

ITF ROLE OVERVIEW

JOB TITLE:	Senior Coordinator, World Tennis Tour, Operations
REPORTING TO:	Team Lead, World Tennis Tour, Operations
DEPARTMENT:	Tours and Player Pathway
LOCATION:	Southwest London

We currently work to a hybrid model requiring a mandatory minimum of 3 days per week working in the office based in Southwest 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 214 national and regional member associations. 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 3,500 weeks of men's, women's and junior tournaments on the ITF World Tennis Tour, ITF Beach Tennis Tour, UNIQLLO 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 team:

The World Tennis Tour team is responsible for delivering the worldwide ITF Women's and Men's professional tournaments, which in 2025 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 \$30,000 respectively. In 2025, the World Tennis Tour delivered record prize money for both Women and Men with record tournaments at the higher prize money categories.

Role:

To assist with the organisation of the annual professional ITF World Tennis Tour, including, but not limited to, dealing with player queries, the automation of calendar related functionality and tournament entry processes, ranking systems, managing tournament acceptance processing, enforcing the Code of Conduct and Regulations.

Responsibilities:

- Provide a high level of customer service to all stakeholders, with a particular focus on inbox management and corresponding to players, tournament organisers, officials and regional/national associations.
- Support and process tournament application and fact sheet information from national associations and maintain the calendar throughout the year.
- Assist with tournament Entries, Withdrawals and Acceptance List processing.
- Provide tournament officials with necessary documentation on a weekly basis.
- Ensure receipt and processing of weekly results and reports from tournaments.
- Assist with import of rankings (from ATP and WTA) and processing of the ITF World Rankings.
- Support with maintaining the Code of Conduct system including liaison with officials, tournament organisers and players.

- Assist with the distribution of calendar information to interested parties.
- Assist in the promotion and branding activities of the Tour, and support in delivering education programmes to players, coaches, officials, healthcare professionals and Organisers.
- Review and summarise information to make recommendations and resolve tournament issues.
- Aid Committee meeting preparations and attend meetings as required.
- Assist with the preparation of presentations, statistics and reports for team, project and Committee meetings.
- Be responsible for specific team projects with set deadlines, as and when assigned.
- Support the training of new team members and implementation of new operational processes.

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...

- ✓ Strong administration skills and attention to detail/accuracy
- ✓ Excellent time management, skilled in delivery of multiple tasks
- ✓ An ability to problem solve and make proactive suggestions/recommendations
- ✓ Knowledge of tennis, in particular Women's and Men's Professional Tennis desirable
- ✓ Strong interpersonal and communication skills, both written and oral
- ✓ Integrity, diplomacy, and accountability
- ✓ A good sense of fun and humour and be a team player
- ✓ Fluent in both written and spoken English is essential
- ✓ Languages desirable, particularly Spanish

What we offer:

- 25 days holiday per annum plus UK bank holidays
- Private Healthcare
- Group personal pension scheme, Life assurance and annual Wellbeing Allowance
- Health Cash Plan
- Free lunch 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 a 35 hours per week. Normal office hours are 09:00 – 17:00 Monday to Friday. Flexible working hours possible with core hours of 10am – 4pm (weekend work and longer hours are a part of the role when travelling)

Application Process

Please send your cover letter and CV to louis.aubry@itftennis.com with 'Senior Coordinator, WTT' in the subject line of the email, indicating in your email whether you require, be now or in the future, sponsorship or a work permit to work in the UK.

Please apply as soon as possible and by 23:59 BST on Wednesday 27 May. The ITF reserves the right to close this job advert early or extend it depending on the number of applications received.

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.