

Deputy Head Steward – HSBC Championships 2026

Responsible to:	Event Manager & Head Steward
Salary:	Day Rate – Competitive (Depending on Experience)
Contract:	Approximately 20 days, May – June 2026

About the Role

The LTA's vision is "Tennis Opened Up" and its mission is to make tennis Relevant, Accessible, Welcoming and Enjoyable. The Major Events Team are responsible for delivering the LTA's programme of events, driving visibility and enjoyment to new and existing audiences.

The LTA is currently seeking a Deputy Head Steward to support with the management of the stewarding programme at HSBC Championships hosted at The Queen's Club, West Kensington. The event is part of the LTA's grass court season, consisting of both WTA 500 and ATP 500 tournaments. The tournament has been running for more than 130 years and will expect to receive approximately 130,000 spectators across the fortnight. The safety and customer experience of our spectators is the main responsibility of the HSBC Championships stewarding team. Supporting the Head Steward, the Deputy Head Steward will be responsible for overseeing the smooth delivery of the front of house stewarding operations, ensuring the team of 140 stewards and volunteers are briefed and deployed, as well as providing on the ground support to ensure the workforce and spectators have a great experience.

We expect this role to take up to 20 days, to include:

- 17 days on site across the tournament.
 - 14 days of live tournament delivery, 1 day of steward training and 2 days of pre-tournament preparation.
- 2 days of supervising steward training.
- 1 day of planning/meetings before the tournament to get up to speed on the role.

Key Accountabilities

Pre-Tournament

- Attend agreed meetings including pre-planning meetings and tournament readiness and tabletop exercise.
- Support the Head Steward with the creation of any documentation that may be required for the tournament.
- Attend and present at training days for stewards (1 days) and supervising stewards (2 days).
- Familiarise yourself with tournament operating, emergency and evacuation procedures.
- Sort and distribute all clothing, accreditations and equipment to stewards.

Tournament Delivery

- Assist the Head Steward with the smooth running of the stewarding programme on-site, ensuring all stewards and volunteers are briefed and deployed, with all necessary positions covered.
- Work with the Head Steward to understand pressure points around the site and re-deploy stewards and response teams as required.

- Provide cover for the Head Steward during their scheduled days off, ensuring continuity of operations and maintaining all standards and responsibilities associated with the role.
- Alongside the supervising stewards, manage the signing in and out of stewards ensuring accurate records of attendance are kept.
- The daily distribution of radios, ensuring all related equipment get signed in and out so missing items can be tracked.
- Conduct daily briefings to the supervising stewards, stewards and volunteers; ensuring compliance with key procedures including radio protocol and the reporting of incidents and emergencies.
- Ensuring the safety and well-being of stewards and volunteers, ensuring all take sufficient breaks throughout their shifts.
- Cover the Head Steward in daily briefings if they cannot be present (E.g. morning or evening EMT meetings with tournament management team).
- Maintain a professional and welcoming environment for spectators, delivering a high level of customer service at the front of house areas, while acting as an escalation point for supervising stewards.
- Work with the supervising stewards to recognise stewards through the “Steward of the Day” awards and other recognition opportunities.
- Produce a post-event report of the overall stewarding programme, making suggestions to improve for future tournaments.
- Carry out any additional services as reasonably required by the LTA.

General Requirements

- The role entails evening and weekend work and in some cases during the tournament, working up to 13-hour days consecutively.
- The role requires close collaboration with the LTA Event Manager, Head Steward, Volunteer Manager and the Event Safety Team.
- Keeping appropriate written records as may be necessary in accordance with all applicable, policies and procedures.
- Use initiative to make suggestions to improve the experience of stewards, volunteers, as well as spectators alike.
- Ensuring and promoting equality of opportunity, respecting diversity and recognising the needs of different groups and individuals.
- Comply with all aspects of the LTA's Health and Safety Policy and arrangements

Essential Requirements

Proven experience within spectator management at professional international major events, and success in a similar role with credible experience at supervisory level.

Available between 3rd – 21st June 2026, plus additional training days on 30th & 31st May 2026.

Level 3 NVQ Certificate In Spectator Safety.

Demonstrating exceptional interpersonal 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.

Ability to motivate, lead and inspire a team to deliver exceptional service and maintain operational excellence.

Strong organisational, prioritisation and time-management skills with a high level of attention to detail.

Highly motivated and resilient with the ability to remain calm under pressure, with initiative to anticipate and proactively solve issues.

Good physical health to cope with significant walking, standing, and long days.

Embraces diversity, demonstrates integrity and displays respect to colleagues and spectators.

Comply with all aspects of the LTA's Health and Safety Policy and arrangements.

Comply with all aspects of the LTA's Code of Conduct.

Desirable Requirements

Knowledge of UK sporting landscape & the international tennis landscape.

IT and keyboard skills and knowledge of MS Office Applications (Word, Excel and PowerPoint).

Previous use of Rosterfy as a workforce management system.

Our Culture

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 can work in the UK. We commit that everyone will receive equal consideration for employment irrespective of your ethnicity, religion, sex, gender reassignment, sexual orientation, age, any disability, marital or civil partnership status, and pregnancy or maternity status.

We particularly welcome applications from:

- *People from ethnically diverse communities*
- *Deaf and disabled people*
- *Members of the LGBTQ+ community*
- *People with lived experience of the UK's many and varied communities*

To truly deliver our vision of 'Tennis Opened Up', we believe it is critical that the LTA plays our part in contributing to a healthier and more sustainable society. We want to grow tennis in Britain, but do so in a responsible way, protecting and supporting the environment and working with everyone in the sport to tackle our climate impacts. We are committed to ensuring a lasting future for tennis in Britain, and our Environmental Sustainability Plan sets out how we will do this.

Find out more here:

- [Life at the LTA](#)
- [www.lta.org.uk/sustainability](#)