

Tennis and Padel Administrator

Responsible to	Director 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 and padel in Scotland. Our vision is 'Tennis and Padel Opened Up for Scotland' and our mission and strategy are aligned with the LTA and focused on growing the sports by making them welcoming, enjoyable and inspiring. Having raised our ambitions helped by the success of many Scottish players at the top of the world game, we are delivering on our initial objectives and now want to build on our successes. Our plans include more people playing and increasing the number of facilities to meet that demand; a collaborative and world-class workforce to raise standards on and off the court; an all-year-round sport accessible to as many as possible regardless of their background; more Scottish players competing at the highest level; and a range of events and competitions to showcase our sport to new and existing audiences.

We are also focusing on growing padel, developing the infrastructure and supporting investment in facilities. Our plans include building facilities, increasing the player base; creating new competitions; growing the workforce and building a performance pathway for talented players.

Tennis Scotland is an ambitious, confident organisation aiming to engage everyone involved in tennis and padel to create investment and growth to ensure a sustainable and healthy future for Scottish tennis and padel.

The operations team is responsible for growing and developing resources and assets to continue to deliver an effective and ambitious organisation. The Tennis and Padel Administrator will play a key role in the operations team to provide high quality administrative services across multiple departments and support the executive team to delivery the organisations key strategic objectives.

The role will require experience in office administration, diary management, customer correspondence and communication.

Key Accountabilities

- Provide administrative support to the CEO and Senior Management Team as required
- Provide advice and guidance to support and manage queries on an ongoing basis where necessary signposting to relevant and appropriate information or personnel
- Assist the Senior Management Team with meeting arrangements and attend meetings as required, coordinating actions and attendees' contributions to actions
- Work across all Tennis Scotland departments providing efficient administration support
- Provide support in managing Tennis Scotland Head Office including however not limited to: front of house duties, health & safety and stock management
- Support the Corporate Services Manager and wider operations of the organisation with IT systems and equipment
- Provide general administrative duties to include photocopying, filing and electronic filing, dealing with incoming and outgoing mail, telephone enquiries, office stationery requirements and the booking of travel, accommodation, meetings and catering
- Provide support at company events, conferences and competitions

- Support the Corporate Services Manager with the management of Tennis Scotland racket and apparel partners ordering and distributing kit
- Support the Director of Operations, Director of Finance and Corporate Services Manager with the Tennis Scotland Corporate system including HR, policy and procedures, finance functions and GDPR
- Undertake additional duties as allocated from time to time by the CEO or Senior Management Team

Person Specification

Previous Experience of:

Demonstrable experience delivering successful outcomes in a similar role	Essential
Proven ability to manage a wide range of administrative tasks efficiently and effectively	Essential
Excellent communication skills with the ability to communicate effectively with a wide range of stakeholders	Essential
Highly organised, with excellent time management skills and the ability to manage multiple priorities effectively	Essential
Good written, reporting and presentation skills with ability to communicate in a creative but informative manner	Essential
IT proficient in Microsoft Office applications including Outlook and Teams, CRM systems and Smartsheet	Highly Desirable
Experience of working within a leisure or sporting environment	Highly Desirable
Knowledge and understanding of the tennis and padel landscape in Scotland	Desirable

Knowledge, Training & Qualifications:

Educated to Degree level or able to demonstrate a level of operational understanding consistent with Degree level	Highly Desirable
Formal administration qualifications, NC, SVQ or equivalent	Highly Desirable
Evidence of continued professional development	Essential
Driving licence	Essential

Personal Attributes

<i>Inspiring</i>	• 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
<i>Inclusive</i>	• 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>Ambitious</i>	• Committed to growing the sport of tennis and padel • Hard working & driven to succeed and achieve our mission • Passionate about developing opportunities
<i>Collaborative</i>	• 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