

## Qualification Operations Coordinator

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| <b>Responsible to</b> | <b>Qualification Operations Manager</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 £30,160 per annum depending on experience</b>                                                                                                                         |

### About the Role

The LTA's vision is 'Tennis Opened Up' and its mission is the transform communities through tennis by making it welcoming, enjoyable and inspiring to everyone. We have a similar approach to developing and promoting padel, one of the fastest growing sports in Britain.

The Qualification Operations Coordinator plays a key role in the nationwide implementation of coaching and competition qualifications to ensure leading educational opportunities for coaches and competition officials across the UK.

Working in a dynamic team with a wide network of stakeholders, officials, coaches, and coach and official education organisations - both internal and external - the role is customer facing and will require day-to-day contact primarily with coaches and officials. The Coordinator will apply their range of skills and experiences in the industry and will play a key part in ensuring that the LTA Qualification pathways are the leading educational offer for coaches and officials in the UK.

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

### **Coordinate LTA-delivered qualifications with the Coach and Official Pathways Team**

Coordinate course operations for LTA delivered Padel and Tennis qualifications as listed below:

- LTA Senior Coach.
- LTA Director Of Tennis.
- LTA Padel Coach Tutor Qualification.
- LTA Tennis Coach Tutor Qualification.
- Tennis Regional Referee.
- Padel Regional Referee.
- National Referee Qualification.
- Chair and Line umpire course.
- Pro course.

Course operations include but are not limited to:

- The timely advertising of LTA delivered courses, sourcing of venues and tutors, purchasing and sending of equipment, liaising with the expression of interest list, support the qualification programme lead with the application processes, entry criteria, acceptances, and results for LTA-delivered qualifications and ensuring timely course communications before, during and after application and enrolment.
- Provide operational and administrative support to the programme lead for these courses to facilitate high quality delivery and positive working relationships.
- Liaise with the Finance Department to ensure all income is processed within relevant cost codes.
- Support the programme lead who is the first point of contact for first level complaints raised by qualification candidates on LTA-delivered courses.
- Administer issuing of contracts related to course delivery working with the Legal and People teams.

### **Support the Workforce Development Centre (WDC) Network**

- Support the Workforce Development Centres by being the first point of contact for administrative queries and LTA Learn support for the 8000 learner enrolments per annum.
- Coordinate the provision of Competition Organiser via the WDC network.
- Coordinate the provision of Safeguarding courses via the WDC network.

### **Website and Technology Estate**

- Provide day-to-day support and data via Salesforce to enable the delivery of the Education and Qualifications Pathways.

- Be responsible for the online Course Provider Area and Course Search Page for coordinating and advertising both LTA and externally delivered qualifications.
- Be the point of contact for technical issues and resolution of end-user problems working with relevant IT personnel.
- Be the point of contact to maintain website content for qualification products using the LTA CMS platform.
- Work alongside the Coach and Official Development & Support Team to assist with the delivery of the LTA's vision of Tennis Opened Up.

**Work with the Customer Support Team to ensure customer query trends, data and feedback informs improvement to the LTA Qualification offer to ensure a positive and seamless customer experience**

## Person Specification

*Previous Experience of:*

|                                                                                        |                  |
|----------------------------------------------------------------------------------------|------------------|
| Working with a range of key external partners, providers, and stakeholders.            | <i>Essential</i> |
| Communicating effectively with people at all levels of a large organisation.           | <i>Essential</i> |
| Working to provide administrative support or coordinated events.                       | <i>Essential</i> |
| Demonstrable ability to coordinate challenging projects in a busy multi-function team. | <i>Essential</i> |
| Worked in a sports-related field.                                                      | <i>Desirable</i> |

## Knowledge, Training & Qualifications

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|-------------------------------------------------------------------------------------------------------------------|------------------|
| Excellent MS Office skills, with high levels of Excel proficiency to analyse data.                                | <i>Essential</i> |
| Exemplary track record in admin, time management, and prioritisation skills in your own professional development. | <i>Essential</i> |
| Educated to degree level, or equivalent.                                                                          | <i>Desirable</i> |
| LTA Accredited Coach, playing or coaching experience.                                                             | <i>Desirable</i> |

## Personal Attributes (Our Values)

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|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Inclusion</b>  | <ul style="list-style-type: none"><li>• I make people feel welcome.</li><li>• I recognise the power of our differences.</li><li>• I create a safe environment.</li></ul>         |
| <b>Teamwork</b>   | <ul style="list-style-type: none"><li>• I collaborate well across teams.</li><li>• I actively listen to others.</li><li>• I actively offer to help others.</li></ul>             |
| <b>Integrity</b>  | <ul style="list-style-type: none"><li>• I act with honesty and respect.</li><li>• I take responsibility for my actions.</li><li>• I am dependable.</li></ul>                     |
| <b>Passion</b>    | <ul style="list-style-type: none"><li>• I approach things in a positive mindset.</li><li>• I motivate and energise others.</li><li>• I take pride in my work.</li></ul>          |
| <b>Excellence</b> | <ul style="list-style-type: none"><li>• I am ambitious and want to exceed expectations.</li><li>• I want to learn more to improve.</li><li>• I am adaptable to change.</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 about our LTA benefits [here](#)

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*“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.”*

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