

General Assistant - University Placement Year

Responsible to	Operations Support Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ (with the requirement to work onsite daily)
Salary	£13.85 per hour
Contract	Flexible Talent Bank Assignment from the 1st Sept 2025 – 31st Aug 2026
Working Pattern	Up to 35 hours per week, flexible over a 7 day period (rota basis)

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 for everyone.

The General Assistant plays a key part of the team in supporting the Operations Team's delivery at the NTC, ensuring excellence in service, aligned with the new standards and vision of the NTC.

The General Assistant is responsible for presentation standards within the centre and its grounds, assisting with the daily running of the NTC and the delivery of setup logistics for meetings, functions, and events. This will eventually lead onto duty manager training and potentially running the building on a daily basis.

Key Accountabilities

- As part of the Operations team, you will be responsible for assisting where needed the cleaning of our accommodation suites; by cleaning bedrooms and bathrooms to a '5-star' standard, providing clean towels and ensuring our guests have a great experience. Providing clean changing rooms and toilet facilities for NTC users; ensuring that surrounding corridors are clean and communal areas are clear of litter and debris.
- Ensuring that the training and rehabilitation facilities are clean, such as the performance gym, the lower gym, the medical suite, and the ice baths.
- Providing a clean office area for the LTA colleagues; Ensuring kitchenette areas are clean and tidy for constant use.
- Taking part in weekly deep cleans of the building, being responsible for areas of focus as agreed by the duty manager.
- Ensuring all meeting rooms, functions and events are set-up as required and presented with excellence, working in partnership with the Catering Team where appropriate.
- Assisting your line manager in stock checks and reporting when products are needed before they run out.
- Assisting the Maintenance Team in repair and upkeep of the facility.
- Being responsible for waste management by ensuring waste areas are kept clean.

- Maintaining health, safety and security in the workplace and complying with company procedures and guidelines by carrying out site inspections as part of our Brand Standards Audits and being involved in creating subsequent action plans.
- Taking part in weekly meetings to develop the team and engage in training and activities to boost team morale.
- Once experience is gathered of the building and daily operation, Duty Manager training will be required to lead the Operations Team on day-to-day shifts, varying between mornings, evenings and weekends.
- Assist the management team with ongoing and new projects, as well have a hand in collaborating with other operational departments within the LTA to enhance and develop the stakeholder experience at the NTC.
- Become proficient in front of house duties including reception, delivery duties and daily communication to other departments.
- Health and Safety training relevant to operating the building daily and support the team in implementing processes.
- Will be trained on a 3 day First Aid course.
- Take an active role in our court maintenance. Our clay courts need scheduled maintenance and repair during the season March to May. Training on clay court maintenance will be essential.
- Take an enthusiastic role in supporting the grounds team to ensure rain covers are being used on the grass courts.

Person Specification

Previous Experience of:

Proven experience in similar roles or facilities.	<i>Essential</i>
Being able to work individually and as part of a team.	<i>Essential</i>
Good verbal and written communications skills in line with job requirements.	<i>Essential</i>
Ability to prioritise tasks and use initiative to seek improving the facility.	<i>Essential</i>
Accuracy and attention to detail to meet challenging deadlines.	<i>Essential</i>
Ability to work on a flexible working pattern as part of a shift rota.	<i>Essential</i>
Build effective relationships at all levels to support and motivate other team members.	<i>Desirable</i>
Understanding of customer care in meeting service requirements.	<i>Desirable</i>
Knowledge and understanding of safe working practices.	<i>Desirable</i>

Knowledge, Training & Qualifications:

COSHH training	<i>Desirable</i>
First Aid training / qualified or willingness to undertake training	<i>Desirable</i>
Manual handling training	<i>Desirable</i>

Personal Attributes:

<i>Inclusion</i>	<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.
<i>Teamwork</i>	<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 & externally.• Always prepared to work collaboratively.
<i>Integrity</i>	<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.
<i>Passion</i>	<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.
<i>Excellence</i>	<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:

- Retail discounts from our partner brands
- Free use of our Gym, Tennis & Padel courts and access to various sporting clubs upon joining
- Priority access to our colleague ticket offers for all LTA Major Events, including Wimbledon
- Pension (up to 10% contribution from employer)
- Free parking & bike racks at the National Tennis Centre, plus electric vehicle charging points
- Staff lockers and discount on all food purchased at our Deuce Café
- Social activities all year round which encourage you to get to know your fellow colleagues

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

