

# Business & Performance Team Support Officer

Table Tennis Wales

Candidate Information Pack



# Overview of Table Tennis Wales

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Table Tennis Wales (TTW) is the national governing body for the sport, and we have a vision to: 'inspire Wales to enjoy table tennis - a sport for all, for life.'

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Everybody loves playing table tennis!

It's impossible to resist picking up that bat and ball when you discover, often by chance, a table tennis table. We've all done it, and we've all got very happy memories of spontaneous hours of unadulterated fun.

When played purely for pleasure, it's a game for all ages. It requires no explanation, no training and no expensive specialist equipment.

Played professionally, it's an ultra-fast game of strategy – requiring lightning fast hand-eye co-ordination, supreme fitness and agility, the ability to deliver both powerful hard-hitting shots and deft feather-like touches and the skill to out-manoeuvre an opponent who can disguise a devilishly spinning forehand or a rocket-powered half-volley quicker than a blink of an eye.

The Table Tennis Association of Wales – or Table Tennis Wales, as it's better known – is the not-for-profit official national governing body, responsible for both the grassroots growth of the sport and the development of Wales' Commonwealth and Olympic Games elite athletes.

A long-established and highly respected guardian for the sport, ensuring the safeguard of participants and protecting the integrity of the game, Table Tennis Wales was set up in 1921.

It is a founding member of both the International Table Tennis Federation (1926) and the European Table Tennis Union (1956).

And from these firm foundations, Table Tennis Wales dedicates itself to the development of the game – with community based projects inspiring new players and ensuring that the next generation of medal-winning hopefuls are provided with the very best opportunities to achieve their potential



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COMPANY  
EST. 1949

SPORTSCOVER  
EUROPE

SPORTTAPE X

# Business & Performance Team Support Officer

This role is a great opportunity for an enthusiastic and organised professional to support the delivery of Table Tennis Wales (TTW), raising the profile of TTW and improving awareness of the positive impact of the work carried out by the organisation.



## Key Responsibilities: Communication and Relationship Building

- Establish and maintain effective communication with clubs and leagues across Wales.
- Address general queries and provide support to clubs, leagues, and members.
- Assist players, clubs, and leagues in navigating the TTW/Sport80 online membership system, including handling membership payment reconciliation.
- Compile and summarise membership data for reporting.
- Assist in the promotion and entry process for TTW events.
- Arrange meetings and assist with general administrative duties, including taking minutes for board and committee meetings.



## Programme and Team Support

- Support the core team with the delivery of programs and services.
- Provide administrative assistance to the Head of Performance Pathway and Head of Participation.

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## Performance Team Support

- Manage travel bookings for domestic and international competitions.
- Process invoices related to TTW camps and squads.
- Support national squad administration and oversee performance facility bookings.
- Occasionally travel with the performance team for overseas events.

## Governance Administration

- Assist the CEO with governance-related tasks, including supporting the use of the CalQrisk online risk management system.
- Administer TTW's governance procedures and assist with general governance tasks.

## Website Management

- Collaborate with media support to oversee the day-to-day management of the TTW website.
- Ensure that content is up to date, including news and general information, in coordination with internal teams and external clubs and leagues.
- Draft press releases to promote key initiatives in partnership with media support.

# Business & Performance Team Support Officer



## Social Media

- Monitor and manage TTW's social media channels, sharing relevant content related to TTW's work, as well as updates from Welsh clubs and leagues.
- Work with media support to create engaging content and campaigns aimed at raising the profile of TTW and connecting with new audiences, partners, and stakeholders.
- Provide out-of-office social media coverage for events and key initiatives.

## Multimedia Content

- Partner with media support and WSA Content and Communications to create graphics and imagery that make TTW's digital channels more engaging and informative.

*This list of key responsibilities is not to be regarded as exhaustive and there may be other duties and requirements associated with the post, which Table Tennis Wales may ask the post-holder to perform from time-to-time.*

# Person Specification

## Essential

- Good IT skills and a working knowledge of Microsoft Office
- Excellent written and spoken English.
- Strong organisational and administrative skills
- Relevant experience of working with digital communications
- Experience of the day-to-day running of multiple social media platforms and an ability to ensure consistency across all communications
- Ability to manage multiple projects.
- Excellent communication and interpersonal skills
- Ability to build rapport with internal and external colleagues.
- Ability to work autonomously and as part of a team.
- A flexible approach to working, including evenings and weekends.
- Ability to travel throughout Wales.

