

Customer Support Specialist – FTC until 31st March 2027

Responsible to	Customer Support Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ
Salary	Up to £30,160 per annum pro rata depending on experience
Contract Type	Fixed Term Contract until 31st March 2027

About the Role

The LTA's vision is 'Tennis Opened Up' and its mission is the transform communities through tennis by making it welcoming, enjoyable and inspiring to everyone. We have a similar approach to developing and promoting padel, one of the fastest growing sports in Britain.

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.

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.

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 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 focused objectives and Key Performance Indicators, 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 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 business 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

Previous Experience of:

Proficient in IT, comfortable adapting to and working with new systems.	<i>Essential</i>
Strong experience of delivering an excellent standard of customer service.	<i>Essential</i>
A track record of working accurately, with a high level of attention to detail.	<i>Essential</i>
Effective time management skills and the ability to work at pace.	<i>Essential</i>
Knowledge of, and interest in British tennis and the sporting landscape in the UK.	<i>Desirable</i>
Flexibility to work in evenings and at weekends, if the role were to require it.	<i>Desirable</i>

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 with 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](#)

"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."
