

Ticket Support Operator – HSBC Championships

Responsible to	Ticketing Support Manager
Location	The Queen's Club, Palliser Road, West Kensington, London, W14 9EQ
Salary	£14.80 per hour
Working Dates	5th June – 21st June 2026
Working Hours	8:45am – 6:45pm

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.

As a Ticket Support Operator, you'll assist in all aspects of on-site day-to-day operation of the Ticketing Team. You will provide a customer-friendly ticket experience for all tennis fans attending our grass court events. You will be an innovative problem solver with strong communication and collaboration skills. Exceptional attention to detail and task management capabilities are essential to ensure the customer receives exceptional service.

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.

About the HSBC Championships

The HSBC Championships is a WTA 500 and ATP 500 event with a rich history. It is the jewel in the crown of the grass court season in the lead up to the Championships, Wimbledon. Former champions include Tatjana Maria and Carlos Alcaraz.

Key Accountabilities

- Supporting and troubleshooting face to face customer queries.
- Ensure customers can access the event ahead of gates opening to ensure a smooth entry for pre or on-site purchased tickets.
- Develop and maintain a deep understanding of the LTA ticketing platform so queries can be dealt with in an efficient and timely manner.
- Provide a high-quality customer experience resolutions of any ticketing issues i.e. accessing and/or transferring of tickets.
- Support customers to self-serve at our events using digital ticketing solutions at the event in downloading the LTA Courtside app to buy and access their tickets.

- Work effectively as a member of the ticketing support and events team to ensure excellent customer satisfaction during the event.
- Have, and maintain, a broad understanding of the LTA grass court calendar and events, and where information can be found via the LTA website and app to support customer queries and enable them to resolve enquiries themselves wherever possible.

Personal Attributes (Our Values)

Inclusion	<ul style="list-style-type: none"> • I make people feel welcome. • I recognise the power of our differences. • I create a safe environment.
Teamwork	<ul style="list-style-type: none"> • A collaborative colleague capable of working in partnership with a wide range of stakeholders to enable talented young players to thrive. • An excellent listener who understands the perspectives of coaches, parents, and players.
Integrity	<ul style="list-style-type: none"> • Sets high personal standards of professionalism and performance. • Acts with fairness and transparency, seeking advice and collaboration when managing challenging situations.
Passion	<ul style="list-style-type: none"> • Highly motivated to create fun, positive, and excellent environments for young players to develop. • An inspiring presence capable of engaging children, coaches, and parents alike.
Excellence	<ul style="list-style-type: none"> • Committed to continuous personal improvement and professional learning. • Seeks to raise standards of delivery, coaching practice, and player experiences across the 10U network.

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](#)

"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."
