



# WESTSIDE

WIMBLEDON



## **Job Description – Tennis Development Officer**

Westside LTC is a thriving 12 court non-exclusive members owned tennis club located on a prime site close to Wimbledon Common. It has over 800 members and is renowned for the quality of competitive tennis that it is able to offer, a hugely popular coaching team and social tennis set up.

### **Purpose of the Role**

This is an exciting new role responsible for ensuring that the member playing experience is the best it can be... The role will co-ordinate and run all playing events at the club, including box leagues, American tournaments, social/club tennis, annual club championships and inducting all new members; improving participation rates. This is a position that requires flexible working including work on weekends and evenings. The club opens from 8:30am to 10:30pm approx. 7 days a week.

### **Main Duties & Responsibilities**

#### **Membership**

1. Proactive recruitment of new members.
2. Collaborate with external organisations (e.g. [tennis smart](#)) in bringing players into the club following completion of their tennis scholarships in the US.
3. Ensure all new members are inducted into the club including understanding the playing standard of the new member and ensuring the new member understands club etiquette and what's on offer (i.e. teams, coaching, etc)
4. In conjunction with the Club Manager maintain regular communication with all members as appropriate to let them know about any events, functions, matches, what's going on at the club. etc.
5. Be the tennis link between the coaching department and club, including converting non-members to members, junior members to full members, etc.
6. In conjunction with the coaching department support the development of our junior players with a view to them moving into adult teams.

#### **Events**

1. Arrange the annual club championships and ensure they run smoothly, including the arranging of the finals day, one of the main events of our year.
2. Arrange and organise regular member events such as American tournaments, adhoc tournaments and fun events.
3. Arrange and organise internal club leagues (e.g. box league, pyramid, etc)
4. Oversee Team Practices and support the team co-ordinators when appropriate to ensure they run smoothly and have good attendance.
5. Support the Club Manager and committee with the annual sponsor/player events.
6. Grow and organise club tennis.
7. Advertise all events including creation of sign-up sheets, posters and making full use of website capabilities.

#### **Tennis facilities**

1. Ensure court booking system is kept up to date and bookings are made and cancelled as appropriate.
2. In conjunction with the grounds staff, ensure that playing surfaces are fit for purpose and the courts are ready to use.

#### **Other duties**

1. To provide support for the club manager, including answering queries (via phone, email, face to face), meeting potential new members, basic admin tasks as appropriate.



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## **Person Specification – Tennis Development Officer**

### **Abilities/Skills/Knowledge**

- A passion for tennis (E)
- Dynamic, enthusiastic and sociable (E)
- Happy to get their “hands dirty” around the club, ensuring that the club is kept maintained, tidy and fit for purpose at all times. (E)
- Be a self-starter (E)
- Ability to deal with people in a professional, fun and engaging manner (E)
- Work well as part of a team (E)
- Actively cooperate and communicate with others, fostering a culture of teamwork and collaboration (E)
- Proactively drive implementation of improvements across the club (E)
- Organised, productive and able to work independently (E)
- Ability to meet designated deadlines and manage multiple tasks (E)
- Flexible and open to change and new information; adapts behaviour and work methods accordingly (E)
- Must have the ability to make quick decisions in a fast paced environment, if required (E)
- An ability to review the current operation and identify practical areas for improvement (E)
- Knowledge of Microsoft Office (Excel, Word, PowerPoint, Outlook) (D)
- Good level tennis player (D)

### **Previous Experience**

- Experience of stakeholder management (including Children & Parents) and working within a member’s tennis club. (E)
- Minimum of 2 years’ experience of managing a tennis club, a fitness, sports or leisure club, or has a hospitality background, within a customer interfacing role. (D)

### **Education/Qualifications/Training:**

- Relevant Health and Safety & First Aid training (E)
- DBS (E)
- Level 3 or above Tennis Coaching Qualification (E)

E - Essential

D - Desirable