



Operations Manager - All Star Tennis

About All Star Tennis

All Star Tennis is a vibrant, friendly group of people dedicated to delivering high quality tennis coaching in the London area. We are the largest single borough parks tennis operation in the UK and are celebrating our 25th anniversary this year! We now have plans to further develop venues, as well as adding Padel tennis to our range of services.

We are looking for an Operations Manager to join our senior management team, and to oversee the supervisors of our busy venues across the London Borough of Wandsworth.

The Operations Manager is responsible for maintaining and developing a rolling plan of action which covers all aspects of the function, ensuring the team meets and surpasses the quality standards we have set for ourselves. **Duties will include:**

- Development of the venues and Wandsworth Common Nature Centre
- Line Management and staff development
- Coach and Programme support
- Safeguarding and Welfare responsibilities
- Quality control and development of customer service

You will need:

- A proven track record of operational excellence
- A business or similar qualification and/or knowledge of sports management practices and activities
- Management experience and strong coaching/mentoring skills
- A demonstrable track record in providing a customer service experience which aligns with the All Star Values
- Strong IT and communication skills
- Financial awareness and business focused approach

We will offer you:

- The opportunity to evolve into a central role in a business where communicating with coaches, being in a very social environment and being part of a fun, eclectic community is key.
- Development as an employee and as a person will go hand in hand. The role will provide you with a wide variety of skills that will help advance any future endeavours.
- You'll have the chance to evolve in a role where you are given a healthy balance between independence and colleague support which allows you to maintain responsibility for yourself, your staff and your venue.

- Quality work and a strong work ethic are acknowledged and rewarded, by staff and the public.

To apply please send a CV and Cover Letter explaining why you are suitable for the role to jobs@allstartennis.co.uk

Job Type: Full-time

Pay: from £40,000.00 per year subject to experience

Benefits:

- Company events
- Company pension
- Free tennis classes
- Health & wellbeing programme
- Sick pay

Schedule:

- Weekend availability will be required

Education:

- Bachelor's (preferred)

Experience:

- Operations management: 2 years (required)

Work Location: In person