

# Tennis Canterbury Region Inc.

## JOB DESCRIPTION

### Job title

Tennis Operations & Support

### Job purpose

The Tennis Operations & Support role is a broad and hands-on position that sits at the heart of Tennis Canterbury's day-to-day activities. Working closely with the General Manager, this role provides the operational backbone that keeps our competitions running, our clubs supported, our facilities well maintained, and our office functioning effectively.

### Specific duties and responsibilities

#### Competitions & Tournaments

- Schedule, coordinate and deliver Tennis Canterbury's tournaments ensuring events run smoothly and to a high standard
- Maintain accurate competition records and results, and contribute to post-event reporting and reviews
- Assist with the development and implementation of tennis programmes, competitions and initiatives
- Work to continuously improve the tournament and competition experience

#### Club Support

- Serve as a key point of contact for Tennis Canterbury's affiliated clubs, providing practical support, information and resources
- Assist clubs with affiliation processes, membership queries, competition registrations and compliance requirements
- Support relationship-building with clubs, including attending AGMs and club events where appropriate
- Help clubs access and navigate Tennis NZ programmes, resources and funding opportunities
- Liaise with coaches, volunteers, and regional tennis associations
- Encourage participation from diverse communities and support inclusion initiatives at club level

#### Operations & Office Support

- Ensure the smooth day-to-day running of the Tennis Canterbury office, including answering enquiries by phone and email, providing excellent customer service to members, visitors, and stakeholders
- Support the preparation of reports, newsletters, grant applications and other communications
- Assist with the coordination of Tennis Canterbury's website updates, social media and member communications
- Maintain accurate membership, competition and player records
- Provide general administrative support to the General Manager and Board as required

#### Facility and Maintenance

- Oversee the scheduling, maintenance, and upkeep of Wilding Park ensuring it remains a clean, safe and welcoming facility for all users
- Carry out or arrange general maintenance tasks including court preparation, equipment checks, storage management and minor repairs
- Liaise with contractors and suppliers regarding facility maintenance, repairs and improvements
- Monitor and report any facility issues, health and safety concerns, or capital needs to the General Manager.
- Maintain accurate records and generate reports as required
- Ensure compliance with relevant health, safety, and environmental regulations

## **General duties**

- Be punctual and work the hours and times specified
- Prioritise workload to ensure work is undertaken with urgency and to a high standard
- Support and help develop a positive workplace culture
- Demonstrate excellent interpersonal communication skills
- Undertake all duties and responsibilities outlined in this job description and other duties as required
- Comply with all employment obligations
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work

## **Experience and education**

- Minimum 2 years of experience in a similar operations or sports facility management role
- Strong customer service and communication skills
- Excellent organisational and problem-solving abilities
- Social media skills
- Knowledge of tennis rules, regulations, and best practices
- Proficiency in using relevant software and technology
- Relevant qualifications in sports management, facility operations, or a related field would be advantageous
- First aid certification or willingness to obtain one