

Event Planning Manager

Responsible to	Head of Event Planning and Delivery
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ and onsite at other LTA tournament venues as required
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 Manager plays a pivotal role in supporting the planning, coordination and delivery of the LTA's Major Events programme. Working closely with the Head of Event Planning and Delivery, the role is responsible for managing multiple projects and workstreams, driving progress against strategic objectives, and ensuring effective collaboration across teams and stakeholders. The postholder will lead the development and continuous improvement of processes, oversee operational planning frameworks, support procurement and budget management activities, and identify opportunities to enhance efficiency, achieve cost savings and improve the overall delivery of tournaments. Through effective project management, stakeholder engagement and operational support, the Event Planning Manager will help ensure the successful delivery of world-class events and exceptional experiences for players, spectators, partners and event staff.

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.

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

Project Management

- Support the Head of Event Planning and Delivery in developing plans to implement new initiatives that help Open Up Tennis to new audiences, to deliver our business objectives, and achieve or exceed inclusion targets.
- Support the Head of Event Planning and Delivery in delivering projects that support the achievement of departmental strategic objectives and operational excellence.

- Design and deliver the annual Tournament Operational Planning (TOP) process, ensuring effective collaboration and engagement with internal stakeholders across multiple departments.
- Oversee the creation of action plans for all project areas within TOP, including developing tracking and reporting mechanisms to monitor progress and proactively drive delivery against agreed milestones.
- Take the lead on specific TOP project areas, from defining the action plan and leading the working group to overseeing successful implementation and evaluation.
- Manage multiple concurrent projects and workstreams, ensuring clear prioritisation, stakeholder alignment, and momentum is maintained to achieve project outcomes on time and to a high standard.
- Identify risks, dependencies and barriers to delivery, implementing mitigation plans and escalating issues where appropriate to maintain project progress.
- Provide project management support across the wider Major Events department fostering collaboration and ensuring consistency of delivery.

Event Planning

- Support the Head of Event Planning and Delivery with the development of templates, processes, policies and procedures that standardise how we plan, prepare and deliver Major Events, maximising the existing best practice in place across our Tournaments.
- Manage and continuously improve existing operational processes and introduce new processes, tools and ways of working where required to support departmental strategic objectives and operational excellence.
- Identify opportunities to improve efficiency, effectiveness and collaboration across the Major Events team and wider organisation, driving a culture of continuous improvement.
- Support the Head of Event Planning and Delivery with the identification and delivery of budget savings, operational efficiencies and value-for-money initiatives across all tournaments.
- Support the Head of Event Planning and Delivery in implementing more customer-centric methodologies to event planning and delivery, improving the experience of players, their support staff, media, spectators, commercial partners and the event workforce.
- Lead the review of the Spectator Satisfaction survey results, ensuring key insights and recommendations are captured and incorporated into future planning initiatives.
- Coordinate post Tournament debriefs and reporting processes, producing concise summaries of key outcomes, lessons learnt and improvement actions.
- Oversee aspects of the central budget, ensuring appropriate controls are in place, expenditure is effectively managed, and opportunities for cost savings and efficiencies are identified and realised.
- Support procurement activities, including supplier sourcing, tender processes, contract administration and supplier performance reviews, ensuring compliance with organisational policies and governance requirements.

Readiness and Training

- Support the Head of Event Planning and Delivery with an annual structured event readiness programme, encompassing training for the event teams, desktop exercises and other readiness activities.
- Identify training and development opportunities for the Major Events team, supporting both individual and team capability-building initiatives.
- Develop, implement and maintain consistent Tournament policies, procedures and operational guidance to support effective, consistent and efficient event delivery.
- Ensure lessons learned and best practice from events are captured and embedded into future training, readiness planning and operational processes.

Workforce Planning

- Coordinate workforce planning requirements for all Tournaments, following the People Approval Process to achieve agreement and sign off.

- Oversee the issuing of workforce contracts for provision of services contractors, ensuring compliance with CEST, Qdos and DBS requirements and completion of all contractual documentation.
- Oversee the development and implementation of workforce and volunteer engagement strategies to ensure appropriate resourcing across events.
- Maintain accurate workforce and volunteer databases, records and job descriptions, providing regular statical and activity reports to stakeholders.
- Lead a comprehensive workforce review across all Grass Court Tournaments. Analyse and compare consistency across tournaments with similar sanctions to identify best practice, determine optimum headcounts by function, quantify financial impacts, and recommend efficiency opportunities.
- Ensure compliance with key LTA workforce policies, in particular Safeguarding Policy, Health and Safety and welfare Policy, distributing information and support resources to all workforce groups.

Additional Requirements

- Prepare analysis, reports, presentations and project updates for senior stakeholders, providing clear insight into departmental achievements, project status, budget performance, risks and key outcomes.
- Support the operational delivery of Tournaments by providing on-site event support.
- Build and maintain strong working relationships with internal and external stakeholders, suppliers and partners to support successful event delivery and organisational objectives.
- Undertake any additional duties reasonable required to support the successful delivery of Major Events and the wider objectives of the department.

Person Specification

Previous Experience of:

5+ years working in the sport or event sectors, with relevant experience of working in a multi-venue or multi-sport environment.	<i>Essential</i>
Proven experience and success in event planning, workforce planning and project management, ideally with a substantial portion of this experience dealing venues, Major Events or temporary infrastructure.	<i>Essential</i>
Demonstrating excellent personal communications skills with proven ability to build and maintain effective relationships at all levels of an organisation.	<i>Essential</i>
Highly motivated and resilient with the ability to remain calm under pressure and adapt 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

Educated to Degree level or able to demonstrate a level of operational understanding consistent with Degree level.	<i>Essential</i>
Knowledge of UK sporting/event landscape, relevant legislation and industry guidance and minimum standards such as the Green and Purple guides.	<i>Essential</i>
Advanced IT and keyboard skills and knowledge of MS Office Applications (Word, Excel and PowerPoint).	<i>Essential</i>
Knowledge of the sport of tennis and of the professional tours (ATP Tour, WTA Tour, World Tennis Tour).	<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."
