

## Groundsperson

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|------------------------|-----------------------------------------------------------------------------------------------|
| <b>Responsible to</b>  | <b>Tennis Services Manager</b>                                                                |
| <b>Location</b>        | <b>National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ</b>                   |
| <b>Salary</b>          | <b>£14.80 per hour</b>                                                                        |
| <b>Working pattern</b> | <b>Flexible Talent Bank Assignment until the end of August 2026 (up to 18 hours per week)</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.

#### **Maintenance of World Class Playing Surfaces:**

- Ensure that the day-to-day maintenance for all court surfaces and NTC grounds are delivered to a 5\* standard as required by the LTA and in line with the NTC's 'ITF Gold Standard' & LTA Brand Standards.
- Ensuring all playing facilities are prepared for stakeholder arrival and maintained during their visit.
- Supervise the effective delivery of World Class clay courts, daily Clay court maintenance and reconstruction, pre-season preparation and post season Regeneration.
- Ensure Grounds and Courts irrigation is fully operational, out of hours irrigation is automated and in hours the team are irrigating at the right times.
- Deliver an on-going planned maintenance regime including renovation for all seasons for NTC Courts & Grounds, including flower displays, weeding and garden landscaping.
- Provide daily on the ground support to ensure all courts are cleaned, maintained, and watered.
- Ensure the team maintain a tidy, safe, and secure working environment.
- Ensure safe operation of all grounds machinery & vehicles and ensure the team are competent and qualified for use.
- Ensure the integrity of all external buildings and structures including workshops, canopies, and Air-halls including Clay Dome pressure, temperature monitoring and safety.
- Assist with roof maintenance and gutter clearing duties.
- Assist with external meetings, events and functions to ensure setup and delivered with excellence.
- Assist in supporting the smooth operation of the carpark, during busy periods.

#### **Operations Support:**

- Support the 'Duty Management' service to visitors and Colleagues, ensuring day to day issues are dealt with, including daily walk-rounds, completion of checklists (1 Duty Manager shift per week may be required).
- Flexibility to work shifts as part of a rota, inclusive of early mornings, evenings and weekends, across a seven-day operation.
- Ensure Health and safety processes are adhered to by all grounds contractors; obtain method statements, insurance and qualifications where required and ensure contractor management processes are followed including the LTA's permit to work system.

- Take delivery and manage the operation of inflatable and flat covers for the grass and clay courts. Ensure one is fully trained on the use of blowers.

## Person Specification

### Previous Experience of:

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| Experience of Grounds management at a large sporting facility                                                                                  | <i>Desirable</i> |
| Experience of day-to-day management of leisure facilities                                                                                      | <i>Desirable</i> |
| Experience of managing external contractors                                                                                                    | <i>Desirable</i> |
| Experience of Tennis court maintenance / Clay courts is preferable                                                                             | <i>Desirable</i> |
| Experience of various horticultural machinery                                                                                                  | <i>Desirable</i> |
| Demonstrable relevant experience, within a sports environment, incorporating all aspects of customer service, facilities and health and safety | <i>Desirable</i> |
| APA1 PA6 pesticides certificate                                                                                                                | <i>Desirable</i> |
| Experience of dealing with a wide range of customers and customer issues                                                                       | <i>Desirable</i> |

### Knowledge, Training & Qualifications:

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|--------------------------------------------------------------------------------|------------------|
| Ability to communicate with all levels of stakeholders                         | <i>Essential</i> |
| Ability to set and implement high standards of customer service                | <i>Essential</i> |
| Ability to operate computerised irrigation system and manage water consumption | <i>Desirable</i> |
| Grounds Management Certified                                                   | <i>Desirable</i> |
| Detailed knowledge of Health & Safety                                          | <i>Desirable</i> |
| Level 3 or above Health & Safety qualification                                 | <i>Desirable</i> |
| Current first aid at work qualification (or willingness to become qualified)   | <i>Desirable</i> |
| Manual handling                                                                | <i>Desirable</i> |
| Microsoft office and internet skills                                           | <i>Desirable</i> |
| Qualified in the use of horticultural machinery                                | <i>Desirable</i> |

## Personal Attributes (Our Values)

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|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>Inclusion</i></b>  | <ul style="list-style-type: none"> <li>• I make people feel welcome.</li> <li>• I recognise the power of our differences.</li> <li>• I create a safe environment.</li> </ul>         |
| <b><i>Teamwork</i></b>   | <ul style="list-style-type: none"> <li>• I collaborate well across teams.</li> <li>• I actively listen to others.</li> <li>• I actively offer to help others.</li> </ul>             |
| <b><i>Integrity</i></b>  | <ul style="list-style-type: none"> <li>• I act with honesty and respect.</li> <li>• I take responsibility for my actions.</li> <li>• I am dependable.</li> </ul>                     |
| <b><i>Passion</i></b>    | <ul style="list-style-type: none"> <li>• I approach things with a positive mindset.</li> <li>• I motivate and energise others.</li> <li>• I take pride in my work.</li> </ul>        |
| <b><i>Excellence</i></b> | <ul style="list-style-type: none"> <li>• I am ambitious and want to exceed expectations.</li> <li>• I want to learn more to improve.</li> <li>• I am adaptable to change.</li> </ul> |

## 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 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.”*

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