



## COACH DEVELOPMENT ADMINISTRATOR

<b>Responsible to:</b>	<b>Coach Development and Learning Manager</b>
<b>Location</b>	<b>National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ</b>
<b>Salary</b>	<b>Up to £23,000 per annum, dependent on experience</b>

### About the role

The LTA's vision is "Tennis Opened Up" and its mission is to make tennis Relevant, Accessible, Welcoming and Enjoyable. The Coach Development and Support Team is an active and busy team working to strategically support coach development.

This role provides support to Coach Accreditation and continuous professional development (CPD) projects, and administrative support to the wider Coach Development team. The role is customer facing and will require day-to-day contact with coaches who are part of our professional membership scheme; LTA Coach Accreditation.

The post holder will have excellent customer service skills, and be comfortable working in a fast-paced environment with a demanding set of customers. There will be opportunities to take more responsibility for projects as the role develops.

### Key Accountabilities

*Provide administrative support for Continuous Professional Development (CPD), including; LTA workshops, online courses, webinars, coach mentoring, coach networking events and independent learning*

- Support the publication of CPD courses on our course search tool to allow coaches to book onto our events
- Support the upload of the online course portfolio, including the maintenance of our Learning Management System
- Administer the series of webinars and the communications to support these events
- Administer the independent learning application process and the upload of CPD Credits
- Provide administrative support for the newly launched national coach mentoring scheme
- Deploy and administer feedback systems across all forms of coach CPD to track completion rates and satisfaction scores
- Provide administrative support to the regional Workforce Development Partners when delivering the coach networking events and other CPD related projects
- Assist with the communications and customer service for Coach Development Centres regarding face-to-face CPD delivery alongside the Qualifications team
- Liaise with the Coach Accreditation team to help promote the menu of CPD to coaches
- Administer the reporting on CPD feedback and completion data for ongoing tracking and review
- Provide general ad-hoc administrative support to ensure coach CPD and training records for our member coaches are up-to-date

Provide administrative support for LTA Coach Accreditation, our professional membership scheme for coaches.

- Act as the point of contact with the British Tennis Services Team to assist them with day-to-day queries from our c5,750 member coaches
- Respond to all CPD queries related to scheme pre-requisites, including the manual allocation of CPD credits where required
- Liaise with the Technology team to resolve technical issues that arise whilst coaches apply and renew their membership to the scheme regarding CPD Credits
- Manually administer and process late renewals and respond to queries from coaches related to renewing their membership
- Assist in the delivery of the Accreditation scheme benefits

*Day-to-day support of the Coach Development Team*

- Deal with and direct requests for information and support from other LTA teams
- Update website copy and ensure main Coach Development pages and Coach Secure Area is kept up-to-date
- Co-ordinate team weekly meetings and collate agenda
- Provide admin support for Coach Development and Learning Manager

## Person Specification

*Previous Experience:*

Proven and demonstrable administrative experience in a similar role	Essential
Proficient IT skills (Microsoft Office - Outlook/ Word / Excel / PowerPoint)	Essential
Ability to deliver high quality customer service and deal successfully with challenging enquiries	Essential
Experience with CRM or CMS systems for website maintenance and updating	Desirable
Tennis or coaching experience a big bonus	Desirable
Experience with data management and analysis using Excel	Desirable

*Knowledge, Training & Qualifications:*

Educated to degree level or equivalent	Desirable
Coach Qualification or Sports Qualification	Desirable

*Personal Attributes:*

<i>Teamwork</i>	<ul style="list-style-type: none"> <li>• Ability to collaborate and work as part of a team</li> <li>• A can-do attitude with strong diplomacy skills</li> </ul>
<i>Integrity</i>	<ul style="list-style-type: none"> <li>• Calm nature under pressure to maintain professional customer service</li> <li>• Clear understanding of confidentiality and sensitive data management</li> </ul>
<i>Passion</i>	<ul style="list-style-type: none"> <li>• A desire to deliver world class customer service and satisfaction</li> <li>• Energetic and proactive approach to problem solving</li> <li>• A desire to work in sport and the tennis coaching industry</li> </ul>
<i>Excellence</i>	<ul style="list-style-type: none"> <li>• Able to work under pressure whilst maintaining exceptional attention to detail and organisation</li> <li>• Prioritisation and time-management skills to ensure delivery of work</li> </ul>