

Support Services Officer

September 2026

ABOUT US

CULTURE & VALUES



WHO WE ARE

We are the National Governing Body for table tennis in England with a team of 50+ 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.

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 Officer

Status: Full Time, Fixed Term (March 2028)

Remuneration: £25,000 - £27,000 per annum

Reports to: Membership & Systems Manager

Department: Operations

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 Officer 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 OPPORTUNITY

This is an exciting opportunity to join Table Tennis England in a varied and rewarding role, providing essential support across customer service, people, ranking, and governance functions. Working as part of the Operations team, you will be a key point of contact for members, volunteers, and colleagues, helping to deliver excellent service while supporting the smooth day-to-day running of the organisation. This role is ideal for a highly organised and proactive individual looking to make a positive impact in a collaborative environment.

KEY RESPONSIBILITIES

- To 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
- To support the People function in general administrative tasks such as organising and maintaining personnel records, assisting in the recruitment process and preparing documents
- To maintain the accuracy and quality of information held on the databases that relate to Membership and HR
- Oversee the monthly production process for the national ranking, ensuring rankings and associated reports are published promptly and accurately.
- Collect, enter, and verify results from UK tournaments as well as international competitions, maintaining the quality and correctness of the data.
- Maintain regular contact with the Head of Competitions and Events to discuss ranking matters and ensure alignment across all activities.
- Primary contact for tournament organisers, providing them with current ranking information and assisting with membership checks for tournament entrants.
- Actively pursue any missing tournament results or outstanding payments to ensure completeness of the ranking data.
- Act as point of contact for players who have queries relating to their results/ranking, liaise with Head of Competitions & Events, if needed.
- Implement player sanctions as directed by the Tournament Approval Panel, maintaining the integrity of the ranking and membership system.
- Work with other National Table Tennis Associations to manage membership affiliations and maintain collaborative relationships.
- Undertake system testing and quality assurance activities as required, identifying issues and supporting enhancements to ensure the ongoing effectiveness of the national ranking system.
- Implement player sanctions as directed by the Tournament Approval Panel, maintaining the integrity of the ranking system.
- To provide support and guidance for Table Tennis England members with registration or annual renewal of memberships
- Collaborate with the Membership and Systems Manager to enhance customer service experience and organisational support.
- Attend training as required for ongoing development
- Provide support to the wider organisation in any other duties as may reasonably be required by the organisation

KEY CRITERIA

E – Essential

D - Desirable

An understanding and a least 2 years' experience of working in an administrative role within support services e.g. HR, customer service or administration	E
Experience of using HR Information Systems and related employee platforms	D
Experience of using Customer Service software (e.g. Zendesk) including taking electronic payment and the ability to process and record payments with accuracy	D
Experience dealing with customers and colleagues using telephone and email	E
Competent IT user, proficient in the use of the full Microsoft Suite	E
Strong communication skills, both written and verbal	E
Excellent attention to detail with the ability to accurately manage, verify and analyse large volumes of data	E
Strong organisational and communication skills, with the ability to work to deadlines and build effective relationships with players, tournament organisers, and other stakeholders	E
Previous experience working within an HR function	D
Previous experience of working within Human Resources or a strong capability to deliver great customer service	D
Business Administration Qualification (or working towards)	D
HR Qualification e.g. CIPD Level 3-5 (or working towards)	D
Experience of working with rankings, competition results, membership databases, or similar data-driven systems	D
Knowledge of competition structures and ranking processes, or experience within a sports governing body environment	D

OTHER SKILLS/ABILITIES

Excellent face to face skills, telephone manner and good demeanour/listening skills when dealing with customers	E
Ability to deal sensitively with customers and colleagues	E
Be able use own initiative and demonstrate problem solving skills	E
Handling high volumes of telephone calls and helpdesk queries	E
Proven track record of strong administration skills, prioritising a demanding workload, and working effectively to deadlines.	E
Awareness of safeguarding principles	E
Commitment to Equality, Diversity & Inclusion and our ambition to "Level the Table"	E
Proactive in monitoring feedback, responding inclusively, and protecting the organisation's reputation	E

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

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 6th October 2026**

Interviews will be held on **w/c 12th October 2026**

Applicants must have the right to work in the UK and have undertaken an Enhanced DBS before commencing the role.

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

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