

Event Manager - Queen's

Responsible to	Head of Event Operations
Location	National Tennis Centre, Roehampton, on-site at the Queen's Club, and at other LTA tournament venues as required (<i>with the requirement to work from the office at least 4 days per week, including Mondays</i>)
Salary	Up to £50,000 per annum depending on experience

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 Planning and Delivery team are responsible for delivering the LTA's programme of Major 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 HSBC Championships at The Queen's Club, providing support to the team for the successful delivery of these key operational projects.

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 are able to work in the UK, and we commit that everyone will receive equal consideration for employment irrespective of your ethnicity, religion, sex, gender identity, sexual orientation, marital or civil partnership status, pregnancy or maternity status, disability or age. We also operate a flexible working environment where all colleagues are able to discuss their working needs with their manager or the People Team at any time.

We have an exciting opportunity for an experienced Event Manager with 5+ years of management level work experience within events, to work closely with the Head of Event Operations to deliver the HSBC Championships consisting of WTA 500 and ATP 500 events. The annual cycle for this role involves approximately 7 months planning, 3 months of transition in the 'readiness' phase and into tournament delivery (including the build of all temporary event infrastructure), and 2 months of tournament wrap-up and debriefing.

Our Support to You

When applying for our roles, you will be asked as part of our application process if you require any adjustments or support during the recruitment process. Adjustments could include extra time for assessments, interview questions in advance, alternative formats for materials or wheelchair access. Any information you provide will be treated in confidence and only used to make sure you have the best possible experience with us.

Key Accountabilities

Operational Delivery - General

- Management of specific agreed project areas, taking responsibility for end to end management of suppliers to include all liaison, budget setting, quote collation and review, operational planning through to on-site delivery and de-rig, ensuring best value for the LTA, and the most appropriate solution is agreed.
- Represent the LTA in external meetings with contractors, local residents, and Safety Advisory Group members.
- Ensure all tournament operational requirements are delivered to a high standard, and within set timeframes, according to WTA & ATP regulations, by employing event management best practice.
- 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 new suppliers are sourced following the implementation of a robust and thorough process as well as challenging existing suppliers to reduce costs 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.

Workforce

- Recruit, induct and manage FTC/FTE team members when required in line with productivity expectations, skills and experience capacities and role responsibilities.
- Determine short, medium and long-term demands on resources in order to assess upcoming team requirements.
- Lead on the recruitment of temporary personnel, and the necessary training and line management duties.
- Provide the required guidance and event details for the successful implementation of larger workforce groups, such as officials, ball crew, stewards, totalling approximately 500, complying with staff welfare policies.

Budget

- Responsible for managing budgets for designated projects areas, ensuring that costs are challenged and negotiated with suppliers to deliver savings wherever possible.
- Responsible for keeping project area budget lines 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 Partner.
- 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.

Role Accountabilities – Onsite at Tournament

- Coordinate contractor/supplier install and delivery across all projects, within budget and schedule and to a high standard, working closely with the event's Site Manager & Safety Advisor & local borough council to ensure that all contractors (and sub-contractors) carry out their duties without risk to the health and safety of its employees, or others, and in accordance with the requirements of all relevant legislation.
- Work with the Head of Operations to fulfil the LTA's position as the client, Principal Designer, Principal Contractor as part of the Construction, Design and Management Regulations (CDM).
- 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 Event Operations team and the Queen's Club to ensure that the tournament site is presentable and in an appropriate state to be opened to the general public each day.
- Oversee specific operations on each live event day, following the policies and procedures outlined in the Event Management Plan, making sure that issues are reported as required, following the flow of

communication in the incident response plan and overseeing the health, safety and wellbeing of all persons working or attending the tournament (up to 10,000 people).

- 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.

Debriefing and Event Development

- Follow the cross-tournament event review process ensuring robust debriefs are carried out with contractors and suppliers and a clear plan of improvement/development is identified to implement into the following year's event plan.

Other Events

- Support the Events team at other designated tournaments within the international calendar, as required and time allows.

General Requirements

- 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.
- To build, manage and maintain strong inter-departmental relationships and communication within the organisation and work in partnership with other team members.
- Liaise with external contacts such as the WTA, ATP, ITF and other sporting governing bodies as required.
- 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.
- Use initiative to make suggestions to improve the working situation within own area of work and the LTA as a whole.
- 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>
5+ year's event management and delivery experience.	<i>Essential</i>
Knowledge of applicable guidance, legislation, and rules for public events in the UK.	<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>
Ability to proof read and cross reference complex documentation.	<i>Essential</i>

Knowledge, Training & Qualifications

Educated to degree level or able to demonstrate a level of operational understanding consistent with degree level.	<i>Desirable</i>
Knowledge of UK sporting/event landscape & the international tennis landscape.	<i>Desirable</i>
Advanced IT skills and knowledge of MS Office Applications (Word, Excel and PowerPoint).	<i>Essential</i>
Full driving licence.	<i>Desirable</i>

Personal Attributes (Our Values)

Inclusion	• I make people feel welcome. • I recognise the power of our differences. • I create a safe environment.
Teamwork	• I collaborate well across teams. • I actively listen to others. • I actively offer to help others.
Integrity	• I act with honesty and respect. • I take responsibility for my actions. • I am dependable.
Passion	• I approach things in a positive mindset. • I motivate and energise others. • I take pride in my work.
Excellence	• I am ambitious and want to exceed expectations. • I want to learn more to improve. • I am adaptable to change.

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](#)

“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.”
