

Role: Duty Manager, Dundalk Tennis Arena

About Tennis Ireland

Tennis Ireland is the National Governing Body for the sport of tennis in Ireland. Tennis Ireland was founded in 1908 and has over 180 affiliated clubs and engages with almost 80,000 registered players. Our purpose is to nurture and promote excellence at all levels of our all-island tennis community. We have a dual governance remit, from grassroots and community tennis to professional tennis played on the ATP and WTA Tours. Tennis Ireland stages Pro Tour events including the Irish Open Championships and selects teams to participate in the Billie Jean King Cup, Davis Cup and other international events at Junior, Senior and Masters level. Tennis Ireland also supports the delivery of a wide range of competitive, educational and development programmes at local, provincial and national levels.

Role

Tennis Ireland is looking for an experienced **Duty Manager** to join the Tennis Ireland team at the newly established Dundalk Tennis Arena (DTA). The DTA is set to be a premium indoor tennis facility with 4 ITF approved hard courts. The arena will have the ability to seat 600 on a mezzanine floor and has all the supporting facilities to make it a versatile venue. This role will oversee all aspects of the DTA facility, including day to day maintenance, serving customers, managing court bookings, promotion of the centre and optimising court utilisation.

The successful candidate should have a background in sport with a proven track record in site supervision and solid experience in working with members of the public.

We are looking for a service-oriented individual who displays a positive and proactive attitude, strong organizational skills, the ability to prioritise and multitask, and be a strong communicator.

Key Duties and Responsibilities

- Oversee day-to-day activities of the Arena (opening and closing, daily inspections, staff roster, cleaning, etc.) this includes a willingness to work outside normal work hours, weekends and evenings where required.
- Optimise court/facility utilisation and look for ways to generate new business.
- General facilities maintenance.
- Adherence to health and safety protocols.
- Effectively prioritise and plan own workload and remain outcome orientated.
- Manage Arena staff with good communication and people management skills, including liaising with Tennis Ireland HR and the Facilities Manger regarding staffing.
- To manage the annual leave and any other leaves of your team to ensure that the Arena is sufficiently staffed.
- Ability to operate technical equipment within the Arena (training to you will be provided).
- Monitor budget and spending relating to the facility.
- Demonstrate strong interpersonal communication skills with the ability to build strong relationships with internal and external stakeholders.

Experience Required

- Degree or relevant qualifications in sports management, facilities management or related field.

- Current drivers licence.
- Experience in managing a sporting or event facility.
- Staff management.
- Demonstrable success in handling multiple stakeholders and proven success in developing client relationships.
- General administration, proficiency in Microsoft Office suite particularly Excel & Word and online booking systems.

Additional requirements

- Satisfactory Garda / Police Vetting.
- Valid work permit to work in Ireland.
- Manual handling / First Aid / Fire safety training.

Additional Information

- The role is initially a fixed-term contract for a 2-year period with a 6-month probation period.
- The post is based at the Dundalk Tennis Arena with occasional travel to other Tennis Ireland locations.

Reports to: Tennis Ireland Facilities Manager

Location: Dundalk Tennis Arena

Remuneration: Based on skills and experience provided during the interview process.

How to apply

Letter of application and CV should be sent by email to hr@tennisireland.ie no later than **5:30pm on Friday the 6th of December 2024**. Please reference **Dundalk Tennis Arena Duty Manager** in the subject line. Late applications will not be accepted.

Only applicants to be invited for an interview will be contacted. All candidates must have existing valid permission to live and work in Ireland unrestricted. Appointment will be made subject to satisfactory Garda Vetting, Safeguarding and suitable reference checks.

Tennis Ireland is an equal opportunities employer.