

Avon Tennis: Avon Tennis Administrator

Role Specification

Reports to: Executive Management Committee

Overview: The Avon Tennis Administrator is vital to the smooth and efficient running of the County office, supporting the management committee, County teams, clubs/venues, coaches, and working closely with the LTA across a wide range of administrative duties.

The individual will work closely with other personnel to deliver an excellent service.

Hours of working: Two days a week (14 hours), although flexible, depending on availability and the nature of individual tasks.

Location: Avon Tennis office is located at the Coombe Dingle Sports Complex, Coombe Lane, Bristol.

Duties to include:

- **General Enquiries** – Effectively deal with a range of enquiries from clubs, coaches, players, parents/carers of players, etc..
- **General Communication** – As required cascade information to clubs, coaches and players to advise and promote key initiatives, tournaments and events.
- **Social Media** – maintain and regularly update the County “X” (previously known as Twitter), Facebook and Instagram accounts.
- **General Office Resources** – maintain a stock of required stationery and tennis related kit and equipment, e.g. balls, branded hoodies, etc.
- **CRB/DBS Checks** – conduct checks in accordance with the LTA requirements verifying documents presented in the office as evidence of identification.
- **Database Management** – ensure details of members are maintained in a secure manner and held in accordance with the General Data Protection Regulations.
- **Clubs/Venues** – Provide ongoing support, including helping with club and coach forums.
- **County Tournaments** – assist with the planning, organisation, and communication of events. Liaise with organiser, referees and venue. Produce leaflets, certificates and source prizes.
- **County Teams** – Assist with the administration of junior and adult county squads. Liaise with the Junior Performance Officer and the age group captains and associated coaches. Effectively communicate with all those involved, including the parents/carers of junior players. Help coordinate any travel arrangements and the sourcing of kit and equipment.
- **County Funding Schemes** – Provide support to ensure enquiries relating to bursaries, grants and loans are dealt with efficiently.
- **Junior Leagues** – In conjunction with the Junior League organiser provide support to recruit teams through encouraging clubs and coaches to enter teams. Produce documentation and winners’ certificates.
- **LTA Events** – Assist in the promotion via emails to clubs, local press, and social media of key activities.
- **Liaise with members of the Avon Tennis management team** as appropriate.
- **Recommend enhancements** to improve Avon Tennis’ profile and continually grow interest in tennis.

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Skills/Attributes Required:

- Excellent interpersonal skills, especially being approachable and having a friendly and engaging telephone manner.
- Strong communication skills with the ability to listen and professionally deal with a wide cross section of the general public.
- Good written English, including excellent attention to detail and the ability to write in a clear and concise manner.
- Good IT skills with confidence in using MS Word/Excel, email, and social media.
- Ability to effectively plan, organise and be methodical in day-to-day activities.
- Ability to perform tasks independently and as part of a team.
- Ability to keep information confidential and respect the sensitive nature of material that may be received.
- Awareness that Avon Tennis operates in a safe and inclusive environment – open to all.

Requirements:

- Undertake a LTA CRB/DBS check (cost paid by Avon Tennis).
- Attend a Safeguarding & Child Protection training course (cost paid by Avon Tennis).
- Comply with LTA and Avon Tennis' policies.
- Comply with Data Protection legislation.

Avon Tennis will Offer Opportunities to:

- Develop skills with “live” work experience.
- Use own initiative through creativity and proactive thinking.
- Work with a small team who are focussed upon improving tennis opportunities in Avon.

April 2024

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