

Customer Service Advisor – Oct 2026 until end of Feb 2027

Responsible to	Customer Services Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ
Salary	£14.80 per hour
Contract	Flexible Talent Bank Assignment from 1st Oct 2026 to 28th Feb 2027
Working Pattern	8 hours per week, 4 hour shifts, typically 4:00pm – 8:00pm on Saturdays and Sundays but subject to change (rota basis)

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 Customer Service Advisor team are responsible for delivering a positive 24/7 experience to all National Tennis Centre (NTC) users, being on hand to welcome Visitors and Colleagues, supporting queries and exceeding expectations by providing a tailored 5* experience, promoting our vision and mission.

Key Accountabilities

Customer Service

- Provide a truly exceptional customer service experience to all.
- Provide 5* welcome, meet and greet service, actively engaging with visitors to encourage utilisation and repeat visits.
- Act as a liaison at check in for all activities.
- Resolve customer complaints and queries in a positive and timely manner, escalating issues when required.
- Anticipate the needs of all visitors, going beyond the call of duty to establish exceptional service levels.
- Be actively engaged with visitors, learning more about the people who visit, building engagement and connectivity with the community.

NTC Utilisation

- Ensure presentation and cleanliness standards for Front of House are delivered to an exceptional standard.
- Act in a way that promotes the Tennis Opened Up strategy, showcasing the NTC as a destination for tennis and padel in the local community.
- Promote the use of facilities and services, in order to ensure repeat visits and drive sales.
- Be actively engaged with supporting the calendar of events, functions and activities throughout the year.
- Anticipate the needs of the team and all user groups to ensure exceptional service delivery.

General

- Ensure that maintenance and cleaning standards are delivered to an exceptional level, resolving and escalating lapses in standards as and when they arise.
- Ensure day to day issues are dealt with, including daily recording of checklists and escalating problem areas as necessary.
- Participate in activities across the NTC, including post room duties, stationery orders, mail, franking, printing etc.
- Support the Customer Services Manager in participating in planning for any disaster management /crisis events always ensuring continuity of business operations, including fire evacuation drills and procedures.
- Deliver procedures and standards for smooth effective operation of the NTC.
- Work to a flexible rota and across varying shifts to understand and support the seasonal demands, inclusive of evenings and weekends, across a seven-day operation.

Person Specification

Previous Experience of:

Demonstrable exceptional Customer Service / front of house delivery in a similar role.	<i>Essential</i>
Problem solving; resolving customer complaints.	<i>Essential</i>
Building relationships with colleagues and visitors alike.	<i>Essential</i>

Knowledge, Training & Qualifications:

Customer Experience trained.	<i>Essential</i>
Microsoft Office & internet skills.	<i>Essential</i>

Personal Attributes (Our Values)

<i>Inclusion</i>	• I make people feel welcome. • I recognise the power of our differences. • I create a safe environment.
<i>Teamwork</i>	• I collaborate well across teams. • I actively listen to others. • I actively offer to help others.
<i>Integrity</i>	• I act with honesty and respect. • I take responsibility for my actions. • I am dependable.
<i>Passion</i>	• I approach things with a positive mindset. • I motivate and energise others. • I take pride in my work.
<i>Excellence</i>	• 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."
