

**Job Title:** Racquets Administrator / Racquets Operations Coordinator

**Location:** Edgbaston Priory Club, Sir Harry's Road, Edgbaston, B15 2UZ

**Position:** Permanent, full-time (40 hours per week, inclusive of break)

**Salary:** £35,000 per annum

Edgbaston Priory Club is looking for an organised and proactive Racquets Administrator to support and enhance the Club's racquets programme across tennis, squash, pickleball, and padel.

This hands-on role involves delivering high-quality administrative support, coordinating bookings and competitions, assisting with events, and acting as a key point of contact for members and coaching staff. You will play a key role in managing the day-to-day complexities of racquet sports administration, while also supporting our busy and growing Kids' Club programme.

The successful candidate will play a central role in ensuring the smooth and professional operation of the Club's racquets activities, contributing to an outstanding member experience. This position requires meticulous attention to detail, excellent organisational skills, and a passion for delivering exceptional service to our members.

The role includes evenings and weekends to support competitions, events and member activities.

### **Key Responsibilities**

- Manage court bookings and scheduling systems efficiently and accurately
- Provide comprehensive administrative support to the racquets management and coaching team
- Maintain accurate participation records, reports, and databases
- Assist with billing, invoicing, and monitoring of lesson packages and programme payments
- Support stock control and merchandising administration where required
- Support the delivery of internal and external tournaments, including the Lexus Birmingham Open and the British Junior Open
- Assist in coordinating internal leagues and competitions
- Support the organisation and smooth delivery of tournaments and member events
- Act as a primary point of contact for racquets-related enquiries
- Provide a welcoming, professional experience for members and guests



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- Communicate programme updates, events, and competition information clearly and promptly
- Monitor and deal with Member and Customer feedback in accordance with Club policies
- Support the production of newsletters and promotional materials for racquets activities
- Maintain up to date information on the Club website and internal communication platforms
- Attend racquets department meetings, take clear action notes, record decisions, and follow up on agreed actions as required
- Ensure compliance with relevant Club policies, including safeguarding and health & safety procedures

### **Skills & Experience**

- Proven experience in an administrative, events or sports programme support role
- Strong organisational and time management skills
- Excellent attention to detail and accuracy
- Competent with IT systems, including scheduling, booking and CRM platforms
- Strong written and verbal communication skills
- Ability to manage multiple tasks and priorities efficiently
- Experience supporting events, competitions, or member-focused programmes is desirable

### **Personal Attributes**

- Passionate about delivering an exceptional member experience
- Professional, approachable and friendly manner
- Able to work independently and as part of a team
- Flexible and adaptable in a dynamic, fast-paced environment
- Enthusiastic about racquets sports

### **Benefits**

- Free use of our top tier sports facilities, including pools and fitness suite
- 28 days annual leave, plus additional annual leave for your birthday and length of service



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- Exclusive discounts on merchandise, treatments, courses and access to reward gateway
- Regular social events throughout the year
- Enhanced maternity and paternity pay
- Professional development opportunities
- Access to wellbeing support through our Employee Assistance Programme

## **About Us**

Edgbaston Priory Club is a premier racquets and lifestyle members' club set within 14 acres of beautiful grounds in the heart of Birmingham. We are also a proud tournament venue, hosting the Lexus Birmingham Open and the British Junior Open Squash Championships.

Our vision is to be the best member-led racquets and fitness club, delivering excellence and connection both on and off the court. Our values are Excellence, Community and Inclusivity and we are committed to delivering exceptional experiences across every aspect of Club life - sport, fitness, social and leisure.

Edgbaston Priory Club is an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from individuals of all backgrounds, experiences, and identities.