

<b>Post Details</b>	<b>Last Updated:</b> 23 <sup>rd</sup> September 2024
<b>Job Title:</b>	Head of Tennis
<b>Salary:</b>	£26,334 - £27,952
<b>Responsible to:</b>	Club Development Officer
<b>Responsible for:</b>	Tennis Coaches

**Job Purpose Statement**

The University of Surrey has recently opened a state of the art, three-court indoor dome, to add to our existing five outdoor courts that we have at Surrey Sports Park. Team Surrey are actively seeking to recruit a Head of Tennis to drive student tennis participation forward and support our community tennis programme on an ad hoc basis.

The role holder will be responsible for the development and implementation of a new and ongoing strategy for tennis, with an emphasis on the development of the University tennis programme for students to meet our aspiration of going from a LTA Tier 2 to Tier 3 site. The role holder will also be responsible for maximising the usage of the facility and generating additional income streams through the indoor dome. This will be achieved by building partnerships and relationships with key stakeholders including The Lawn Tennis Association (LTA), local tennis clubs, schools, colleges, and the wider community to ensure collaborative working is maximised.

Key objectives of the role will be:

- Deliver the new and ongoing tennis strategy through engagement with multiple stakeholders increasing active participation in tennis within the University.
- Attract high level tennis athletes to study and compete at the university to support our strategy target of having 200 athletes on our Dual Career Programme across Team Surrey clubs by 2028.
- Workforce - provide a pathway for students or external tennis professionals in officiating, coaching and other key support areas to help deliver the program.
- To support on creating sustainable revenue and income streams for the indoor dome facility throughout the year.
- Team Surrey’s tagline “Move | Play | Perform”, encourages everyone to be involved in physical activity, ensuring that everything is reasonably adjusted to meet anyone’s ability, experience, and interest. You will therefore ensure that the student offering for tennis is inclusive by providing a variety of different coaching and practice sessions, camp activity, competitive matches and tournaments. You will also be expected to deliver ad hoc support to the community team for holiday courses if they require your assistance.
- Expectation to be on-court coaching for around 15 hours per week. Remaining time to be spent on the growth and long-term strategy of tennis to support our department target of engaging 12,000 students in Team Surrey by 2028.

**Problem Solving, Accountability and Dimensions of the role**

The post holder will work within established departmental processes and procedures and with minimum day-to-day supervision. The post holder will work closely with the Club Development Officer in the development of the tennis programme and in the provision of coaching. There is scope for the post holder to apply judgement and initiative when managing their workload, including any short and medium-term priorities and to respond to any conflicting demands. This role is very much about the successful co-ordination of teaching and development activities, therefore the post holder must operate flexibly, manage their time effectively and react positively to changing circumstances and requirements.

The post holder is expected to apply their technical and practical knowledge of tennis in order to provide advice and coaching and to further develop the sport. To effectively contribute to the development of the programme the post holder must develop and foster close working relationships with the student club, LTA, Surrey Tennis, and other local providers. With regards to development activities, this post impacts upon the future direction of tennis within the SSP, the revenue it receives and its reputation. The post holder is responsible for ensuring all tennis coaches and volunteers maintain a safe environment by complying with the necessary Health and Safety requirements and ensuring that users are aware of the guidelines in place. The post holder is expected to ensure all coaches and volunteers provide a quality and professional service to all guests. The post holder will be expected to work towards particular performance indicators which affect the income of the tennis programme.

The post holder is expected to provide advice and solutions to routine day-to-day problems within the specialist area in

which they are familiar. Resolution for these issues will usually be found through referring to their previous experience of similar problems, through making reference to departmental policies and procedures and/or working collaboratively with other SSP departments. They are expected to use initiative and judgement to address and resolve more complicated problems and issues, referring only the most complex, or those outside of the remit of their role to the Club Development Officer or Student Sport and Performance Manager for guidance/resolution.

The post holder is expected to take a creative approach to their work, particularly in terms of identifying ways to promote all tennis provision (facilities, programmes, and events) on offer through SSP. They are expected to suggest improvements to current working methods or systems and to advise the Club Development Officer where there are specific issues which need to be addressed. They are expected to take a pro-active and collaborative approach to identifying ways to address these and to implement them under the guidance of their line manager, where appropriate.

**Background Information/Relationships**

Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business.

The post holder will work closely with all Sports Park staff and both internal and external guests.

This job purpose reflects the core activities of the post. As the Department/Faculty and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

<b>Qualifications and Professional Memberships</b>	<b>Essential/ Desirable</b>	
LTA Tennis Level 2 (Level 3 preferred) qualification or equivalent	E	
LTA Coach Accreditation	E	
Sports related Degree or equivalent	D	
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Proven engagement with relevant National and Regional organisations and initiatives including the Lawn Tennis Association (LTA)	E	3
Experience of recruiting and engaging a volunteer workforce	E	3
A proven track record as a coach in tennis	E	3
An understanding of Long-term Athlete Development	E	2
Experience of monitoring income and expenditure, managing budgets and revenue generating activities and programmes	E	2
An awareness and understanding of inclusive and accessible tennis needs and formats to support delivery of a fully inclusive tennis programme	E	2
Experience of working within a multiuse sports facility, using a computer-based leisure management software system for bookings	D	NA

Experience of coaching/managing/playing at junior/senior international competition	D	NA
Experience of working in the Higher Education environment	D	NA
<b>Special Requirements:</b>	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
DBS Clearance	E	NA
A full UK driving licence	E	NA
<b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.		<b>Level 1-3</b>
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Teamwork		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Leadership / Management		1
Creative and Analytical Thinking		3
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking		3

## Organisational Information

### All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the University of Surrey. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.

## Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

1. Enhance the student experience by creating a diverse, comprehensive and inclusive tennis programme that encourages students of all levels to play tennis.
2. Coordinate and develop projects and events to increase the utilisation rate of the facility, especially outside of university term-time periods. Create and manage income-generating activities that can financially benefit the department. Improve the utilisation rates of the tennis centre during "off peak" times - 9am - 4pm weekdays throughout the year, as well as reduced student footfall during university vacation periods.
3. Provide coaching and support to the Men's and Women's student teams, as well as increasing their opportunity to compete outside of just the BUCS competitions, e.g. local leagues and Fast4 tournaments.
4. Increase student participation within tennis, whether that be through PlaySport sessions, Learn To sessions, squad training, SSP events, and/or local leagues. Or provide a pathway for students in officiating and coaching to help deliver the program.
5. Act as the main point of contact for the Team Surrey tennis teams. Coordinating team selection/players, supporting team captains, organising fixtures and court bookings, and other associated activities/admin tasks.
6. Oversee and deliver a tennis programme which allows inclusive and accessible tennis for disabled students. With the long term aim of having students be represented in our BUCS teams.
7. Provide verbal and written feedback when requested on particular tennis elements including court maintenance, court bookings, and sessions attendances/feedback.

**N.B. The above list is not exhaustive.**