

## Operations Manager

<b>Responsible to</b>	<b>Head of Operations</b>
<b>Location</b>	<b>Tennis Scotland, Airthrey Castle, Hermitage Road, Stirling, FK9 4LA</b>
<b>Salary</b>	<b>COMPETITIVE (plus benefits)</b>

### About the role

Tennis Scotland is the Governing Body of tennis in Scotland. Our vision is “Tennis opened up to deliver The Legacy in Scotland” and our mission and strategy is aligned with the LTA and focussed on growing the sport by making it relevant, accessible, welcoming and enjoyable. Our plans see; more people playing across clubs and pay as you go facilities; more quality facilities and world class workforce development and coaching; an all year round sport in our communities with tennis accessible to anyone from any background; more Scottish players succeeding at the very top of the game in juniors and on the ATP and WTA tours and see a range of events and competitions to showcase tennis and increase its visibility in Scotland. Tennis Scotland is an ambitious confident organisation engaging with everyone involved in tennis to create investment and growth to ensure a sustainable and healthy future for Scottish tennis.

The Operations team is responsible for growing and developing resources to deliver an effective organisation. The Operations Manager will provide high quality, efficient and customer focussed support and administrative and general office support services across Tennis Scotland and to external members and customers. The Operations Manager role is supporting the Head of Operations to deliver the organisations key strategic objectives to open tennis up across Scotland.

This role will require experience in administration, office/venue management, event planning and operations.

### Key Accountabilities

- Work with Head of Operations to deliver the organisations key strategic objectives
- Conceptualising and event manage Company Events, Conferences, Exhibitions (identification and management of vendors/suppliers, internal and external stakeholder management, budget management)
- Help promote a company culture that encourages top performance and high morale
- Provide support across event planning and delivery or tournaments, events and competitions
- Provide appropriate support for a range of functions across all Tennis Scotland departments
- Venue Manager for Tennis Scotland Head Office including however not limited to: Front of House duties, annual maintenance testing, deliveries and customer queries
- Provide advice and guidance to support and manage queries on an ongoing basis where necessary signposting to relevant and appropriate information or personnel
- Arrange and attend meetings as required, coordinating actions and attendees' contributions to actions
- Work closely with the Operations team to develop and implement effective company policies and procedures

- 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 and catering
- Arranging complex travel plans, processing visa's, arranging overseas agendas, coordinating and submitting expenses as and when necessary
- Acting as conduit between the Managers and Heads of Departments, ensuring the smooth running of operations for the organisation
- Undertake additional duties as allocated from time to time by the CEO or Senior Management Team

## Person Specification

### *Previous Experience of:*

Experience of front of house skills and representing excellent first contact impressions	Essential
Excellent administration and information technology skills	Essential
Excellent interpersonal and communication skills	Essential
Experience providing a broad range of support to different job holders and projects.	Essential
Knowledge & understanding of tennis as a sport and the way it is structured	Essential
Excellent administration and information technology skills (MS Office, Outlook, Teams)	Highly Desirable
Experience of volunteering within a sporting context	Highly Desirable
Experience of working within a leisure or sports office environment	Highly Desirable

### *Knowledge, Training & Qualifications:*

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

## Personal Attributes

<i>Teamwork</i>	<ul style="list-style-type: none"><li>• A great communicator both internally &amp; externally</li><li>• Always prepared to work collaboratively</li><li>• Works well as part of a national team, working remotely across large areas</li><li>• Good at sharing best practice ideas across a wide range of partners</li></ul>
<i>Inclusion</i>	<ul style="list-style-type: none"><li>• Works openly &amp; honestly in the interest of the team</li><li>• Will always suggest improvements to ways of working</li><li>• Will be comfortable challenging groups or individuals to ensure high levels of work</li><li>• Treats others as you wish to be treated</li></ul>
<i>Ambition</i>	<ul style="list-style-type: none"><li>• Committed to growing the sport of tennis and padel</li><li>• Hard working &amp; driven to succeed and achieve our mission</li><li>• Passionate about developing opportunities</li></ul>
<i>Excellence</i>	<ul style="list-style-type: none"><li>• Always aims to achieve the best possible outcome</li><li>• Develops plans based on best practise and previous experience</li><li>• Seeks support from colleagues to improve outcomes</li><li>• Will be happy to take the more challenging route if it results in higher quality outputs</li></ul>