



TABLE TENNIS ENGLAND RECRUITMENT PACK

Support Services Administrator

JUNE 2026

 tabletennisengland.co.uk

ABOUT US

CULTURE & VALUES

Our values are essential to our success and serve as guiding principles for how we drive forward positive change and connect with one another, our members, volunteers and wider workforce to make table tennis a game for everyone.



 **OUR VALUES**

PLAY TO WIN

We strive for excellence in all that we do, continuously driving forwards to make a positive change and supporting others to win their way

RALLY TOGETHER

Uniting to achieve a shared purpose, bringing others on the journey to success

EVERYONE'S GAME

We celebrate diversity, foster belonging and ensure everyone feels their contribution to the game is recognised and meaningful

WHO WE ARE

We are the National Governing Body for table tennis in England with a team of 40+ staff; we are also appointed by Great Britain Table Tennis to lead the operational delivery of the GB Performance Programme which is solely focused on preparing athletes to represent Great Britain at the Olympic Games.

ABOUT US

In line with our Level the Table strategy, Table Tennis England is committed to becoming a more diverse and inclusive organisation to bring new and different perspectives to our work. So that we can more closely reflect UK society, we particularly encourage applications from individuals within groups which are currently underrepresented, namely candidates who identify with different gender attributes, from an ethnically diverse background and/or individuals with a disability or long-term health condition, and/or those at any stage of their career.



Should you require assistance with the application process, please contact HR and we will make every effort to meet your specific requirements. Table Tennis England operates under the Disability Confident Scheme.

OUR PURPOSE

To host generations of players at our table.

OUR VISION

To be a table tennis nation, competition for all.

OUR STRATEGY

[Table Tennis United](#) is the blueprint for table tennis in England and sets out our bold ambitions through four pledges:

1. Table tennis will be a thriving community - a sport for everyone with no barriers to taking part

- a. Working in partnership
- b. Growing a grass roots workforce
- c. Participation with a purpose
- d. Competition for all

2. Culture change across the pathway that inspires world class performances and medal success

- a. World class pathway
- b. World class behaviours
- c. World class environments

3. Connection across the table tennis community

- a. Building our digital capability
- b. Staging fantastic events
- c. Developing our partners

4. A high performing organisation that is not just fit for today but is fit for the future

- a. A powerful culture
- b. Tackling inequalities
- c. Investing in people
- d. Influencing our partners
- e. Inspiring change
- f. Growing our owned income

THE ROLE

Title: Support Services Administrator

Contract type: Part-Time (Fixed-Term Contract until March 2027) 25-30 hours per week

Department: Operations **Reports to:** Membership & Systems Manager

Remuneration: £19,827.60 (£23,132.20 FTE) – Based on 30 hours

Location: Head Office, Milton Keynes

ROLE PURPOSE

Working as part of the Operations team, this role is vital in providing administrative support across the services we provide to our staff and membership base, including in Customer Service, People and Governance.

The Support Services Administrator plays a vital role in delivering high-quality customer service and operational support across the organisation. This role acts as a central point of contact for internal and external queries, ensuring smooth service delivery while supporting key functions including customer service and human resources in general administration tasks. The ideal candidate is highly organised, proactive, and committed to operational excellence and customer satisfaction.

THE OPPORTUNITY

This is an exciting opportunity with excellent variety and the chance to work collaboratively across multiple areas, including Customer Service and People, contributing to key organisational processes such as membership management, recruitment administration, and internal systems support.

We're looking for someone who thrives in a fast-paced environment, enjoys problem-solving, and takes pride in delivering accurate, high-quality work. If you're a strong communicator with a keen eye for detail and a proactive approach, this role provides a great opportunity to develop your skills within a supportive and purpose-driven organisation.

KEY RESPONSIBILITIES

- Provide support and guidance for all customers and members with enquiries over the phone or via email.
- Coordinate the response to enquiries received via the helpdesk (Zendesk) ensuring a timely response or escalation to the relevant department
- Support the People function in general administrative tasks such as organising and maintaining personnel records, assisting in the recruitment process and preparing documents
- Maintain the accuracy and quality of information held on the databases that relate to Membership and HR
- Liaise and provide appropriate support and advice to all other departments within the organisation.
- Support the Operations department in all aspects of their work.
- Provide support and guidance for Table Tennis England members with registration or annual renewal of memberships.
- Support the Membership & Systems Manager and People Manager where required.
- Attend training as required for ongoing development and to support the organisation

Other duties as may reasonably be required from time to time commensurate with the business of Table Tennis England

PERSON SPECIFICATION

ESSENTIAL or DESIRABLE

KNOWLEDGE & EXPERIENCE	E / D
A minimum of 2 years' experience in an administrative or support services role (e.g. Customer Service, HR, Finance, or Operations)	E
Experience of delivering high-quality customer service via telephone, email, or digital platforms	E
Experience of handling high volumes of enquiries, helpdesk queries, or data processing	E
Proven ability to prioritise a demanding workload and work effectively to deadlines	E
Experience maintaining and updating databases with a high level of accuracy	E
Experience of using customer service platforms (e.g. Zendesk or similar helpdesk systems)	D
Experience of processing payments and maintaining accurate financial records	D
Experience of supporting HR or People-related administrative processes	D
Experience or understanding of working in a membership organisation or similar environment	D

PERSON SPECIFICATION

ESSENTIAL or DESIRABLE

SKILLS & ABILITIES	E / D
Ability to use initiative and demonstrate effective problem-solving skills	E
Excellent interpersonal skills, with a professional and approachable telephone manner	E
Strong organisational skills with the ability to manage multiple tasks simultaneously	E
Ability to work both independently and collaboratively across teams	E
High level of attention to detail and accuracy when working across multiple systems	E
Confident in coordinating and responding to enquiries, including escalation where appropriate	E
Understanding of CRM systems and data entry processes	D

QUALIFICATIONS	E / D
Level 2 or 3 Business Administration qualification, CIPD, or equivalent (or working towards)	D

BENEFITS

- An impressive range of facilities at the National Badminton Centre, including café with staff discounts
- Gym membership contribution or option to subscribe to on-site gym
- Employee Assistance Program
- 25 Days of Paid Leave plus Bank Holidays (full-time employees)
- Learning & Development opportunities
- Cycle to Work Scheme
- Vision Cover: Contribution towards eye tests and glasses
- Employee-supported Volunteering days
- Long Service Awards
- Free On-Site parking
- The People's Pension with Employer Contributions of 3%
- Table Tennis England Membership, plus access to discounts from a range of suppliers and partners
- TTE Kit
- Work Life/Family Balance, including flexible and agile working options



HOW TO APPLY

YOUR APPLICATION

If you feel inspired by this opportunity and excited to join the Table Tennis England team, please submit the following, including what you can bring to the role and why you would like to be part of the team.

- CV (no more than two pages)
- Cover Letter

Please send your CV and Cover Letter to – hr@tabletennisengland.co.uk

The closing date for applications is **5pm on Tuesday 16 June 2026**

Interviews will be held on **Tuesday 23 June 2026**

For an informal discussion about the role, please contact sandra.pelizzoni@tabletennisengland.co.uk

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