ROLE DESCRIPTION

Head of Operations – Surrey Tennis

DATE: 30/1/2025

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**Job Title:** Head of Operations – Surrey Tennis

**Salary:** c. £50k

**Reporting Line:** Chair, Treasurer, Secretary, Trustees of Surrey Tennis

**Work:** Hybrid environment. Occasional meetings at venues including a few weekends at Surrey Tennis events.

**Application deadline:** 14/3/2025

About Surrey Tennis

We are the governing body of tennis in Surrey and our aim is to work together with coaches, players, officials, venues and more to increase participation, improve facilities and raise playing standards across the County.

About the Role

This is a new position. As we move into 2025, Surrey Tennis wishes to ensure we are focused on our strategic policies and activities. The Head of Operations of Surrey Tennis will be tasked with the overall management of its operations, ensuring there is clear alignment between staff and Trustees, keeping up to speed with all the six committees and helping drive the County forward.

Key Responsibilities

**Operational Management**

* Ensuring the Office team works efficiently and productively.
* Ensure all parts of Surrey Tennis work together and follow the strategic plan.
* Ensuring policies are in place and maintained in line with regulatory requirements.
* Ensuring records and documentation are organised and maintained in compliance with GDPR requirements.
* Support and develop an efficient and effective team to deliver the needs of the Office function, identifying expertise gaps or training needs as they arise.
* Make day-to-day decisions, manage issues, act as spokesperson, communicate effectively with the Trustees.
* Ensure the standards of Surrey Tennis are upheld, in line with our values.

**Making Trustees feel engaged**

* Induction for new trustees to promote what Surrey Tennis does and highlight how they can get involved.
* Consult with committee chairs to support their aims and activities.
* Head of Operations to be the main point of contact to ensure an effective relationship between staff and Trustees.
* Clear channels of communication with updates on upcoming events and news in the County.

**Working alongside the Surrey team to best support the local tennis community**

* Understanding how best to utilise Surrey Tennis resources for the benefit of venues, coaches, and players.
* Identifying where LTA support is targeted and then working with the Surrey team to fill the gaps.
* Looking at the strengths of individuals within the team and where there may be needs for additional support/expertise/training.

**Delivering the strategy to support key stakeholders**

* Working with Surrey Trustees to create and implement the strategy for Surrey Tennis. [Surrey Tennis - Strategy 2024-26](https://www.surrey.tennis/_files/ugd/ecda7c_9932d106c15b44f29cfd6c53403a1f11.pdf)
* Collaborate with the LTA so that the County are up to speed with their direction of travel and provide feedback on how it impacts Surrey Tennis.
* Engage with key partners to find ways to best support our activities (e.g., Competitions, Awards, Performance)
* Keeping up-to-date with LTA objectives and priorities.
* Acting as point of contact with LTA for operations and communication.

Qualifications and Skills

* Excellent communication and interpersonal skills, with the ability to engage and make decisions.
* Good knowledge of Word, Excel, SharePoint.
* Knowledge or understanding of tennis/tennis clubs/sports would be useful.
* Surrey Tennis has recently been incorporated as a charity. A broad understanding of the workings of the non-profit sector would be of help.

Application

* To apply please submit your CV with a covering letter explaining your suitability for the role to: chair@surrey.tennis.