## Desirable

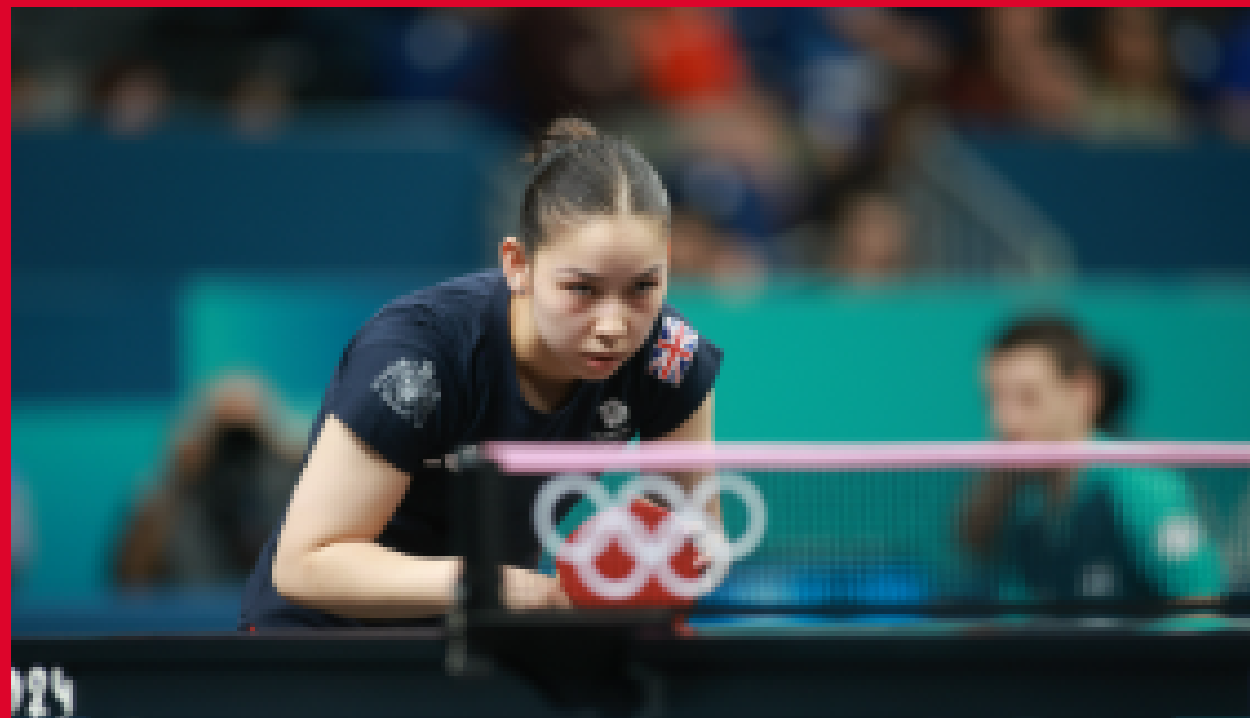
- Educated to degree level or equivalent.
- Knowledge and experience of website editing software.
- Professional capacity to work in Welsh.
- Experience of using databases
- Knowledge of data protection regulations and experience of handling personal data
- Experience of managing websites through a Content Management System
- Experience of using CRM/ membership systems
- Experience of internal and external communications campaigns
- Able to use design programs such as - canva.

## Key behaviours

- Uphold the highest ethical standards as specified in the TTW Code of Conduct.
- Comply with the company's policies, procedures, and standards.
- Continuously engage in reflective practice to enhance personal growth and work performance.
- Exhibit a strong dedication to creating a safe environment where young people can thrive and reach their full potential.



# Further Information and Recruitment Process



## Status

Part time (4 days/30 hours per week). Some evening and weekend work may be required.

## Remuneration

£26,000 (pro rata)

## Location

Sport Wales National Centre, Cardiff/Home based

## Reporting to:

TTW Chief Executive Officer.

## How to apply

Application Deadline: **Friday 7th March 2025**

Interviews: **Thursday 27th March 2025**

## As part of your application, please submit the following:

- **Your up-to-date CV** detailing your professional experience, educational background and any other relevant information that supports your application.
- **A letter of application** (2 pages of A4), highlighting your suitability for the role referencing the requirements found in the person specification. Please outline relevant experience and your vision for contributing to the success of Table Tennis Wales.

Both your CV and letter of application should be emailed to us at [hr@cobalt-hr.co.uk](mailto:hr@cobalt-hr.co.uk). Please use the subject line: Head of Performance Pathway Application - [Your Full Name]

## Inquiries and Further Information

For further details about the role or to discuss your application, please contact Owen Rodgers at: [owen.rodgers@tabletennis.wales](mailto:owen.rodgers@tabletennis.wales)

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

We are committed to inclusion and embrace the spirit of all equality legislation. Where possible, we will always make reasonable adjustments for accessibility to anyone who requires it.

### Privacy Notice

By submitting your application, you agree to Cobalt HR processing your personal data for recruitment purposes. We are committed to acknowledging every application and look forward to considering yours. Thank you for your interest in contributing to the success of Table Tennis Wales. Good luck with your application!