

General Assistant (Cleaner) – until 31st August 2026

Responsible to	Operations Support Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ
Salary	£14.80 per hour
Contract	Flexible Talent Bank Assignment until 31st August 2026
Working Pattern	15 hours per week, flexible over a 7 day week (rota basis)

About the Role

Our 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.

The General Assistant plays a key part of the team in supporting the Operations Team's delivery at the NTC - ensuring excellence in service, aligned with the new standards and vision of the NTC.

The General Assistant is responsible for presentation standards, cleaning, and the delivery of all setup logistics for meetings, functions, and events.

This role will require flexibility to work daytimes, evenings and weekends via rota shifts, as required.

Key Accountabilities

Housekeeping & Cleaning

- Working as part of the team to ensure all NTC facility areas are cleaned daily to the highest standard.
- Working with the housekeeper on shift, ensuring all residential rooms are cleaned and refreshed daily, providing a '5-star' service for our guests, including clean towels are always available for users.
- Take part in weekly deep cleans of the building, being responsible for areas of focus as agreed by the duty manager.
- Ensure all meetings, rooms, functions, and events are set-up as required and presented with excellence, working in partnership with the catering department where appropriate.

General

- Assist in supporting the smooth operation of the car park, during busy periods.
- Support duty management shifts as required by the Operations management team.
- Work within H&S guidelines, always using equipment and products appropriately.

Person Specification

Previous Experience of:

Previous experience and success in a similar facilities/cleaning role.	<i>Essential</i>
Working in a multi-functional team.	<i>Essential</i>
Good communication/verbal skills.	<i>Essential</i>
Working flexibility on a shift rota.	<i>Essential</i>
Ability to prioritise tasks.	<i>Essential</i>

Knowledge, Training & Qualifications

COSHH training.	<i>Desirable</i>
First aid training/qualified or willingness to undertake training.	<i>Desirable</i>
Manual handling training.	<i>Desirable</i>

Personal Attributes (Our Values)

<i>Inclusion</i>	<ul style="list-style-type: none"> • Create an environment where people feel safe and welcomed. • Value people's differences and believe they make us stronger. • Take the time to learn more about inclusion and remove any current or potential barriers.
<i>Teamwork</i>	<ul style="list-style-type: none"> • Able to work on own initiative and appreciate the high level of accountability. • A great leader and motivator of others. • A great communicator both internally & externally. • Always prepared to work collaboratively.
<i>Integrity</i>	<ul style="list-style-type: none"> • A high degree of emotional intelligence and self-awareness, with the ability to adapt style to meet the needs of the audience. • Will always suggest improvements to ways of working. • Will be comfortable challenging groups or individuals to ensure high levels of work. • Treats others as you wish to be treated. • Commitment to promoting and upholding the highest standards of safeguarding for children and adults at risk.
<i>Passion</i>	<ul style="list-style-type: none"> • A genuine passion for people and good customer service ethic. • Highly proactive with a 'can-do' attitude • Hard working & driven to succeed and achieve our mission.
<i>Excellence</i>	<ul style="list-style-type: none"> • Always aims to achieve the best possible outcome. • Develops plans based on best practise and previous experience. • Seeks support from colleagues to improve outcomes. • Will be happy to take the more challenging route if it results in higher quality outputs.

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.”
