



## PARTICIPATION SUPPORT TEAM LEADER

<b>Responsible to</b>	<b>Participation Support Manager</b>
<b>Location</b>	<b>National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ</b>
<b>Salary</b>	<b>Up to £27,000 per annum dependent on experience</b>

### About the role

Participation Support Team Leaders (PSTL) manage the performance of a team of Participation Support Assistants (PSA's), providing direction, guidance and support with the intention of motivating them to deliver remarkable service and to exceed customer expectations in all areas of their work.

Participation Support Team Leaders work with their teams to achieve the team's personal targets which feed into the business targets and ensure that performance is delivered to the required standard, alongside supporting delivery of the LTA strategy of tennis opened up.

### Key Accountabilities

- In conjunction with the Participation Support Manager (PSM) the PSTL will constantly be searching for ways to improve relevant processes across the directorate in order to drive efficiency across the board and increase the capacity and capabilities of the Participation Support Team.
- Build and maintain a broad and relevant understanding of all areas of Participation.
- Work with the (PSM) to ensure that recruitment activity delivers new team members that have the capabilities to do the role that they are being hired for
- Develop and maintain effective and engaging induction training material, on-brand email templates, procedure and support documentation. Work across the Participation Support Team (PST) in keeping knowledge and resources consistent and up-to-date.
- Prepare and coordinate delivery of induction training for new PSA's, ensuring they are trained to fulfill all requirements of their role to a high standard
- Oversee team workflows to ensure sufficient coverage and that service levels are being met across all channels, driving productivity and performance where needed.
- Collate reporting of individual and departmental performance metrics (SLAs and KPIs) using appropriate reporting tools, feed overviews to the PSM and highlight successes or shortfalls back to team members addressing any development areas
- Oversee regular monitor the quality or work for the PSA's and coaching of team members, promoting service excellence.
- Support new team members during their probationary period, using coaching and additional training as needed to achieve a 100% target of probationary pass level
- Performance manage PSA's by promoting effective performance and positive display of LTA values and behaviours, setting clear target goals and expectations, driving business goals. Prepare for and carry out regular reviews and appraisals

- Support and develop team members in their roles to maximise their contribution and potential, arranging relevant training to fill skill gaps or improvement action plans where required. Guide and support team members' on any personal development aspirations liaising with other teams where necessary to facilitate this.
- Be an ambassador for British tennis both internally and externally
- Drive team members to promote LTA products and programmes to the external partners that they hold relationships with, up and cross selling where appropriate in every conversation they have. Increasing conversion and therefore directly influencing Business Objectives.
- Cascade relevant information from the business to the team proactively and effectively; lead Team Meetings, encouraging group discussion and praising successes.
- Proactively manage a smaller number of venues that PSA's with amended targets also handling customer escalations that PSA's are unable to handle, ensuring an appropriate resolution for both the customer and the business
- Proactively contribute ideas to develop and innovate the PST, with a focus on the broader customer journey. Develop new processes to deliver operational efficiencies and influence other departments to deliver a seamless service both internally and externally.
- Contribute to, coordinate or lead on operational delivery of key service and/or business projects
- Provide cover for the PSM where needed.
- Understand the importance of the LTA's Safe and Inclusive policies and procedures to take necessary action when required
- In addition to your accountabilities detailed above, you may also be asked to:
  - Supervise and provide support (and cover when required) for PSA's where gaps appear. Proactively taking on work to ensure that SLA's are kept during peak periods.
  - Be an 'on call' point of contact for emergencies outside of core business hours.
  - Organise the support and cover of other departments in the participation directorate where needed.
  - Travel to key events where networking opportunities exist and to regional team meetings to support the relationship between the central and regional teams.
- Carry out any other task reasonably requested by the PSM.

## Person Specification

### Previous Experience of:

Delivering high quality customer service and dealing with challenging enquiries	Essential
Performance managing people, driving performance and achieving results	Essential
Providing leadership and direction	Essential
Training and coaching, adapting to different learning styles	Essential
Experience of delivering high quality account management	Desirable

### Knowledge, Training & Qualifications:

Computer literate, experience of using varying computer systems	Essential
Strong verbal and written communication skills with people at all levels	Essential

*Personal Attributes:*

<i>Teamwork</i>	<ul style="list-style-type: none"><li>• Ability to build and maintain effective working relationships at all levels</li><li>• A can do attitude with strong diplomacy skills, patience and sensitivity</li><li>• Commercial awareness</li></ul>
<i>Integrity</i>	<ul style="list-style-type: none"><li>• Able to work under pressure whilst maintaining exceptional attention detail</li><li>• Clear understanding of confidentiality and sensitive data management</li><li>• Able to provide constructive feedback and positive reinforcement</li></ul>
<i>Passion</i>	<ul style="list-style-type: none"><li>• A desire to deliver world class customer service and satisfaction</li><li>• Be a role model in attitude and behaviours, and able to inspire and motivate others</li><li>• Enthusiastic, flexible, adaptable and positive attitude</li></ul>
<i>Excellence</i>	<ul style="list-style-type: none"><li>• Proactive in contributing ideas and ability to use initiative</li><li>• Able to see the bigger picture and come up with solutions</li><li>• Excellent organisation, prioritisation and time-management skills</li><li>• Stickler for standards and strong attention to detail</li></ul>