

Performance Partner

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| Responsible to | Head of Performance / Head of Operations |
| Location | Tennis Scotland, Airthrey Castle, Hermitage Road, Stirling, FK9 4LA |
| Salary | COMPETITIVE (plus benefits) |

About the role

Tennis Scotland is the Governing Body of tennis in Scotland. Our vision is “Tennis opened up to deliver The Legacy in Scotland” and our mission and strategy is aligned with the LTA and focussed on growing the sport by making it relevant, accessible, welcoming and enjoyable. Our plans see; more people playing across clubs and pay as you go facilities; more quality facilities and world class workforce development and coaching; an all year round sport in our communities with tennis accessible to anyone from any background; more Scottish players succeeding at the very top of the game in juniors and on the ATP and WTA tours and see a range of events and competitions to showcase tennis and increase its visibility in Scotland. Tennis Scotland is an ambitious confident organisation engaging with everyone involved in tennis to create investment and growth to ensure a sustainable and healthy future for Scottish tennis.

The Performance team is responsible for building a World Class Player Development Pathway. The Performance Partner will play a key role in the Performance Team providing high quality and comprehensive administrative support to the Tennis Scotland performance team reporting to the Head of Performance with a dual report to Head of Operations.

This role will require significant experience in administration, software packages and cross departmental working.

Key Accountabilities

Performance

- Work closely with the Head of Performance to support the planning, facilitation, implementation and ongoing delivery of the Performance Pathway
- Operate CRM systems to display and disseminate information for the NA, National Player Development Centre Programme, Trips, National Training and Camps, generating registers, attendance records, tracking and chasing payments
- Coordinate player and programme review meetings, collating data, taking minutes and following up on actions organise all facility bookings relating to the Tennis Scotland Player Development Programme including tennis court bookings, gym facilities, meeting rooms, etc.
- Maintain the Tennis Scotland Player Development Programme calendar ensuring that all key events are recorded in the shared team Outlook calendar
- Update and maintain a standard operating procedures manual for all relevant areas of work
- Ensure all programmes operating within the player development pathway have the necessary agreements in place and are compliant with the necessary safeguarding standards and policies and procedures.
- Deal efficiently with any external requests received from players, parents, partners, etc. i.e. regular communication with parents and coaches including updates around education workshops, meetings and events

- Lead on the development and maintenance of administrative procedures for the Tennis Scotland Performance Team
- Develop and implement a player tracking system for the player development pathway, including individual athlete plans and cloud systems for coaches to store and retrieve information
- Prepare reports and correspondence supporting the Head of Performance ahead of Board meetings, working groups etc.
- Work across the organisation to share relevant information with colleagues, working closely with the Head of Operations to promote key events, successes and anything newsworthy
- Support the Head of Performance on budget planning and setting
- Ensure that appropriate systems, processes and financial controls are maintained to support the effective and efficient day to day running of the Performance department
- Financial record keeping including sending and processing invoices and claims of National Academy staff and practitioners, tracking and chasing payments

Operations

- Provide appropriate support and administration when required to CEO and the SMT
- Assist with key corporate events planning and delivery
- Provide advice and guidance to support and manage queries on an ongoing basis where necessary signposting to relevant and appropriate information
- Co-ordinate team travel arrangements to agreed tournaments and events ensuring that all trips are organised within budget and in line with all relevant health and safety guidelines
- Undertake additional duties as allocated from time to time by the CEO and SMT

Person Specification

Previous Experience of:

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| Proven experience and success in a similar role with a track record of providing administrative support in a busy and multi-function team | Essential |
| Good planning and organisational skills and ability to multi task | Essential |
| Demonstrating exceptional personal communications skills with proven ability to build and maintain effective relationships and influence | Essential |
| Excellent IT skills & experience | Essential |
| Knowledge & understanding of tennis as a sport and the way it is structured and administered | Highly Desirable |
| Designing/implementing templates to form the basis of reporting | Highly Desirable |
| Project management and logistics planning | Essential |
| Ability to set and meet deadlines and to prioritise work in a fast paced environment | Essential |
| Ability to work autonomously whilst being approachable, tactful, reliable, positive and diplomatic whilst recognising the sensitivity of certain information and dealing with appropriately | Essential |
| Financial management and planning | Essential |

Knowledge, Training & Qualifications:

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| Formal administration qualifications, NC or SVQ or equivalent | Essential |
| Knowledge of systems to monitor and track progress | Essential |
| PVG / Safeguarding | Desirable |

Personal Attributes

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| <i>Teamwork</i> | <ul style="list-style-type: none"> • A great communicator both internally & externally • Always prepared to work collaboratively • Works well as part of a national team, working remotely across large areas • Good at sharing best practice ideas across a wide range of partners |
| <i>Inclusion</i> | <ul style="list-style-type: none"> • Works openly & honestly in the interest of the team • 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 |
| <i>Ambition</i> | <ul style="list-style-type: none"> • Committed to growing the sport of tennis • Hard working & driven to succeed and achieve our mission • Passionate about developing opportunities |
| <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 |