

Job Title **Steward – HSBC Championships 2025**

Responsible to **Head Steward – HSBC Championships 2025**

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.

The safety and customer experience of our spectators is the main responsibility of the HSBC Championships stewarding team. Reporting to the Head Steward, Stewards will be trained to rotate through a number of tasks throughout the tournament including checking tickets, managing queues, monitoring crowds, guiding ticket holders to their seats and answering queries from the general public. Having excellent communication, teamwork and customer service skills are vital to help us make the HSBC Championships an unforgettable experience for all our guests.

Applications will open on **Thursday 16 January 2025 at 10:00am** and close **Sunday 16 February 2025 at 11:30pm**.

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.
- Provide queue management support, ensuring spectators are well informed and moving efficiently through queues.
- Validate spectator tickets allowing entry into the Tournament venue, escalating any issues for efficient resolution.
- Work alongside volunteers to control access to seating areas, assisting spectators in finding their seats at appropriate breaks in play.
- 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 the smooth egress of spectators at the end of matches and conclusion of play.
- Be aware of the security and evacuation procedures for the tournament and in the event of an emergency, assist in the safe evacuation of your area of responsibility.

- Assist with keeping spectator areas neat and presentable. This may include assisting with the collection of litter within seating areas.
- Ensure that any issues and incidents that occur during the event are communicated fully to your Supervising Steward and, where necessary, an Incident Report form completed and submitted to the Head Steward.
- Follow all instructions delivered by Supervising Stewards and the Head Steward.
- Work cohesively with other teams, namely Volunteers and Security to deliver an outstanding level of service to all spectators.

Essential Requirements

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| Ability to work for a minimum of 12 days throughout the championships |
| Good physical health to cope with significant walking, standing, and long days |
| Ability to communicate clearly and share information effectively |
| The ability to work as part of a team or on your own initiative, depending on circumstances |
| Experienced in providing exceptional customer service in a busy environment |
| Is friendly, approachable, and enjoys talking to people and going above and beyond to make someone's day |
| Embraces diversity and displays respect to colleagues and spectators |
| Displays the highest levels of integrity at all times |
| Punctual and willing to be flexible: working 12 + hour days, which may involve early starts and late finishes depending on play |
| Available to attend selection sessions and training dates in person |
| Comply with all aspects of the LTA's Health and Safety Policy and arrangements. |
| Comply with all aspects of the LTA's Code of Conduct. |

Desirable Requirements

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| Previous stewarding experience, ideally at other sporting events |
| Level 2 Certificate in Spectator Safety (previously L2 NVQ) |
| Knowledge of Tennis |
| Foreign language skills |

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