



## Customer Support Manager

<b>Responsible to</b>	<b>Director of EDI and Customer Support</b>
<b>Location</b>	<b>National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ (with the requirement to work from the office a minimum of three days per week, including Mondays)</b>
<b>Salary</b>	<b>up to £46,250 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 LTA Customer Support team is an integral part of our business, playing a crucial role in supporting a wide range of tennis customers and colleagues by delivering high quality customer centric support.

As the team Manager you will lead and develop a way of working that delivers significant change through efficient and effective customer support solutions both internally and externally. Working in partnership across the business and particularly with our internal digital and technology teams as well as the rest of the Tennis Development directorate, this role will ensure that the business' external customer engagement is managed as efficiently as possible.

This role will be central to the successful implementation of key aspects of the LTA's Digital Strategy to deliver significant change in how we service customers, enabling a greater degree of self-service, and by providing effective delivery support across the Tennis Development directorate and wider business. It will also have a role in supporting and driving greater efficiencies in administrative processes across the business.

### Key Accountabilities

#### Strategy and Leadership

- Lead transformational change across the LTA Customer Support team and business more broadly in how we provide a customer centric support service but ensuring this is delivered in a modern and highly efficient way. In particular, ensuring we take advantage of new AI capabilities appropriately.
- Develop and drive team behaviours, culture, and working methods which exemplify and showcase this change to the rest of the business and which are rooted in the LTA Values.

- As a team and as a leader, be ambassadors for Tennis Opened Up, positively promoting the sport and those that work and volunteer within it, including taking responsibility for supporting the successful delivery of the business dashboard and priority activities.
- Act as and champion the 'Voice Of The Customer' throughout the business collecting a rounded view of our customer support and use this to support decision making across the business.

### Quality and Continuous Improvement

- Lead the further development and use of management information, performance data, insights and feedback to drive continuous improvement in performance and ways of working.
- Ensure effective quality assurance of team and individual performance, a culture of continuous improvement and actively drive performance through coaching, support and driving a customer-centric ethos within the team.
- Continuously identify and develop efficiencies of working across all LTA Customer Support Team processes and systems and the business more broadly in the servicing of customers, especially through full implementation and utilisation of Salesforce capability and future technology.
- Manage the LTA complaints management process to ensure both appropriate and rapid responses, and that relevant lessons are identified and shared as necessary with the wider team and business.

### Service Delivery and Team Management

- Proactively plan and allocate LTA Customer Support team capacity across internal and external customer requirements to achieve agreed service levels for the business and to make maximum impact on Business Dashboard targets and Priority Activities.
- Working with, and managing relationships effectively with, key stakeholders within and outside the business; understanding, balancing and communicating around competing priorities.
- Provide an internal point of expertise/consultancy across the business to help drive forward change, ensuring a high quality and consistent approach to our service delivery across all LTA customer touch points and audiences, and support the operational delivery of key programmes and initiatives as required.
- Work with the team and the rest of the business to ensure a high degree of relevant knowledge of business activity is maintained and up-to-date. Develop and maintain effective and engaging training material, on-brand email templates, procedure documentation and online service content to reflect business priorities.
- Ensure the team have the required skills to work confidently in a fresh approach to customer service, putting technology and digitalisation at the heart of our way of working.
- Develop a broad understanding of key LTA products and programmes, and how they are delivered, in order to be able to provide appropriate support both to colleagues and customers in order to resolve enquiries quickly and effectively.

### Person Specification

*Previous experience of:*

Leading, developing, inspiring, and managing a high performing customer support team (either remotely based or customer facing) in a busy and fast-paced environment.	<i>Essential</i>
Delivering exceptional customer support to a wide range of stakeholders against agreed KPIs, both through a team and individually.	<i>Essential</i>
Effectively working with a diverse and geographically dispersed workforce, and utilising technology to enhance ways of working.	<i>Essential</i>
Experience of establishing new ways of working or approaches to customer support, and implementing them effectively.	<i>Essential</i>
Using initiative and various management information indicators to create effective solutions to enhance customer support delivery	<i>Essential</i>
Effectively managing team capacity and capability to continuously achieve stretching targets and excellent service levels.	<i>Essential</i>

Experience in using a CRM system (preferably Salesforce).	<i>Essential</i>
---	------------------

#### *Knowledge, Training & Qualifications:*

Excellent communication and presentation skills with the ability to liaise with, influence, and persuade people at all levels.	<i>Essential</i>
Excellent team management and leadership, with the ability to organise and direct a large group of people with clarity of roles and responsibilities.	<i>Essential</i>
Strong organisational, time management and task prioritisation skills.	<i>Essential</i>
Highly competent IT skills (Microsoft Office i.e. Excel, Outlook, Word, etc.).	<i>Essential</i>
Highly competent CRM skills (ideally Salesforce or an equivalent).	<i>Essential</i>
An understanding of the wider tennis/sports landscape and the elements involved in developing sports in Club, Community and Education settings.	<i>Essential</i>
Customer Service Management qualification or equivalent.	<i>Desirable</i>
A strong understanding of local, county, regional and national tennis structures.	<i>Desirable</i>
Understanding of and experience with the use of AI in a customer support environment.	<i>Desirable</i>

### Personal Attributes

<b><i>Inclusion</i></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><i>Teamwork</i></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 and externally.</li> <li>• Always prepared to work collaboratively.</li> </ul>
<b><i>Integrity</i></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><i>Passion</i></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><i>Excellence</i></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>

## 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 [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"*

---

# BENEFITS AND PERKS

Just some of the many benefits  
of working at the LTA.

We believe that our colleagues are our greatest asset. Our comprehensive benefits package is designed to support your well-being, foster professional growth and create a positive work environment. Below, you'll find an overview of the key benefits we offer.

---

#### Free private healthcare

---

Specialist **mental health** and **well-being support**

---

**Life Assurance** to cover you and your family

---

An employee contributory **pension scheme**

---

**Holiday allowance** rising to 30 days  
annually plus a holiday purchase scheme

---

**Paid family leave**

---

**Paid charity volunteer days**

---

A host of **internal events** and **monthly awards**

---

---

**Priority ticket access** to exciting events  
such as The Championships at Wimbledon

---

**Travel incentives** such as cycle to work  
scheme, car schemes and season ticket loan

---

**Free parking, bike racks and EV chargers**

---

**Free gym** and use of the **tennis and  
padel courts** at the National Tennis Centre

---

**Hybrid working options**

---

**Retail discounts**

---