

General Assistant (Cleaner) – until end of Feb 2025

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| Responsible to | Operations Support Manager |
| Location | National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ |
| Salary | £13.15 per hour |
| Contract | Flexible Talent Bank Assignment until 28th Feb 2025 |
| Working Pattern | 35 hours per week, 5 days working, flexible over 7 day week (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 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, cleaning, and the delivery of all setup logistics for meetings, functions, and events.

This role will require flexibility to work daytimes, evenings and weekends via rota shifts as required.

Key Accountabilities

Housekeeping & Cleaning

- Working as part of the team to ensure all NTC facility areas are cleaned daily to the highest standard.
- Working with the housekeeper on shift, ensuring all residential rooms are cleaned and refreshed daily, providing a '5-star' service for our guests, including clean towels are always available for users.
- Take part in weekly deep cleans of the building, being responsible for areas of focus as agreed by the duty manager.
- Ensure all meetings, rooms, functions, and events are set-up as required and presented with excellence, working in partnership with the catering department where appropriate.

General

- Assist in supporting the smooth operation of the car park, during busy periods.
- Support duty management shifts as required by the Operations management team.
- Work within H&S guidelines, always using equipment and products appropriately.

Person Specification

Previous Experience of:

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| Previous experience and success in a similar facilities/cleaning role | <i>Essential</i> |
| Working in a multi-functional team | <i>Essential</i> |
| Good communication/verbal skills | <i>Essential</i> |
| Working flexibility on a shift rota | <i>Essential</i> |
| Ability to prioritise tasks | <i>Essential</i> |

Knowledge, Training & Qualifications:

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| 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:

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| Inclusion | <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. |
| Teamwork | <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. |
| Integrity | <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. |
| Passion | <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. |
| Excellence | <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