

SERVES REGIONAL COORDINATOR JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	SERVES Regional Coordinator
Location	London Region (mobile role with hot-desk available at National Tennis Centre)
Responsible to	National Programme Manager - SERVES
Contract type	Full time, 3 years fixed term from September 2017 (some evening and weekend work may be required)
Salary	£28k c. dependent on experience

About the role

The Tennis Foundation is Great Britain's leading tennis charity; our vision is a sport which is inclusive and accessible to every kind of community.

SERVES is a community-based programme designed by the Tennis Foundation to tackle some of the issues faced by people in disadvantaged communities, such as high levels of unemployment, poor health prospects, physical inactivity and low self-esteem. It does this by bringing tennis into the heart of these communities, giving young people the chance to develop valuable life skills, both on and off the tennis court, which in turn builds their confidence, health and employment prospects. It is a new and innovative programme, launched in 2016.

It is supported by Sport England, and works in partnership with the Lawn Tennis Association (LTA) as well as other key stakeholders including but not limited to StreetGames, SportED, Active Communities Network, London Youth and Sporting Equals.

The role of the SERVES Regional Coordinator is to support the central team in the delivery of the SERVES programme and providing local support in London.

Key Accountabilities

Regional Coordination and Management

- To manage day to day relationships with key national partners, local partners and SERVES sites across London
- Provide support to organisations facing challenges engaging and retaining young people in tennis activities
- Support the coordination of the SERVES programme in liaison with the central delivery team
- To support the coordination of Tennis Activator training across different SERVES sites and partners
- Manage and deliver quarterly regional SERVES networking opportunities for tennis activators to attend
- Support Tennis Mentors and coordinate their visits to SERVES sites across London
- Engage SERVES sites in the Learning Programme, supporting them to attend training and deliver the Learning Programme in their sites.
- To play an active role on the SERVES National Steering Group

Communication

- To coordinate communications with partners to ensure effective delivery of the SERVES operational plan and strategy
- Effectively communicate and work with central and regional Tennis Foundation and LTA colleagues, sharing learning and best practice from the SERVES programme
- Support the sharing of new ideas, best practice and learnings from SERVES programmes with the central and regional teams.

- Conduct visits to SERVES sessions and coordinate visits for Tennis Foundation stakeholders
- To be the main point of contact for the business for enquires relating to SERVES in London.

Monitoring and Evaluation

- Support national partners and SERVES sites to complete required monitoring and evaluation
- Support SERVES sites delivering the Learning Programme to measure the social impact of the work they are doing.

Person Specification

Previous Experience of:

Communicating and liaising with key stakeholders; local authorities and members of management	Essential
Managing multiple relationships with national and local partners and community organisations	Essential
Experience of sport in disadvantaged areas	Essential
Experience of sport delivery in community settings and in disadvantaged areas, understand challenges and barriers to participation and identify potential solutions	Essential
Experience of providing expert support to multiple organisations who are aiming to engage and retain young people in their SERVES tennis activities	Desirable
Knowledge and experience of working with National Governing Bodies or Sports Foundations and on NGB or sport led programmes.	Desirable

Knowledge, Training & Qualifications:

Educated to degree level or able to demonstrate a level of operation and understanding consistent with degree level.	Essential
Knowledge and understanding of Sport for Development Sector	Desirable
Understanding of social impact of sport	Desirable
Knowledge of the tennis landscape and Tennis Foundation and LTA led programmes i.e. workforce, facility, club and community development programmes.	Desirable
Knowledge of the sporting landscape in London	Desirable

Personal Attributes:

<i>Open</i>	Excellent communication skills with the ability to liaise and communicate with people at all levels with a high level of diplomacy and professionalism. Ability to network and build effective relationships with key stakeholders.
<i>Courageous</i>	Ability to quickly generate credibility and confidence amongst peers and other colleagues. Resilient, with the ability to remain calm under pressure.
<i>Innovative</i>	Willingness to develop and trial new ideas Ability to work as a team as well as on own initiative; anticipating and being proactive in solving important issues.
<i>Vibrant</i>	Passionate and enthusiastic about the SERVES Programme and be a positive advocate for the wider work of the Tennis Foundation.