



SPECTATOR SERVICES VOLUNTEER MAJOR EVENTS

Responsible to **Tournament Volunteer Manager**

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.

As a Spectator Services Volunteer you will be the face of your selected Tournament to all ticketed Spectators. You will be at the forefront of Tournament day delivery, ensuring that spectators have the best possible experience. Spectator Services Volunteers will welcome Spectators to the venue, check and scan tickets at the venue gates and provide information and direction that will ensure that Spectators make the most of their day.

Reporting to the Volunteer Manager, Spectator Services Volunteers are cross trained to rotate through a number of tasks and positions including the provision of Spectator event information, directional and queuing support, ushering, ticket validation and providing assistance to Spectators with accessibility requirements.

Key Tasks and Responsibilities

- Provide Spectators with friendly and proactive customer service throughout their day at an LTA Major Event.
- Assist Spectators by providing directional support and information about facilities and services within the Tournament venue.
- Validate Spectator tickets allowing entry into the Tournament venue, escalating any issues for efficient resolution.
- Provide queue management support, ensuring Spectators are well informed and moving efficiently through queues.
- Work alongside paid Stewards or Marshalls to control access to seating areas, assisting Spectators in finding their seats at appropriate breaks in play.
- Positively engage with Spectators throughout their day to create a positive atmosphere on all match courts.



- Offer assistance to Spectators with accessible needs, providing information about accessible facilities within the Tournament venue.
- Support Spectator experience and Activation initiatives.
- Support the smooth egress of Spectators at the end of matches and conclusion of play.

General Requirements

- Work cohesively with other teams, namely paid Stewards, Marshalls and Security to deliver an outstanding level of service to all Spectators.
- Proactively problem solve or escalate Spectator issues to ensure a timely and satisfactory response and resolution.
- Comply with all aspects of the LTA’s Health and Safety Policy and arrangements

Person Specification and Competencies

Ability to communicate clearly and share information effectively.	Essential
Experienced in providing exceptional customer service in a busy environment	Essential
Previous experience of volunteering at a Major Event or sports club	Desirable
Is friendly and approachable	Essential
Enjoys talking to people and going above and beyond to make someone’s day	Desirable
Embraces diversity and displays respect to colleagues and spectators	Essential
Displays the highest levels of integrity at all times	Essential
Collaborative and team-oriented	Essential
Displays a ‘can-do’ and flexible approach when working as part of a team	Essential
Exceptionally reliable and punctual	Essential

Personal Attributes:

<i>Teamwork</i>	<ul style="list-style-type: none"> • Team player with ability to build, manage and maintain strong inter-departmental relationships within the organisation and work in partnership with colleagues • Willingness to collaborate with others and proactively support team members • Outstanding communication skills and customer service skills
<i>Integrity</i>	<ul style="list-style-type: none"> • Excellent problem solving & decision-making skills, accuracy and attention to detail • Always delivers on commitments, setting a great example for others • Ability to recognise the need for discretion and confidentiality at all times
<i>Passion</i>	<ul style="list-style-type: none"> • Passionate about the Vision and Mission of the LTA • Work tenaciously to meet or exceed goals • Maintain a positive mind set in the face of difficult or pressured situations
<i>Excellence</i>	<ul style="list-style-type: none"> • Adaptable and highly organised, with the ability to multi-task and prioritise • Seek opportunities to take different and innovative approaches to addressing challenges • Ability to quickly generate credibility and confidence amongst peers and other colleagues

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.

The LTA Tennis Foundation is a new tennis charity that partners with brilliant people and organisations to improve lives through tennis. It shares the LTA’s vision of ‘Tennis Opened Up’, and it wants to use our sport to make a real difference to people across the whole country. All LTA colleagues have the chance to get involved with the LTA TF, with some directly involved in delivering and leading its work.

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