

RECRUITMENT PACK



DEVELOPMENT COORDINATOR

Diolch

Thanks for your interest in joining us here at Tennis Cymru / Tennis Wales. We're the Governing Body for tennis & padel here in Wales, with a vision of tennis opened up across Wales. Our mission is to transform Welsh communities through tennis.

The growth of our game in recent years has been incredible and a real testament to our colleagues and fantastic Welsh tennis community. We're excited about the future and are looking to recruit an enthusiastic Development Coordinator to join our team. You can read more about Tennis Wales and the role within this pack. Should you have any questions we will be happy to discuss further with you. Best of luck with your application and thank you for your interest and time.

About Tennis Wales

Tennis Wales is the Governing Body of tennis and padel in Wales. Our vision is tennis opened up across Wales, and we aim to transform Welsh communities through tennis in our 2024 to 2026 strategy.

In partnership with our sponsors, the Lawn Tennis Association (LTA) and Sport Wales, we work collaboratively to make tennis relevant, accessible, welcoming & enjoyable.

About tennis in Wales;

- 176k adults playing tennis at least once each year
- 36k children playing tennis weekly in Wales
- 200 accredited coaches & officials working in the sport
- 1,100 tennis courts, right across Wales
- 500+ volunteers supporting the game

Each year our registered members elect a Board of Directors which has responsibility for running the sport in Wales on their behalf, with the day-to-day running of the sport to our executive. We're based in Cardiff however our team cover all of Wales, working with our network of partners where needed.

Check out our Board & team here at [Tennis Wales](#).



Working at Tennis Wales

Fantastic Benefits:

- Flexible working here in Cardiff and remotely
- Work place pension
- Private healthcare through Vitality
- Employee Assistance Programme
- Access to tickets at major tennis events in Britain
- 25 days annual leave pro rata, plus additional privilege days



Exciting Offices at The Maltings:

- Open plan offices close to Cardiff City Centre
- Free on site gym membership (subject to small induction fee)
- Discount ION Gym onsite
- Free tea & coffee and access to kitchen
- Discount at Kin and Ilk onsite cafe
- Social events calendar
- Free car parking



The Role

Development Coordinator

Responsible to Head of Participation

Location Cardiff Office, with occasional travel across Wales where required

Salary £22,000 - £25,000 per annum with great benefits, pension & private healthcare.

Position will start at lower end of scale.

Salary Hours Full time (35 Hours)

ABOUT THE ROLE

Tennis Wales is the Governing Body of tennis in Wales. Our vision is tennis opened up across Wales, transforming Welsh communities through tennis and we aim to grow tennis by making it relevant, accessible, welcoming & enjoyable across the country. The Development Coordinator provides coordination, support and administration across both our participation and performance teams and provides great customer service and support externally to our tennis and padel community in Wales.

This role requires excellent organisation, planning, administration and communication skills to work well across various teams in the business, bringing together different arms of the business to work effectively and effectively.



Key Roles and Responsibilities

Coach Development

- Oversee operational delivery of all courses, qualifications and training provided by the Tennis Wales Coach Development Centre (CDC), working with venues, tutors and colleagues.
- Coordinate the annual CDC calendar that includes all our tennis and padel qualifications, training courses and learning opportunities, including safeguarding and first aid, ensuring they're all available online to book, pay for and attend on a rolling basis.
- Coordinate forums for our venues, coaches, volunteers and officials throughout the year with the participation team.
- Provide data, insight and reporting on course and qualification bookings throughout the year to monitor and report on our progress and oversee the CDC budget ensuring it remains on track in partnership with the Finance Manager and Coaching and Volunteering Manager.
- Provide great customer service by administrating the CDC, being a point of contact for all coach qualifications, development courses and training/CPD bookings and enquiries.
- Liaise with tennis venues and tutors to book courts for qualifications and training courses taking place throughout the year, liaising with the Finance Manager to make payments.
- Work with the Digital Communications Lead to market & promote qualifications and training courses across Wales.

Tennis Wales in the Park (TWITP)

- Provide administration (e.g. ClubSpark) and performance management reporting services to the TWITP initiative as required to support with the effective and efficient delivery of the scheme.
 - Support with processes and site visits with respect to health and safety, risk assessment and site maintenance to ensure the safe operation of TWITP.
 - First point of contact for customer queries in relation to TWITP providing great customer service in a timely manner.
 - Work with the Digital Communications Lead to market & promote parks participation across TWITP sites.
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Key Roles and Responsibilities

Performance

- Provide administration support to the County and National Performance Programmes and associated squads (including attendance at activities from time to time).
- Act as a point of contact for performance related enquiries from venues, coaches, parents and players offering excellent customer service, supporting the Head of Performance.
- Administer Tennis Wales trips, camps and activities, working with the Head of Performance and Safeguarding Officer to deliver a great experience for players in a safe environment.
- Organise kit and clothing for county and national teams in Wales.

General

- Oversee communication, delivery and progress reporting on the annual LTA Venue Registration process in Wales.
- Provide great customer service as point of contact for customer and stakeholder queries on behalf of the participation team signposting to team members for help and advice as required.
- Administration and operational support to the Heads of Participation and Performance as required.
- Support Tennis Wales efforts to ensure registered venues in Wales are safe to practise, protecting children & vulnerable adults playing tennis across the country in partnership with colleagues in Tennis Wales and statutory agencies.
- Any other reasonable duties required from time to time to ensure effective business operation.
- Support the administration of our accreditations with the NSPCC and UK Anti-Doping.



Person Specification

Essential: Experience of working in an operations role, involving regular contact with customers and stakeholders.

Essential: Excellent communication (written, verbal and listening) skills.

Essential: Ability to manage and influence others effectively including colleagues and external stakeholders to ensure tasks are completed successfully.

Desirable: An ability to communicate (written, verbal and read) through the medium of Welsh.

Essential: Experience of content management systems for website and production of newsletters and other communications content.

Essential: Excellent organisation and planning skills with exemplary attention to detail.

Essential: Ability to manage multiple projects and priorities working to deadlines.

Desirable: Effective budget management and scrutiny skills along with ability to provide clear performance management information to colleagues.

Essential: Experience of working in sports development and the principles of effective sports management.

Essential: Ability to manage time effectively and prioritise own workload.

Essential: Excellent IT skills and experience using Outlook and Microsoft packages including Word & Excel.

Desirable: Full UK driving license and access to a car.



How to apply?

Please attach a copy of your CV and a covering letter to the **application platform** explaining how you meet the criteria for selection and why you wish to join Tennis Wales.

Tennis Wales is an equal opportunity employer and is committed to delivering its Equality Policies. We positively encourage and welcome applications from people of all communities. We ask that you complete our online Diversity Monitoring Form.

The deadline for applications is **31st May 2024**.

Interview dates for shortlisted candidates will be agreed on an individual basis.

Please note that the successful applicant will be required to complete a Criminal Record Disclosure Form. All applicants should have the right to work in the UK.

