Job Description

Tennis Development Coordinator– Kent Sport

Salary: Grade 4
Contract: Part time, 10 hours, 34 Month Fixed Term Contract with LTA Funding
Location: Canterbury Campus
Responsible to: Tennis Development Officer
Job family: Administrative, professional and managerial

Job purpose

Kent Sport is responsible for physical activity and wellbeing at the University of Kent. The department supports students, University staff and members of the public through facilities and services delivered on the Canterbury Campus. Kent Sport is actively seeking to recruit a University Tennis Centre Assistant to support the Tennis Development Mansager in the day to day running of the Tennis programme at the University of Kent. The post holder will seek to increase the tennis provision on all fronts from recreational participation through to high performance and competitions for student, staff and community members, delivering a year-round tennis programme to support of the goals of the LTA and Kent Sport developing opportunities for players of all levels.

The role offers variety through administrative tasks and practical activity delivery in the four-court Kent Indoor Tennis & Events Arena (KITEA) as well as being part of the wider Kent Sport Team responsible for the delivery of a comprehensive and diverse programme of sport and physical activity sessions and one-off events engaging students, staff and the community in various forms of physical activity. Working under the leadership and mentorship of the Tennis Development Manager this role requires a creative team focused individual who can contribute efficiently and effectively to the delivery of an outstanding customer service that will contribute positively to the wider departmental strategy, to create and embed an Active Campus.

The post will be for a fixed 34-month term and consist of up to 20 hours per week organising and developing tennis opportunities for all members. The post is part-funded by the Lawn tennis Association as part of the University's partnership as an LTA endorsed facility and programme.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Assist increasing participation levels of students and staff at The University of Kent through the planning and delivery of tennis sessions, programmes and competitions suitable for a variety of playing abilities.
- Present Tennis to a variety of different customers within a range of sessions with an awareness of the principles and practice of all Tennis formats understanding their suitability for different age ranges, abilities and experience. This may include, but is not limited to Mini Tennis, Adult Tennis, Cardio Tennis and Tournament delivery.
- Support the Tennis Development Manager with Tennis engagement and outreach at local partner schools, colleges and other organisations with the delivery of Tennis roadshows, tournaments and Coach Education.
- Assist the Tennis Development Manager in scheduling a team of Tennis coaches who support the University Tennis programme through session delivery and individual coaching.
- To assist in the administration and organisation of all University Tennis Programmes including court and session bookings, website updates, equipment set up and breakdown and communication with customers.

- Accurately monitor the numbers for participation, competition and retention and feedback to Kent Sport and the LTA on a regular basis using agreed spreadsheet templates or information systems.
- Work in partnership with marketing to assist in the promotion and publicity of the tennis programme through agreed marketing, communication and social media channels whilst working closely with student club representatives.
- Support with the delivery of children's sport and activity sessions and vacation camps. Understand and implement designated procedures to ensure all children are engaged in a fun, inclusive and safe environment.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Lead well prepared tennis sessions, events, and competitions to support the Tennis Programme. Be adaptable to participant needs and abilities with a full understanding of Tennis principles and practice.
- Improve tennis centre utilisation, commercialisation and income generation from tennis activity by supporting the Tennis Development Manager in the implementation of the department strategy.
- Ensure Tennis equipment and facilities are safe and functional in preparation for session delivery, reporting necessary defects whilst ensuring a positive user etiquette that respects all members and facility staff.
- This role requires a flexible individual working to support operational needs that can include evening and weekend work. Flexibility between colleagues to cover staff absence is required to support business need.

Facts & figures

Kent Sport has over 8000 registered members with the average term-time attendance to sports sessions, competitions and events being over 1000 participants per week. The Tennis Team currently deliver broad range of tennis sessions and pathways for junior participants as well as student, staff and community members every week.

The Tennis Timetable ranges from performance-based sessions for the top student players through to social tennis for students of mixed abilities and students. Average weekly student tennis engagement is over 200. Staff Tennis sessions feature weekly at lunchtime sand early evenings supplementing tennis attendance. The Community Coaching alongside 1-2-1 Lessons and Hitting services account for the bulk of income generating Tennis activity with over 100 weekly attendees consistently all year-round attending the sessions for different age groups and abilities.

The role reports directly to the Tennis Development Officer and is therefore commensurate of any other duties as assigned by this line management.

Kent Sport has a Team of over 30 substantive staff supported daily by a diverse team of Timesheet staff who deliver a variety of roles across the department. Kent Sport operates within the Commercial Services and Estates Directorate providing facilities and services for University staff and students across Campus.

Internal & external relationships

Internal: Students, Staff, Student Tennis Club, Commercial Services and Estates Department, Student Support & Wellbeing, Occupational Health, University Medical Centre, Kent Students Union and ResLife Team.

External: Lawn Tennis Association (Kent LTA), Kent Sport public and community members, community stakeholders including other local tennis facilities and providers. University guests and corporate clients as well as charities, local authority representatives or local school and college contacts.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- A moderate personal fitness level is expected to perform this role
- Repetitive limb movements
- Regular use of display screen equipment
- Prolonged weather hazard exposure – wind/rain/snow/pollen/UV & sun
- Contact with Human fluids (blood, saliva etc) whilst cleaning or providing first aid
- There will be a requirement to work evenings and weekends on a flexible rota pattern

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- LTA Level 1 (or above) Tennis Coaching Qualification or equivalent (A)
- Practical experience of coaching and engaging different individuals in Tennis activity, drills, practice scenarios and matches appropriate for different ability levels and experience (A,I)
- Good understanding of coaching formats, principles and practice including both the tactical and technical elements of tennis (A,I)
- Experience of administrating, coordinating and planning tennis activities, events or leagues(A,I)
- Excellent interpersonal skills including oral and written communication, demonstrating the ability to deal confidently with a range of people at all levels (A,I)
- A passion for working in a team environment and working towards a common objective offering a flexible approach to support operational needs (A,I)
- Knowledge and understanding of the barriers to participation in physical activity and experience of overcoming these challenges (A, I)
- Good IT skills, particularly Microsoft Office packages and social media platforms (A)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- Experience of working with children and/or engaging children in physical activity and sport (A,I)
- An understanding of the Higher Education environment in a sports provision context (A,I)
- Passion for tennis and other sports recognising the physical and mental wellbeing impact of physical activity and sport (A, I)
- First Aid qualification (A)
- Experience of using a Leisure Management online booking system (A,I)
- Ability to liaise, communicate and negotiate effectively with internal and external stakeholders (A,I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage