

***From Playground to Podium:** As an organisation the ITF has a significant influence in tennis. We are involved in everything from inspiring grassroots initiatives to elite international competitions and all that falls in between. We have a touchpoint at every stage of a player's career across all levels and formats of tennis. From the Play and Stay Campaign to the Davis and Billie Jean King Cup podium, the ITF is engaged and committed to delivering tennis for future generations.*

ITF ROLE OVERVIEW

JOB TITLE: Manager, World Tennis Tour
REPORTING TO: Head, ITF World Tennis Tour, Operations
DEPARTMENT: Tours and Player Pathway
LOCATION: Roehampton, South West London

We are currently working to a hybrid model requiring a mandatory minimum of 3 days working in our office based in Roehampton, London and as part of this, Mondays and Tuesdays are 'anchor days' where all staff are obliged to work from the office.

The International Tennis Federation (ITF) is the world governing body of tennis. Founded in 1913, its purpose is to ensure the long-term growth and sustainability of the sport, delivering tennis for future generations in association with its 213 member nations. The ITF oversees the rules and regulations that govern international and national competition.

The ITF is responsible for the worldwide development of tennis through its highly regarded Development Programme, its Science and Technical department which monitors equipment and technology, and its Officiating department which oversees the education and advancement of officials.

The ITF is the owner and co-owner of the two largest annual international team competitions in tennis, the Davis Cup and Billie Jean King Cup (BJKC) by Gainbridge and manages the Olympic and Paralympic Tennis Events on behalf of the IOC and IPC. The ITF organises over 1,500 weeks of men's, women's and junior tournaments on the ITF World Tennis Tour, ITF Beach Tennis Tour, UNIQLO Wheelchair Tennis Tour and the ITF Masters Circuit. The ITF upholds the highest standards of integrity and is a partner in the International Tennis Integrity Agency.

Overview of World Tennis Tour Department:

The World Tennis Tour (WTT) team is responsible for delivering the worldwide ITF men's and women's professional tournaments, which in 2024 numbered 1,200 tournaments in over 70 countries. On the women's side, the Tour comprises W15, W35, W50, W75 and W100 tournaments, which offer prize money from \$15,000 up to \$100,000; while the men's side comprises M15 and M25 tournaments which offer prize money of \$15,000 and \$25,000 respectively. In 2024, the World Tennis Tour delivered record prize money for both women and men with record tournaments at the higher prize money categories.

The Role:

We are looking for an experienced and organised individual to assist the Head, WTT, Operations to manage operations of the WTT and other activities agreed as part of the WTT Strategy. The individual will combine team management, day to day operations, and development of Tour standards/services to help achieve the wider goals of the department.

Responsibilities:

- Manage the day-to-day operations ensuring key team processes (such as entry, withdrawal and freeze deadlines) are achieved to standard and time.
- Support and monitor team members ensuring regular activities of the team are implemented.
- Uphold and implement the WTT Regulations and Code of Conduct and ensure operational alignment with WTT Men and Women (and where applicable Junior) regulations and processes.
- Be second line support for escalated player queries and tournament issues providing direction and

guidance for team members.

- Monitor Tour support programmes, working in collaboration with colleagues where applicable, including Officiating, Primary Health Care, player wellbeing, security and education.
- Develop team members, providing leadership, guidance and mentoring - delivering monthly check-ins and annual performance reviews.
- Evaluate operational processes ensuring the most effective services are available to drive team efficiencies, and improved stakeholder experiences.
- Be responsible for public facing Tour materials (such as Regulations, Requirements, FAQs) on the ITF website and develop new ways and content to communicate with the player community.
- Work with other departments and colleagues, including but not limited to:
 - Legal – to provide briefings relevant to the Code of Conduct and other issues as required;
 - Finance – to ensure efficient and effective budgeting and collection of monies due;
 - Safeguarding – to ensure the WTT offers a safe playing environment for players;
 - Sports Science and Medical – to review and monitor procedures and ensure they are appropriate for players.
- In collaboration with the Head, WTT, Operations, develop and maintain strong relationships with external authorities (Grand Slams, Regional and National Associations; ATP and WTA, International Tennis Integrity Agency) to ensure the ITF's interests are professionally represented.
- Support the Head, WTT, Operations in coordinating and ensuring all Committees (including the Player Panels) are properly informed and consulted.
- Contribute to the overall strategic success of the ITF, with particular emphasis on the Tour
- Undertake other responsibilities and projects as required.

As the needs of the business can evolve rapidly this role may change accordingly, therefore this document should be viewed as guidelines which are subject to change.

You will have...

- ✓ Sound experience and understanding of professional tennis, including National Association activities and structure, international tennis event operations, and external committees
- ✓ Solid experience and a proven track record in managing a team effectively, with a focus on the ongoing personal development of team members
- ✓ Experience of interpreting and implementing rules and regulations essential, and knowledge of ITF Supervisor activities including use of Tennis Planner (TP) desirable.
- ✓ Excellent time management, skilled in delivery of multiple projects and delivering to deadlines
- ✓ Excellent communication and relationship building skills with a professional approach
- ✓ First-rate decision-making and delegation skills
- ✓ Sound IT, website and social media knowledge.
- ✓ Integrity, accountability, commercial awareness with diplomacy and tact
- ✓ Fluent in both written and spoken English; European language(s) desirable but not essential
- ✓ Flexibility. Hours can be long and weekend travel may be part of the role

What we offer:

- 25 days holiday per annum plus bank holidays
- Private Healthcare
- Group personal pension scheme, Life Assurance and Annual Wellbeing Allowance (subject to conditions)
- Health Cash Plan
- Lunch provided when working in the office (up to £9 per day)
- Complimentary healthy snacks and fresh fruit when working in the office
- Ride2Work Scheme
- Free parking on site
- Working hours: based on 35 hours per week. Normal office hours are 09:00 – 17:00 Monday to Friday. Flexible working hours possible with core hours of 10:00 – 16:00 (weekend work and longer hours are a part of the role when travelling)

Application Process

Please send your Cover Letter and CV to George.Donnelly@itftennis.com stating 'Manager, WTT' in the subject field of the email, clearly indicating in your cover letter whether you require sponsorship or a work permit to work in the UK either now or in the future.

The ITF processes your applicant data in accordance with our Privacy Notice – Recruitment, which can be found on [our website](#).

A DBS check may be required of the successful applicant.

Equality, diversity & inclusion (EDI) is a fundamental priority for the ITF. Our philosophy focusses on embedding inclusive behaviours and processes across every element of our business practices.