

Ticketing Service Coordinator

Responsible to	Ticketing Delivery Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ
Salary	Up to £30,160 per annum depending on experience

About the Role

The LTA's vision is 'Tennis Opened Up' and its mission is to 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 Ticketing Service Coordinator is responsible for assisting with the operational delivery of ticketing across all LTA events and providing exceptional service to key stakeholders and partners.

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

- Responsible for supporting the Ticketing Delivery Manager and Ticketing Systems Managers with the day-to-day operation of the Secutix ticketing platform, to include:
 - Year-round planning and on-site operational delivery of ticketing, and partner activation projects, working with tournament teams and suppliers to ensure consistent delivery across events.
 - Supporting the Ticketing Delivery Manager and Ticketing Systems Managers with building on-sales, managing allocations and performing any direct sales as required.
 - Assistance with on-site Ticket Support teams at allocated events, supporting the Ticketing Systems Managers.
- Act as the point of contact for initial customer support team inquiries.
- Aiding with the planning and delivery of LTA Branded experiences and Team GB activations at both home and away Davis and Billy Jean King Cup ties (i.e. management of key stakeholder allocations).
- Management of all non-public (i.e. Stakeholder) allocations
- Responsibility for collaboration with LTA Commercial team, including matrix creation and management, to ensure partner rights are delivered.
- Responsibility for working with Secretariat to ensure all agreed Board, Member Organisation and other stakeholder communications are accurate, efficient and produce the best customer experience for those groups.
- Responsibility for fulfilment of direct sales to any internal groups.
- Responsibility for the execution and client service in relation to the LTA business request processes, to include briefing documents, tracking sheets and re-charges working with the Finance team.
- Management of the on-site customer service process including:
 - Day to day operational support to stakeholders and partners
 - To support on Crisis Communications implementation with stakeholder groups if/when necessary.
 - As part of the business complaints procedure – assist the Ticketing Systems Managers on elevated day-to-day enquiries and to provide a suitable resolution where appropriate.

Person Specification

Previous Experience of:

Experience working in sporting events, preferably on-site with a focus on customer service and/or hospitality delivery.	<i>Essential</i>
Work effectively and collaboratively with a range of internal and external stakeholders.	<i>Essential</i>
Demonstrating exceptional personal communications skills with proven ability to build and maintain effective relationships.	<i>Essential</i>
Willingness to work non-standard hours over sustained periods to support on the ground event delivery.	<i>Essential</i>
Availability to work between 20 th May and 15 th July (or future equivalent dates) and during other live event periods as required, including working occasional weekends and unsociable hours.	<i>Essential</i>
Knowledge of tennis and previous experience within the sporting industry.	<i>Desirable</i>

Knowledge, Training & Qualifications

Excellent IT skills, including knowledge of Outlook and MS Office.	<i>Essential</i>
Experience working with Secutix or other online ticketing/sales systems.	<i>Desirable</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 in 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."
