



WIMBLEDON 2008  
MONDAY 23 JUNE – SUNDAY 6 JULY

TEMPORARY SUPPORT SERVICES STAFF  
APPLICANTS' GUIDANCE NOTES

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**GENERAL INFORMATION**

- \* Applications are invited from those who are legally eligible to work in the UK. This normally means being an EU/EEA citizen or having a valid work permit.
- \* The All England Club and/or IBM and/or Junior Tennis Centres regret that they are unable to support any application for a UK work permit.
- \* **The closing date for receipt of all applications is Friday 29 February.**
- \* Following the closing date those candidates placed on the short list will be notified no later than Friday 7 March.
- \* Telephone interviews will take place during week commencing Monday 10 March and successful candidates will be notified by no later than Friday 21 March.
- \* Training classes for Data Collectors and Radar Operators will take place at the All England Club on various **weekdays** throughout April and May.
- \* All Data Collectors, Radar Operators and Statistic Support Services teams will be required to attend a dress rehearsal at the All England Club on Friday 20 June from 09:30 – 16:00 and **attendance is mandatory.**
- \* Members of other Championships Support teams will be required to attend the All England Club on Saturday 21 June from 10:00 am and **attendance is mandatory.**
- \* Successful candidates **must be available to work** (if requested) from Monday 23 June to Sunday 6 July inclusive.
- \* Please be aware that long working hours are often necessary throughout the period of The Championships although some jobs will operate on a shift basis.
- \* Where appropriate, a uniform will be provided.
- \* Rates of pay are variable but within the region of £65/70 inclusive of a daily food allowance.

**JOB VACANCY DETAILS:**

**DATA COLLECTORS**

On the Show Courts, for all singles and doubles matches, a team of two work overlooking each court. One person acts as the 'tennis expert' calling what is happening as each point is won and the other person acts as 'data entry' and keys in the information to a computer using a special keypad. On the Outside Courts one person undertakes both tennis expert and data entry roles.

An instant decision will need to be made on:

- |            |   |  |
|------------|---|--|
| The Serve  | - | was it a fault?<br>was it serve & volley?<br>where was the serve placed – wide, body or centre line?<br>was it an ace?<br>was it a service winner? |
| The Return | - | was it a forehand or backhand return?  |

Final stroke - who won the point – player A or B?  
was it a winning or losing stroke?  
if a losing stroke was it forced or unforced?  
was it a forehand or backhand?  
what sort of stroke was it?

Candidates must have excellent tennis knowledge together with a high standard of playing experience. **A minimum LTA rating of 3.1 is a pre-requisite**, ie national standard and top division county level (please note that all ratings will be verified). In addition, good communications skills in English, self-confidence and the ability to work effectively under pressure with the minimum of supervision are essential.

### **RADAR OPERATORS**

Radar guns are situated on the Show Courts and provide both service speed and rally count information. Operators require a good knowledge of tennis as well as a high standard of playing experience and **a minimum LTA rating of 4.1 is required** ie lower division county level and top club teams. Good communications skills in English, self confidence and the ability to work effectively with the minimum of supervision are required.

### **STATISTICAL SUPPORT SERVICES**

There are a limited number of vacancies within the small team who support the Press and Players areas with the provision of statistical data. All candidates must have excellent communications skills in English and very good inter-personal skills, a high standard of playing experience and good tennis knowledge. Previous experience of working in a customer service environment and a good knowledge of French, German, Italian, Spanish or Russian would be useful.

### **OTHER CHAMPIONSHIPS' SUPPORT SERVICES**

From time to time there may be vacancies covering such activities as Ball Store Assistants, Cloakroom Attendants and other general support staff.

Applicants for Ball Store Assistants require good inter-personal and communications skills and the ability to work unsupervised within a team. Duties include moving/carrying tubs of tennis balls to and from courts.

Cloakroom Attendants require excellent inter-personal and communication skills in English, should be of smart appearance, and have had some experience of working in a customer service environment.

Accreditation Office Support Staff should be of smart appearance, have excellent inter-personal and communication skills in English, be self-confident and able to work unsupervised within a team. Candidates should be familiar with using a computer and have good keyboard skills; a working knowledge of other languages such as French, Spanish and German would be useful as would some admin/office experience.