Maintenance Assistant

Location	**National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ (with the requirement to work on-site daily)**
Salary	**£20.70 per hour**
Contract	**Flexible Talent Bank Assignment until 31st August 2027**
Working Pattern	**Up to 25 hours per week, flexible over a 7 day period (rota basis)**

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 Maintenance Assistant will help maintain the NTC building and infrastructure, external grounds facilities and courts delivering a 5* service at the National Tennis Centre, the home of British Tennis.

The Maintenance Assistant's focus will be maintenance of all facilities to the LTA's specification, to keep our facilities safe, ready and presentable for elite training, competition, and events at the highest level of our sport.

Key Accountabilities

Maintenance of World Class Facilities

- Work closely with the NTC Building Services Engineer and the Operations team assisting with the day-to-day maintenance of all facilities ensuring the work you carry out is delivered to a 5* standard as required by the LTA and in line with the NTC's 'ITF Gold Standard' & LTA brand standards.
- Assist with the delivery of the on-going planned maintenance regime for all relevant NTC facilities.
- Assist with completion of all building services daily/weekly/monthly checklists.
- Respond to all allocated reactive tasks within a realistic and reasonable timeframe and be hands on with: painting and decorating, plumbing, carpentry, fixing general defects.
- Take ownership in carrying out tasks with health safely in mind, assisting the Building Services Engineer & Operations Manager with allocated Health & Safety tasks.
- Collect, log, and report energy readings.
- Assist with green initiatives to help reduce the business' carbon footprint in line with the LTA's Sustainability Strategy.
- Provide ad-hoc on the ground support when required to ensure all playing surfaces are ready for elite training and competition.
- Maintain a tidy, safe, and secure working environment.
- Operate all NTC equipment, machinery and vehicles in a safe manner.
- Ensure the integrity of all external buildings and structures including workshops, canopies and air-halls including temperature monitoring.

- Assist with roof maintenance and gutter clearing duties, when required.
- Assist with external meetings, events, and functions to ensure setup and delivered with excellence where necessary

Operational Support

- Ad-hoc support of the service to visitors and colleagues, ensuring day-to-day issues are dealt with, including daily walk-rounds, completion of checklists.
- Hands-on operationally assisting with general tasks such as grass and clay court covers.
- Flexibility to work shifts as part of a rota, inclusive of early mornings, evenings, and weekends, across a seven-day operation.
- Support Building Services Engineer and the Operations Manager in the delivery of specified Capex projects as and when necessary.
- Ensure health and safety processes are adhered to by all contractors; where appropriate challenge or report unsafe behaviour, ensure contractor management processes are followed including the LTA's permit to work system.
- Maintain good day-to-day working relationships with all contractors.

Person Specification

Previous Experience of:

Experience in one or more: plumbing, joinery, electrics, painting and decorating.	*Essential*
Demonstrable relevant experience of diagnosing issues, fix these, and promptly ascertaining when to seek external contractor support.	*Essential*
Experience of facility maintenance at a large facility.	*Desirable*
Experience of day-to-day maintenance of leisure facilities.	*Desirable*
Experience of working as part of a team.	*Desirable*
Experience of working with external contractors.	*Desirable*
Experience of tennis court maintenance, including clay courts.	*Desirable*
Experience of dealing with a wide range of customers and customer issues.	*Desirable*
Experience of assisting with large events, set up and derig.	*Desirable*

Knowledge, Training & Qualifications

IPAF or PASMA qualification.	*Desirable*
Familiarity and ability to operate computerised building management system.	*Desirable*
Ability to communicate with all levels of stakeholders.	*Desirable*
Ability to set and implement high standards of customer service.	*Desirable*
Knowledge of health and safety working practices.	*Desirable*
Current First Aid qualification (or willingness to become qualified).	*Desirable*
Manual handling.	*Essential*
Qualified in the use of horticultural machinery.	*Desirable*

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

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"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 inequal 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."
