery of the Lexus Nottingham Open and Lexus Eastbourne Open.

During the tournament period, these roles will be required to work onsite at the tournament venues with the Event Planning and Delivery team for a continuous period from approximately 10 days prior to the event until the Tuesday after the completion of the event (so, circa 20 continuous days).

Key Accountabilities

- Assist the Events team with pre-tournament administration, operations and logistics ensuring the tournament is delivered on time, within budget, and in line with sport specific technical requirements and specifications.
- Support the Events team with the preparation of event specific documentation, including operational plans, briefing notes and daily run sheets, ensuring all information is accurate and presented in a professional manner.
- Provide efficient general administrative support to the wider team as required, to include but not be limited to, generating and tracking purchase orders and invoices, organising meetings, creating presentation material, distributing agendas, and writing meeting minutes.
- Support the Events team with specific tasks in relation to workforce, accreditation, transport, player services, furniture & equipment, build & break management.
- Attend ad hoc site visits to support with planning of the tournament.
- Communicate effectively with contractors and suppliers to ensure event logistics and operations are accurately scoped and procured, achieving cost efficiencies through effective negotiations.
- Create positive working relationships with LTA internal departments, including digital, brand marketing, commercial and regional teams to support with effective tournament delivery.
- Support with updating websites associated with the tournament for example spectator and resident information.

- Manage tournament inboxes and be the lead liaison with the Customer Support team on any queries that arise, dealing with all communication in a professional, courteous, and timely manner, providing efficient customer service to all queries received.
- Coordinate the procurement of ad hoc requirements and equipment.
- Maintain comprehensive records of processes, contacts, details of recommendations for the following year to ensure a continuation of knowledge, whilst supporting with the post event reporting procedure.
- Deliver the areas outlined above but also take on additional projects as directed.

General Requirements

- Liaise with internal and external stakeholders as required in the delivery of these roles.
- Provide outstanding customer service to tennis stakeholders and visitors, responding quickly with true personal ownership and responsibility in a world class working environment.
- Be an ambassador for the vision of the LTA both internally and externally communicating and promoting the vision and direction of the LTA with passion.
- Build, manage and maintain strong inter-departmental relationships and communication within the organisation and work in partnership with other team members.
- Work collaboratively with colleagues from the wider Major Events department to adopt consistent ways of working and supporting other teams with projects if required.
- Support the Event Planning and Delivery department at other designated tournaments within the international calendar, as required & time allows.
- Use initiative to make suggestions to improve the working situation within own area of work and the LTA as a whole.
- Cooperate with measures introduced to ensure there is Equality of Opportunity.
- Comply with all aspects of the LTA's Health and Safety Policy.

Person Specification

Previous Experience of:

Knowledge and understanding of event management, ideally with a minimum of 6 months of experience working in events.	*Desirable*
Working effectively and collaboratively with a range of internal and external stakeholders.	*Essential*
Demonstrating exceptional personal communication skills with proven ability to build and maintain effective relationships and communicate with people at all levels with a high level of diplomacy and professionalism.	*Essential*
Extremely strong organisational, prioritisation and time-management skills with a high level of attention to detail.	*Essential*
Highly motivated and resilient with the ability to remain calm under pressure, with initiative to anticipate and proactively solve issues.	*Essential*
Experience of flexible working with ability to vary work patterns and prioritise tasks to meet the changing needs of the team as and when required.	*Essential*

Knowledge, Training & Qualifications

Knowledge of UK sporting/event landscape & the international tennis landscape.	*Desirable*
Advanced IT and keyboard skills and knowledge of MS Office Applications (Word, Excel and PowerPoint).	*Essential*

Personal Attributes (Our Values)

Inclusion	• I make people feel welcome. • I recognise the power of our differences. • I create a safe environment.
Teamwork	• I collaborate well across teams. • I actively listen to others. • I actively offer to help others.
Integrity	• I act with honesty and respect. • I take responsibility for my actions. • I am dependable.
Passion	• I approach things in a positive mindset. • I motivate and energise others. • I take pride in my work.
Excellence	• I am ambitious and want to exceed expectations. • I want to learn more to improve. • I am adaptable to change.

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 inequal 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."