



EVENT ASSISTANT (4 month FTC)

Responsible to	Tournament Director
Location	The National Tennis Centre, Roehampton, on-site at Nottingham Tennis Centre and other LTA tournament venues as required
Salary	Up to £23,000 per annum dependent upon experience

About the role

The LTA's vision is "Tennis Opened Up" and its mission is to make tennis Relevant, Accessible, Welcoming and Enjoyable. The International Events and Professional Game Team are responsible for delivering the LTA's programme of events driving visibility and enjoyment to new and existing audiences. The Event Assistant will play a vital role in delivering the Nottingham Open, providing support to the team for the successful delivery of key operational projects.

Key Accountabilities

Team assistance & administration

- To work on site at the tournament venue with the Event Team for a continuous period from approximately 10 days prior to the event until the Tuesday after the completion of the event (20 continuous days).
- Provide efficient administrative support to the team as required, to include but not be limited to; organising team meetings, booking meeting rooms, setting up video calls, distributing agendas and writing minutes
- Organise and issue site access & instructions to all relevant stakeholders & contractors, such as tickets, car park passes, accreditation and other key information
- Support the Player Services function pre-event by overseeing the management system for player protocols & arrangements for accommodation bookings, transport bookings & transport suppliers as well as player related services on-site and all required documentation & policies, with a handover to the onsite team
- Assist with administration of the on-site activity plan, including arrangements for such areas as theme day activations, retailers, merchandise, live music bands & any other on-site activities planned
- Maintain comprehensive records of processes, supplier contacts, details of arrangements & recommendations for following year to ensure a continuation of knowledge
- Assist the Tournament Director and Event Manager for the planning of the event with general ad-hoc tasks and projects as requested, in line with tournament standards and required guidance & policies

Car parking

- Support the Tournament Team where necessary with developing car parking management plans
- Coordinate disabled car parking requests and liaise with relevant stakeholders, contractors & VIPs to manage parking requests where required, in advance of and during the event

Accreditation

- To lead on the set up and administration of the access restriction plan and the online application system with the appointed software provider in order to deliver an efficient way for stakeholders and partners to apply for accreditation and receive communication on event protocols and procedures for site access
- To work closely with the Event Manager on the approval process for the accreditation applications, developing a clear understanding of accredited groups & access requirements
- Fulfil all accreditation requests as required in advance of the event in a timely and efficient manner



- Liaise with all partners requiring wristbands, following the system for managing and recording these and fulfil all requirements when needed
- Arrange a handover and training to the onsite accreditation team

Communications

- Oversee the tournament e-mail accounts, dealing with all communication in a professional, courteous and timely manner and provide efficient customer service to all queries received
- Look after the tournament web pages in conjunction with the Event Manager and ensure that all information and options are up to date and working properly at all times
- Liaise with key stakeholders (Box Office, the City Council, WTA / ATP / ITF) to ensure that all event information is up to date on all relevant platforms
- Work with the Event Manager to assemble event briefing documents when required to assist with third party briefings on event information e.g. for the box office staff

Signage

- Work with the Event Manager, as required, to deliver a fully comprehensive branding plan across the event site, that complies with LTA, WTA, ATP & sponsor brand guidelines and enhances the customer journey
- During event-time liaise with the signage company for any daily requirements or last-minute requests

General Requirements

- Provide outstanding customer service to tennis stakeholders and visitors, responding quickly with true personal ownership and responsibility in a world class working environment
- To build, manage and maintain strong inter-departmental relationships and communication within the organisation and work in partnership with other team members
- To use initiative to make suggestions to improve the working situation and event operations
- To comply with all aspects of the LTA's Health and Safety Policy
- To be an ambassador for the vision of the LTA both internally and externally, communicating and promoting the vision and direction of the LTA with passion

Person Specification

Previous Experience of:

Knowledge and understanding of event management, plus a minimum of six months experience of delivering events	Essential
Working effectively and collaboratively with a range of internal and external stakeholders	Essential
Demonstrating exceptional personal communication skills with proven ability to build and maintain effective relationships and communicate with people at all levels with a high level of diplomacy and professionalism	Essential
Extremely strong organisational, prioritisation and time-management skills with a high level of attention to detail	Essential
Highly motivated and resilient with the ability to remain calm under pressure, with initiative to anticipate and proactively solve issues	Essential
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	Essential

Knowledge, Training & Qualifications:

Knowledge of UK sporting/event landscape & the international tennis landscape	Desirable
Advanced IT and keyboard skills and knowledge of MS Office Applications (Word, Excel and PowerPoint).	Essential



Personal Attributes:

<i>Teamwork</i>	<ul style="list-style-type: none">• Team player with ability to build, manage and maintain strong inter-departmental relationships within the organisation and work in partnership with colleagues• Willingness to collaborate with others and proactively support team members• Outstanding communication skills and customer service skills
<i>Integrity</i>	<ul style="list-style-type: none">• Excellent problem solving & decision-making skills, accuracy and attention to detail• Always delivers on commitments, setting a great example for others• Ability to recognise the need for discretion and confidentiality at all times
<i>Passion</i>	<ul style="list-style-type: none">• Passionate about the Vision and Mission of the LTA• Work tenaciously to meet or exceed goals• Maintain a positive mind set in the face of difficult or pressured situations
<i>Excellence</i>	<ul style="list-style-type: none">• Adaptable and highly organised, with the ability to multi-task and prioritise• Seek opportunities to take different and innovative approaches to addressing challenges• Ability to quickly generate credibility and confidence amongst peers and other colleagues