

ITF ROLE OVERVIEW

JOB TITLE:	Manager, Wheelchair Tennis (12-month FTC maternity cover)
DEPARTMENT:	Tours & Player Pathway
REPORTING TO:	Head Wheelchair Tennis, Tour & Major Event Operations
LOCATION:	Roehampton, south west London (role may involve international travel)

We currently work to a hybrid model requiring a mandatory minimum of 3 days per week working in the 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.

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 Department:

The Wheelchair Tennis department is responsible for all aspects of wheelchair tennis at an international level. Activities include the organisation of the Wheelchair Tennis Event at the Paralympic Games, the BNP Paribas World Team Cup, the NEC Wheelchair Tennis Masters, the UNIQLO Wheelchair Tennis Tour, classification and the development of wheelchair tennis for adults and juniors worldwide.

The Role:

An experienced and organised individual will assist the Head, Wheelchair Tennis to manage operations (on a maternity cover basis) of the UNIQLO Wheelchair Tennis Tour, and other activities as part of ITF's wheelchair tennis strategy.

They will act as liaison between the Head, Wheelchair Tennis, the Wheelchair Tennis Committee, Wheelchair Player Council and Wheelchair Tennis colleagues to facilitate the implementation of the agreed strategy for those activities and associated events.

Responsibilities:

- Manage, develop and monitor:
 - the day-to-day operations of the UNIQLO Wheelchair Tennis Tour, including tournament applications, calendar scheduling, liaison with tournament organisers & officials and collation of fact sheets;
 - player services, specifically regarding players' participation in tournaments, registration queries and other regulation matters;

- ICT programmes, including the player, tournament & rankings database, player registration & online entry system and officiating tools;
 - potential new wheelchair tennis activities that require direct ITF oversight.
- Monitor, uphold and implement the Wheelchair Tennis Regulations and Code of Conduct, including management of misconduct cases, identify and consult on potential enhancements and in consultation with ITF Tour and Legal colleagues ensure any necessary and ongoing alignment with other ITF Tour regulations and processes.
- Identify and assist with the scoping of new digitalisation opportunities to support Tour operations and lead the development, testing and maintenance of all digital programmes in liaison with relevant ICT and department colleagues.
- Attend ITF wheelchair and other events/competitions as required and assist with the delivery of ITF's major wheelchair events.
- In collaboration with the Heads, Wheelchair Tennis, develop and maintain strong relationships with external authorities (e.g. Grand Slams, Regional and National Associations, IPC, International Tennis Integrity Agency) to ensure the ITF's interests are professionally represented.
- Manage all relevant wheelchair tennis tour operations activity budgets.
- Assist with the development of department personnel, providing leadership, guidance, interpretation and implementation of strategy and ongoing review of performance.
- Work with other departments and colleagues, including but not limited to:
 - Classification – to remain aware of all requirements and liaise with and support classification personnel on all operational and strategic activities;
 - Wheelchair Tour Services – to coordinate and collaborate on player relations and services provided to wheelchair players, including welfare, safeguarding, security and any education campaigns.
 - Legal – to provide consultative briefings relevant to the Regulations, Code of Conduct and other issues as required;
 - ICT – to ensure efficient and effective systems for players and National Associations;
 - Finance – to ensure efficient and effective budgeting and collection of monies due;
 - Sports Science and Medical – to monitor and implement the rules and procedures and ensure they are appropriate for athletes.
- Support the Head of Wheelchair Tennis in coordinating with the Senior Executive Director, to ensure all committees (including the Player Council) are properly informed and consulted. Ensure the strategic goals set are achieved.
- Contribute to the overall strategic success of the ITF, with particular emphasis on the Tour and on forging closer operational relations with Regional and National Associations.
- Undertake other responsibilities and projects as required by the Head, Wheelchair Tennis.

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 tennis (wheelchair tennis is useful but not vital), including National Association activities and structure, tennis event operations, rules and regulations, and internal and external committees
- ✓ Experience in collaborating within a team effectively, with a focus on communication and relationship building
- ✓ Excellent time and project management, skilled in planning and delivery of multiple projects and delivering to hard deadlines
- ✓ Excellent communication, decision-making and delegation skills, with a professional approach
- ✓ Proficiency in using IT systems and databases, with experience of coordinating user acceptance testing

- ✓ Integrity and accountability
- ✓ Commercial and political awareness, the ability to use and apply diplomacy and tact
- ✓ Fluent in both written and spoken English; additional European language(s) desirable
- ✓ 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 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 onsite
- Working hours: based on 35 hours per week. Normal office hours are 9.00 – 17.00 Monday to Friday. Flexible working hours possible with core hours of 10.00 – 16.00

To apply...

Please email your CV and cover letter to jobs@itftennis.com stating **Manager, Wheelchair** in the subject line of your 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](#).

The successful candidate will be subject to an enhanced DBS or equivalent level Overseas Criminal Records Check.

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 practice.