

# **Penzance Tennis Club: Office Administrator - Job Description**

## **Pay & Start**

- £13.50 / hour
- To start Monday 5<sup>th</sup> January 2026

## **Location**

- Penzance Lawn Tennis Club
- Penlee Park, Penzance, TR18 4HE

## **Job Type**

- Permanent, working from the club's office
- Part-time, 14 hours across 4 days a week. Flexible.

## **Benefits**

- Club Pension
- Holiday, Sick Pay
- Discount at Club Cafe

## **Reporting To**

- Club Contracts Officer
- Club Chairman

## **Job Description**

Penzance Tennis Club is a thriving club with nearly 400 members, offering a full and varied tennis and events programme to adults and juniors through the year. We have a fantastic clubhouse and bar/café, facing our recently refurbished courts, situated within the beautiful Penlee Park.

The person taking on this role will be the front face of this vibrant institution and the central point of the many facets of a tennis club that caters for both members and the general public: facilitating connections between coaches, committee members, club members, bar manager and other key personnel. He or she would need to be highly organised, energetic and a good communicator - overseeing the varied day to day running of our tennis club to ensure it runs as smoothly as possible. The hours can be flexible according to circumstances with the opportunity to work some hours at home as well as from the office base.

## Key Responsibilities

- **Day-to-Day Office Administration**
- Be first point of contact for the club, whilst in the office, dealing with all enquiries and seeking support where needed from committee members
- Administer the club's primary email account
- Dealing with all correspondence (post, email, phone)
- Maintaining accurate records – all physical and digital filing systems
- Arranging and scheduling of remedial works with contractors, including quotations
- Maintenance of club notice boards and lobby good appearance
- A willingness to work from home at appropriate times of the week and key times of the year
- **Management of Club IT & Technical Systems**
- Maintain the club's membership system, produce reports for the committee
- Manage the process of new applicants, including issuing of welcome packs, and applicant renewals
- Manage the Swipe card database and issuing of new swipe (access) cards
- Administer the court booking system for members, and make bulk bookings needed for tournaments / events or league matches
- Perform website content updates, as requested by committee members
- Access club's CCTV system and supply footage when required
- Investigate and problem solve office/club technical issues with 3<sup>rd</sup> parties
- Support compilation of the club newsletter and important updates to members (via club email system)
- **Administrative Support for Club Finances (with Club Treasurer)**
- Responsible for small 'petty cash' float
- Taking payment (cash, cheque or card machine) for club services when in office
- Conduct monthly banking of cash & cheques (HSBC), reporting details to Treasurer
- Maintain physical file of club expense invoices / receipts
- Raise, and keep a record of, club invoices to 3<sup>rd</sup> parties
- Liase with current / prospective club sponsors wrt annual sponsorship packages
- Card machine income analysis and transfers to main account (bi-monthly)
- Monitoring guests sign-in book and ensuring all guest fees are paid
- **Compliance, Club Procedures & Contracts**
- Management of compliance & inspection checks calendar and all associated records, liaising with 3<sup>rd</sup> parties as required
- Conduct regular (annual, 6 monthly, monthly, weekly) checks in accordance with insurance policies: e.g. fire assessment, H&S checks, weekly fire alarm test
- Renewal of contracts (e.g. utilities / insurance) inc. seeking alternative quotations
- Management of club's 'How To' folder ensuring clubs process and policy records are up-to-date
- **Club Meetings & Events**
- Support organisation of annual club AGM
- Support organisers / referees around organisation of club events & tournaments (e.g. promoting event / administrative support)
- [Desirable] Attend *monthly* committee meetings (Tue eve), record and issue minutes

- **Other**
- Submission of utility meter readings as required
- Other reasonable club administrative tasks as requested by committee members

## **Essential Requirements of Applicant**

- Enthusiastic with a 'can-do' attitude
- Competent with administrative tasks and proven experience in this area
- Excellent customer service skills and experience in a customer facing role
- Self-organised, quick working and open to learning new skills
- Extremely well organised with a keen eye for detail
- A good communicator, verbally and in written form
- Good IT / Technical knowledge, proficient in MS Word and Excel, willingness to problem solve
- Good financial acumen and analysis skills
- A confident negotiator & coordinator
- Comfortable in the use of Social Media platforms (e.g. Facebook / Instagram...)
- Satisfactory DBS check will be required (prior to job offer)

## **Desirable Skills**

- Basic knowledge of editing web page content with WordPress
- Experience of using Mailchimp (bulk emails)
- An interest in Tennis / Sport

## **How To Apply**

- Email a summary CV and a brief supporting letter/email to:  
[brett.synergic@outlook.com](mailto:brett.synergic@outlook.com) **by 30<sup>th</sup> November 2025.**
- Interviews to take place in December.