

General Assistant (Flexible Talent Bank)

Responsible to	Operations Support Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ
Salary	£13.15 per hour
Contract	Flexible Talent Bank Assignment to the 31st of August 2024
Working Pattern	Up to 35 hours a week, flexible over 7-day week – Rota basis

About the Role

The LTA's 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 General Assistant plays a key part of the team in supporting the Operations Team's delivery at the NTC - ensuring excellence in service, aligned with the new standards and vision of the NTC. The General Assistant is responsible for presentation standards within the centre and its' grounds, assisting with the daily running of the NTC and the delivery of setup logistics for meetings, functions, and events.

Key Accountabilities

- Being responsible for ensuring the NTC's facilities are operating to the required standard.
- Ensuring that our storage areas are kept tidy and hazard free whilst making sure all deliveries for staff or events have been stored appropriately safely.
- Ensuring all meeting rooms, functions and events are set-up as required and presented with excellence, working in partnership with the Catering Team where appropriate.
- Assisting the Operations Leadership Team in running and hosting stakeholder events and tournaments, by being involved in the correspondence to set up, run and de-rig the event.
- Being responsible for the physical set up of our events, ensuring courts, rooms/areas, and equipment are adequate and suitable for the intended purpose.
- Be responsible to be able to handle and deal with ad-hoc radio requests, from colleagues or reception.
- Assisting the Cleaning Team when needed, ensuring all NTC facility areas are clean to the highest standard.
- Assisting the Grounds Team in elite court maintenance regimes, including watering and repairing our clay courts and grass courts (during summer). Ensuring our grounds are neat, tidy, and presentable all year round.
- Assisting the Maintenance Team in repair and upkeep of the facility.
- Being responsible for waste management by maintaining waste areas do not overflow and are kept clean.
- Maintaining health, safety and security in the workplace and complying with company

procedures and guidelines.

- o Carrying out site inspections as part of our Brand Standards Audits and being involved in creating subsequent action plans.

Person Specification

Previous Experience of:

Proven experience in similar roles or facilities.	<i>Essential</i>
Being able to work individually and as part of a team.	<i>Essential</i>
Good verbal and written communications skills in line with job requirements.	<i>Essential</i>
Ability to prioritise tasks and use initiative to seek improving the facility.	<i>Essential</i>
Accuracy and attention to detail to meet challenging deadlines.	<i>Essential</i>
Ability to work on a flexible working pattern as part of a shift rota.	<i>Essential</i>
Build effective relationships at all levels to support and motivate other team members.	<i>Desirable</i>
Understanding of customer care in meeting service requirements.	<i>Desirable</i>
Knowledge and understanding of safe working practices.	<i>Desirable</i>

Knowledge, Training & Qualifications:

COSHH training	<i>Desirable</i>
First aid training / qualified or willingness to undertake training	<i>Desirable</i>
Manual handling training	<i>Desirable</i>

Personal Attributes

<i>Inclusion</i>	<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
<i>Teamwork</i>	<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 & externally• Always prepared to work collaboratively
<i>Integrity</i>	<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
<i>Passion</i>	<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
<i>Excellence</i>	<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

What we can offer you

We are proud of the range of benefits we can provide:

- Retail discounts from partner brands
- Free use of our Gym, Tennis & Padel courts and access to various sporting clubs upon joining
- Priority access to our colleague ticket offers for all LTA Major Events, including Wimbledon
- Pension (up to 10% contribution from employer)
- Free parking & bike racks at the National Tennis Centre, plus electric vehicle charging points
- Staff lockers and discount on all food purchased at our Deuce Café
- Social activities all year round which encourage you to get to know your fellow colleagues

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.

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