



LTA Wimbledon Ticket Coordinator – FTC until 31st July 2027

Responsible to	Wimbledon Ticket Manager
Location	LTA Office, The All England Lawn Tennis Club, Church Road, Wimbledon, London, SW19 5AE and National Tennis Centre, 100 Priory Lane, Roehampton, SW15 5JQ
Salary	Up to £30,160 per annum pro rata depending on experience

About the Role

The LTA's vision is 'Tennis Opened Up' and its mission is the transform communities through tennis by making it welcoming, enjoyable and inspiring to everyone. We have a similar approach to developing and promoting padel, one of the fastest growing sports in Britain.

The Commercial and Operations directorate is responsible for the development and delivery of the LTA's programme of international events. These events enable us to increase the visibility of our sport, drive participation and open tennis up to new and existing audiences.

Sitting within the Ticketing & Premium Experience team, the Wimbledon Ticket Coordinator is responsible for supporting the Wimbledon Ticketing Manager in the operational delivery of the LTA ticket allocations for The Championships, Wimbledon 2027.

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 are able to work in the UK, and we commit that everyone will receive equal consideration for employment irrespective of your ethnicity, religion, sex, gender identity, sexual orientation, marital or civil partnership status, pregnancy or maternity status, disability or age. We also operate a flexible working environment where all colleagues are able to discuss their working needs with their manager or the People Team at any time.

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.



Key Accountabilities

Supporting the LTA's Wimbledon Ticketing Manager for the day-to-day operation of the LTA's ticket allocation for The Championships.

Technical & back-end Ticketshop Management

- System Management & Innovation:
 - Assist with the planning and delivery of all LTA ballots and ticket allocations.
 - Administer the fulfilment of all ticket reservations for Member Organisation partners and the Schools Ballot.
 - Coordinate ticket requests for individuals from Tennis Federations and administer the individual reservations.
 - Coordinate and fulfil ground pass request reservations for Colour Holders.
 - Support in the Financial reconciliation of all LTA ticket Allocations.
- Ticketing Technology & Equipment Management:
 - Allocate digital tickets using the AELTC's Secutix and provide support in the setup of the online ticket shops for all sales.
 - Collaborate with internal colleagues and the AELTC ticket office around the communication and delivery of online ticket sales.
 - Support the LTA CST team in handling queries related to Wimbledon reservations and sales.
 - Support the LTA Premium Experience and commercial teams with reservations / online sales.

Stakeholder Collaboration

- Support the Wimbledon Ticketing Manager as needed with maintaining the relationship with AELTC ticketing team.
- Gain understanding of the rules that guide AELTC ticket integrity, supporting the wider team to ensure that LTA ticketing is compliant with regulations. Support the Wimbledon Ticketing team in ticket integrity investigation / action on-site during the Championships, whilst working in the ticket resolution centre.
- Support the LTA Ticketing team on other events as required.

Person Specification

Previous Experience of:

Very strong customer service and interpersonal skills.	<i>Essential</i>
Knowledge of The Championships ticketing processes is necessary.	<i>Desirable</i>
Work effectively and collaboratively with a range of high level internal and external stakeholders.	<i>Essential</i>
Accuracy and attention to detail.	<i>Essential</i>
Willingness to work non-standard hours over sustained periods to support on the ground event delivery.	<i>Essential</i>
Clear understanding of confidentiality and sensitive data management.	<i>Essential</i>
Able to work under pressure whilst maintaining exceptional attention to detail.	<i>Essential</i>

Knowledge, Training & Qualifications

Excellent IT skills, including knowledge of Outlook and MS Office.	<i>Essential</i>
Experience working with Secutix.	<i>Essential</i>

Personal Attributes (Our Values)

Inclusion	• I make people feel welcome. • I recognise the power of our differences. • I create a safe environment.
Teamwork	• I collaborate well across teams. • I actively listen to others. • I actively offer to help others.
Integrity	• I act with honesty and respect. • I take responsibility for my actions. • I am dependable.
Passion	• I approach things with a positive mindset. • I motivate and energise others. • I take pride in my work.
Excellence	• I am ambitious and want to exceed expectations. • I want to learn more to improve. • I am adaptable to change.

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."
