

Job Title **Spectator Services Volunteer**

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 Accountabilities

- Provide spectators with friendly and proactive customer service throughout their day.
- 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.
- Assist paid Stewards or Marshalls to control access to seating areas [HSBC Championships & Lexus Eastbourne Open]
- Control access to seating areas [Lexus Birmingham, Ilkley, Nottingham Open & Lexus British Open Roehampton]
- Assist spectators in finding their seats based on the appropriate fan movement status of your allocated area.
- Positively engage with spectators throughout their day to create a positive atmosphere on all match courts and areas around the venue.

- 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.
- Assist with keeping spectator areas neat and presentable which may include assisting with the collection of litter within seating areas.

General Requirements

- Engage cohesively with other teams, namely paid Stewards or Marshalls, Security, Ticketing and Tournament Operations to deliver an outstanding level of service to all spectators [HSBC Championships & Lexus Eastbourne Open]
- Engage cohesively with other teams, namely Security, Ticketing and Tournament Operations to deliver an outstanding level of service to all spectators [Lexus Birmingham, Ilkley, Nottingham Open & Lexus British Open Roehampton].
- Proactively problem solve or escalate spectator issues as advised to ensure a timely and satisfactory response and resolution.
- Comply with all aspects of Tournament Health and Safety guidance and procedures, such as reporting incidents.
- Comply with all aspects of the LTA's Volunteer Code of Conduct.

Person Specification

Previous Experience of:

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
Is collaborative and team-oriented	Essential
Displays a 'can-do' and flexible approach when part of a team	Essential
Exceptionally reliable and punctual	Essential

Personal Attributes

Inclusion	<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.
Teamwork	<ul style="list-style-type: none">• Able to use 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 be collaborative.
Integrity	<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 enhance delivery.• Will be comfortable challenging groups or individuals to ensure high levels of performance.• Treats others as you wish to be treated.
Passion	<ul style="list-style-type: none">• A genuine passion for people and good customer service ethic.• Highly proactive with a 'can-do' attitude• Driven to succeed and achieve our mission.
Excellence	<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.

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