

Job Title **Volunteer Driver – Lexus Birmingham Open**

Responsible to Volunteer Manager/ Transport Manager

About the Role

The LTA's vision is "Tennis Opened Up" and its mission is to make tennis Relevant, Accessible, Welcoming and Enjoyable. The Major Events Team deliver the LTA's programme of world- class tournaments, driving visibility and enjoyment of tennis to new and existing audiences.

As a **Volunteer Driver**, you will play a vital role in the smooth operation of the Lexus Birmingham Open. You will be responsible for providing safe, reliable, and friendly transport services for players, coaches, officials, VIPs, and other accredited personnel. You will be one of the first points of contact for many key stakeholders, representing both the Tournament and the LTA with professionalism and warmth.

Reporting to the Volunteer Manager and Transport Manager, Volunteer Drivers will be trained in tournament transport processes and will operate scheduled journeys, ad-hoc trips, and venue-to-hotel shuttles using LTA-approved Lexus vehicles.

Key Accountabilities

- Provide a friendly, professional, and welcoming service to all passengers.
- Safely transport players, officials, VIPs, media and staff between hotels, the practice court, the competition venue, and other approved tournament locations.
- Ensure all journeys follow the Transport Team's scheduling, route guidance, and accreditation requirements.
- Maintain excellent timekeeping to support the smooth running of match schedules and stakeholder commitments.
- Assist passengers with luggage and equipment when required.
- Communicate clearly with the Volunteer/Transport Manager regarding pick-ups, delays, incidents, or schedule changes.
- Ensure vehicles are kept clean, presentable, and refuelled as directed.
- Adhere to all Tournament driving policies, including speed limits, vehicle checks, and safe-driving protocols.
- Support the coordination of player and official movements during busy periods.
- Offer basic local knowledge and general event information to passengers where appropriate.
- Represent the Tournament with a calm, courteous, and professional demeanour at all times.

General Requirements

- Must have a full, clean driving license and be over 25 years old.
- Work cohesively with other teams including Player Services, Event Management and Security to ensure smooth and secure movement of players and officials.
- Ability to adapt driving to suit different vehicle types (cars, minibuses, vans)
- Proactively problem solve and escalate any transport-related issues to ensure timely resolution.
- Follow all Tournament Health & Safety and vehicle operating guidelines, including immediate reporting of any accidents, near misses, or vehicle issues.
- Comply with the LTA's Volunteer Code of Conduct and uphold its values throughout the Tournament.
- Maintain confidentiality, particularly regarding player locations and travel details.

Person Specification

Previous Experience of:

Ability to communicate clearly and professionally	Essential
Proven driving experience with a full, clean UK driving licence	Essential
Experience in providing exceptional customer service	Essential
Displays a 'can-do' and flexible approach when part of a team	Essential
Exceptionally reliable and punctual	Essential
Embraces diversity and displays respect to colleagues, players and spectators	Essential
Displays the highest levels of integrity at all times	Essential
Previous experience driving VIPs, athletes or stakeholders	Desirable
Local area knowledge (Birmingham & surrounding areas)	Desirable
Previous volunteering at a major event or sports club	Desirable

Personal Attributes

Inclusion	• Create an environment where people feel safe and welcomed. • Value people's differences and believe they make us stronger. • Take the time to learn more about inclusion and remove any current or potential barriers.
Teamwork	• Able to use on own initiative and appreciate the high level of accountability. • A great leader and motivator of others. • A great communicator both internally & externally. • Always prepared to be collaborative.
Integrity	• A high degree of emotional intelligence and self-awareness, with the ability to adapt style to meet the needs of the audience. • Will always suggest improvements to enhance delivery. • Will be comfortable challenging groups or individuals to ensure high levels of performance. • Treats others as you wish to be treated.
Passion	• A genuine passion for people and good customer service ethic. • Highly proactive with a 'can-do' attitude • Driven to succeed and achieve our mission.
Excellence	• Always aims to achieve the best possible outcome. • Develops plans based on best practise and previous experience. • Seeks support from colleagues to improve outcomes. • Will be happy to take the more challenging route if it results in higher quality outputs.

Our Culture

The LTA, through its vision 'Tennis Opened Up', is committed to creating a diverse environment where all colleagues feel included and a strong sense of belonging. We are proud to actively invite applications from all candidates who meet the essential criteria and can work in the UK. We commit that everyone will receive equal consideration for employment irrespective of your ethnicity, religion, sex, gender reassignment, sexual orientation, age, any disability, marital or civil partnership status, and pregnancy or maternity status.

We particularly welcome applications from:

- *People from ethnically diverse communities*
- *Deaf and disabled people*
- *Members of the LGBTQ+ community*
- *People with lived experience of the UK's many and varied communities*

To truly deliver our vision of 'Tennis Opened Up', we believe it is critical that the LTA plays our part in contributing to a healthier and more sustainable society. We want to grow tennis in Britain, but do so in a responsible way, protecting and supporting the environment and working with everyone in the sport to tackle our climate impacts. We are committed to ensuring a lasting future for tennis in Britain, and our Environmental Sustainability Plan sets out how we will do this.

Find out more here:

- [Life at the LTA](#)
- www.lta.org.uk/sustainability