



Event Manager (Queen's) – FTC until 31st July 2025

Responsible to	Head of Event Operations
Location	The National Tennis Centre, 100 Priory Lane, Roehampton, London, SW15 5JQ (with the requirement to work from the office at least 4 days per week, and on-site at Queen's Club and other LTA tournament venues as required)
Salary	Up to £40,000 per annum depending on experience

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 to everyone.

The Event Planning and Delivery Team are responsible for delivering the LTA's programme of events driving visibility and enjoyment to new and existing audiences.

The Event Manager will play a vital role in supporting the delivery of the operational elements of the Queen's Tennis Tournament, providing support to the team for the successful delivery of these key operational projects. For the first time in 2025, after an absence of 52 years, professional women's tennis will be returning to The Queen's Club in the form of a WTA 500 event alongside the existing ATP 500 tournament, so it is an exciting time to be joining the team.

Key Accountabilities

Operational Delivery

- Represent the LTA in external meetings with contractors, local residents and Safety Advisory Group members.
- Management of specific agreed project areas, taking responsibility for end-to-end management of suppliers to include all liaison, quote collation and review, operational planning through to onsite delivery and de-rig, ensuring best value for the LTA, and the most appropriate solution is agreed.
- Ensure all tournament operational requirements are delivered to a high standard and within set timeframes by employing best practice event management approaches.
- One of the key points of contact for the tournament venue, ensuring strong relationships are maintained via good communication and minimal disruption to the site.
- Ensure existing suppliers are challenged to reduce costs wherever possible and manage the sourcing of new suppliers where necessary.
- Responsible for managing designated budgets for the specific operational projects, ensuring that costs are challenged and negotiated with suppliers to deliver savings wherever possible.
- Work closely with the Head of Event Operations to identify improvements (quality and cost), innovation and growth opportunities whilst ensuring that tournament and commercial objectives are supported and met.

- Ensure that any unexpected expenses are flagged in advance and impact reduced as far as possible via practical problem solving.
- Manage the delivery of health & safety documentation in line with tournament requirements.

Budget

- Responsible for keeping project areas, and team members, updated and on target on a day-to-day basis. Ensure that any unexpected expenses are flagged in advance and impact reduced as far as possible via practical problem solving.
- Manage the post-event reconciliation and accrual process by working closely with the Head of Event Operations and 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.

Team Management

- Recruit, induct, and manage FTC team members when required in line with skill and experience capacities and role responsibilities.

Onsite at the Tournament

- Day-to-day management of contract workforce onsite.
- Pre-empt and trouble-shoot problems which arise onsite and deal with last-minute requests from various stakeholders.
- Point of contact for tournament services contractors, dealing with any onsite queries relating to the maintenance of services during the tournament.
- Work closely with the operations team to ensure that the tournament site is presentable and in an appropriate state to be opened to the public each day.
- Constant communication and close contact with event control to ensure all important information is relayed and communicated and all health and safety regulations are adhered to.
- General troubleshooting to ensure the event runs smoothly and any issues are resolved in a timely and cost-effective manner.

General Requirements

- To build, manage, and maintain strong inter-departmental relationships and communication within the organisation and work in partnership with other team members.
- To 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 relationships with external contacts, suppliers and stakeholders.
- 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.
- To cooperate with measures introduced to ensure there is Equality or Opportunity.
- To comply with all aspects of the LTA's Health and Safety Policy and arrangements.

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>
Work 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 influence	<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 important issues and prioritise to meet the changing needs of the business	<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:

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

Personal Attributes:

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"> • Team player with ability to build, manage and maintain strong inter-departmental relationships within the organisation and work in partnership with colleagues. • Willingness to collaborate with others and proactively support team members. • Outstanding communication skills and customer service skills.
Integrity	<ul style="list-style-type: none"> • Excellent problem solving & decision-making skills, accuracy and attention to detail. • Always delivers on commitments, setting a great example for others. • Ability to always recognise the need for discretion and confidentiality.
Passion	<ul style="list-style-type: none"> • Passionate about the Vision and Mission of the LTA. • Work tenaciously to meet or exceed goals. • Maintain a positive mind set in the face of difficult or pressured situations.
Excellence	<ul style="list-style-type: none"> • Adaptable and highly organised, with the ability to multi-task and prioritise. • Seek opportunities to take different and innovative approaches to addressing challenges. • Ability to quickly generate credibility and confidence amongst peers and other colleagues.

Our Benefits

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, 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. Whether you are based at our National Tennis Centre, Nottingham Tennis Centre or out in our regions - we champion equality and strive to reflect the UK'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