

## Event Manager (August 2024 – July 2025, 12-month FTC)

<b>Responsible to</b>	<b>Event Manager</b>
<b>Location</b>	<b>National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ</b> (with the requirement to work from the NTC a minimum of 4 days per week)
<b>Salary</b>	<b>up to £40,000 per annum depending on experience</b>

### 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 Manager will play a vital role in supporting the delivery of the calendar of International ITF World Tennis Tour, ATP Challenger, and ITF Wheelchair tournaments in Great Britain. Working with internal and external stakeholders to ensure the tournament programme best supports junior and adult players in their development, as well as supporting the wider Major Events team with key projects during the calendar year.

### Key Accountabilities

- Work closely with the Event Manager to organise and deliver a calendar of international tournaments (identified below) for junior and adult players in accordance with the competition strategy:
  - Trophy Series
  - ITF World Tennis Tour (currently known as GB Pro-Series)
  - ITF Wheelchair
- Organise and deliver one of the Trophy Series tournaments.
- Organise and deliver GB Pro-Series and International Wheelchair tournaments throughout the year, working closely with the referee, control desk, on court officials, tournament venues, hotels and suppliers.

### Operational Delivery

- Represent the LTA in external meetings with contractors and work closely with venues on the logistics for each event.
- Ensure all tournament operational requirements are delivered to the highest standard and within set timeframes for each event by employing best practice event management approaches.
- Be responsible for managing the budget for each event, ensuring that costs are challenged and negotiated with suppliers to deliver savings wherever possible.
- Maintain comprehensive records of processes, supplier contacts, details of arrangements and recommendations for the following year to ensure a continuation of knowledge.
- Work closely with the Event Manager to identify improvements (quality and cost), innovation and growth opportunities whilst ensuring that the Performance Competition Calendar objectives are supported and met.

- Provide operational and logistical support to the delivery of all international tournaments as and when required.
- Support the Major Events department at other designated tournaments within the international calendar, as required & time allows.

## Budget

- Liaise with internal and external stakeholders on the delivery of the events to ensure all are delivered in line with budget and to a high and consistent standard.
- Manage post-events reconciliation and accrual processes by working closely with the Finance Business Manager.
- Work closely with the wider team to identify budgetary savings, improvements (quality and cost), innovation and growth opportunities whilst ensuring that tournament and commercial objectives are supported and met.

## General Requirements

- 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 Central Major Events Team with future cross Tournament planning to drive consistency and collaboration.
- Follow the integrated planning processes that are being implemented across all Tournaments to ensure the LTA has consistent high standards across all areas of all events.
- Provide outstanding customer service to tennis stakeholders and visitors, responding quickly with true personal ownership and responsibility in a world class working environment.
- To build, manage and maintain strong inter-departmental relationships and communication within the organisation and work in partnership with other team members.
- To use initiative to make suggestions to improve the working situation and event operations.
- To comply with all aspects of the LTA's Health and Safety Policy.
- To 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.

## Person Specification

### Previous Experience of:

Proven experience within professional international major events, and success in a similar role with credible experience at management level.	<i>Essential</i>
Knowledge of tennis	<i>Essential</i>
Working effectively and collaboratively with a range of internal and external stakeholders.	<i>Essential</i>
Demonstrating exceptional personal communications 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.	<i>Essential</i>
Strong organisational, prioritisation and time-management skills with a high level of attention to detail.	<i>Essential</i>
Highly motivated and resilient with the ability to remain calm under pressure, with initiative to anticipate and proactively solve issues.	<i>Essential</i>
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.	<i>Essential</i>

### Knowledge, Training & Qualifications:

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

*Personal Attributes:*

<b>Inclusion</b>	<ul style="list-style-type: none"><li>• Create an environment where people feel safe and welcomed.</li><li>• Value people's differences and believe they make us stronger.</li><li>• Take the time to learn more about inclusion and remove any current or potential barriers.</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• Able to work on own initiative and appreciate the high level of accountability.</li><li>• A great leader and motivator of others.</li><li>• A great communicator both internally &amp; externally.</li><li>• Always prepared to work collaboratively.</li></ul>
<b>Integrity</b>	<ul style="list-style-type: none"><li>• A high degree of emotional intelligence and self-awareness, with the ability to adapt style to meet the needs of the audience.</li><li>• Will always suggest improvements to ways of working.</li><li>• Will be comfortable challenging groups or individuals to ensure high levels of work.</li><li>• Treats others as you wish to be treated.</li></ul>
<b>Passion</b>	<ul style="list-style-type: none"><li>• A genuine passion for people and good customer service ethic.</li><li>• Highly proactive with a 'can-do' attitude</li><li>• Hard working &amp; driven to succeed and achieve our mission.</li></ul>
<b>Excellence</b>	<ul style="list-style-type: none"><li>• Always aims to achieve the best possible outcome.</li><li>• Develops plans based on best practise and previous experience.</li><li>• Seeks support from colleagues to improve outcomes.</li><li>• Will be happy to take the more challenging route if it results in higher quality outputs.</li></ul>

## Our Benefits

### What we can offer you

*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. With our head office being based in Roehampton, London - we champion equality and strive to reflect London's diversity in all our appointments.*

*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](http://www.lta.org.uk/sustainability)