

Hospitality Manager

Responsible to	Head of Ticketing and Hospitality
Location	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, and at other tournament venues as required)
Salary	Up to £45,000 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 Commercial and Operations Directorate is responsible for the development and delivery of the LTA's programme of international events. These events enable us to increase the visibility of our sport, drive participation and open tennis up to new and existing audiences.

Sitting within the Ticketing and Hospitality Team, the Hospitality Manager will play a key role delivering first class hospitality and premium experiences to ticketed public, key partners, stakeholders and counties. Their responsibilities include the specification, sales process management, and on-site delivery of premium experiences across the LTA's event programme.

Key Accountabilities

Event Delivery

- Manage the end-to-end delivery of premium experiences for clients, stakeholders, and LTA partners at all LTA events.
- Management of budgets for allocated projects including reporting, reviewing and reconciling all assigned budgets.
- Responsibility for the planning and delivery of the any other 'non-tennis' events, working in collaboration with the LTA President and Vice President.
- Manage, track and report on external sales through the LTA's ticketing system, working in close collaboration with the Ticketing team to specify and fulfil sales utilising Secutix and the LTA app.

Supplier/Stakeholder Management

- Responsibility for the day-to-day relationship with Keith Prowse, the LTA's official sales partner for premium experiences.
- Develop relationships with key suppliers and identify opportunities for future supplier/venue partnerships.
- Ensuring all suppliers operate to excellent and pre agreed standards and within agreed budgets. To oversee the smooth installation and delivery of work provided by external contractors, both prior to and during live event operations.
- Ensuring appropriate ways of working are reflected with third party relationships.

- To oversee the management of agency/third party/supplier service provision, monitor and evaluate performance and take corrective action as required that will ensure the provision of high quality and best value services for the LTA.
- Liaising with any third-party sales agencies on a weekly basis to discuss sales figures and develop reward strategies.
- Liaising with colleagues to encourage internal supplier hospitality purchases at LTA events and The Championships, Wimbledon.
- Play a key role in the tender process of all contractors and suppliers that relate to the delivery of premium experiences.
- Working with partnerships team to deliver commercial partner rights across all allocated projects.
- Working in partnership with the LTA Commercial Account Managers to ensure the delivery of LTA partner activation rights on allocated event sites, including creating briefing materials, assisting with client management and on-site support where required.
- Working with the LTA brand marketing team to design and create all printed collateral.

Managing Talent

- Line management responsibility one full time Coordinator and one fixed term Coordinator.
- Managing onsite contractors at events.
- Recruitment of temporary event staff, including hostesses and catering staff where applicable.

Person Specification

Previous Experience of:

A minimum of 3 years' experience of directly delivering first class hospitality and/or premium experiences.	<i>Essential</i>
Previous experience of managing projects from conception to completion within a specified time frame.	<i>Essential</i>
Experience working on live events (preferably on-site experience at sporting events).	<i>Essential</i>
Working effectively and collaboratively with a range of high level internal and external stakeholders.	<i>Essential</i>
Willingness to work non-standard hours over sustained periods to support on the ground event delivery.	<i>Essential</i>
Availability to work between 1 st June and 13 th July 2025 (or future equivalent dates) and during other live event periods as required, including working occasional weekends and unsociable hours.	<i>Essential</i>
Demonstrable track record of success in implementing a commercial strategy to maximise revenue generation within premium experience, ideally within sport.	<i>Desirable</i>

Knowledge, Training & Qualifications:

Excellent IT skills, including knowledge of Outlook and MS Office.	<i>Essential</i>
Understanding of current UK Food Hygiene and health and safety obligations.	<i>Desirable</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">• 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 and 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:

- 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, Football Thursdays, 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. 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