



SOTOTENNIS  
ACADEMY  
INSPIRING EXCELLENCE



2024-25 PLACEMENT:  
*Communications*



# Who are we?

SotoTennis Academy (STA) is a leading international tennis academy based in Sotogrande on Spain's sunny Costa Del Sol. We pride ourselves on providing the environment and opportunities needed for performance tennis players to thrive on their tennis journeys.

Our bespoke and personalised approach ensures that our players progress on their individual pathways while flourishing as part of our team.

**STA's vision: to set the standards and be the benchmark for what people expect and demand from an International Tennis Academy.**

**STA's philosophy: we care about Player Welfare, Player Development and our Player Pathway. We look after our players from day one all the way through their journey.**

STA's Off-Court Communications Team supports players and their families from the very start of their journeys, and works closely with the On-Court Performance Team to ensure the Academy runs smoothly day-to-day and reaches its bigger picture goals.

STA is looking for someone who fits in with its values and philosophy to join the team from:

**September 2024 to August 2025  
(12 month placement).**

[www.sototennis.com](http://www.sototennis.com) | [@sototennis](https://www.instagram.com/sototennis)







# The Role

*This role includes but is not limited to:*

- Assisting with the management of the customer experience journey: enquiries, bookings/sales, preparation, feedback process, etc.
- Day-to-day operations, e.g. daily communications, scheduling, arranging transport
- Talking to potential clients and existing customers through a variety of channels, e.g. emails, social media, phone calls, face-to-face
- Meeting and greeting new players, parents, coaches, etc.
- Delivering great customer service
- Updating Academy databases
- Assisting with the administration of customer finances
- Writing and sending internal communications among staff members, players, parents, etc.
- Creating interesting STA assets like posters and adverts
- Formatting and editing internal newsletters
- Working with the Off-Court Team on exciting STA Events, including International Tournaments, Player Parties, etc.
- Building strong relationships and working with STA's partners and sponsors in line with combined sales and marketing strategy
- Demonstrating flexibility within the job role to assist with other duties requested by the STA Team



# Requirements & Remuneration

## **ESSENTIALS**

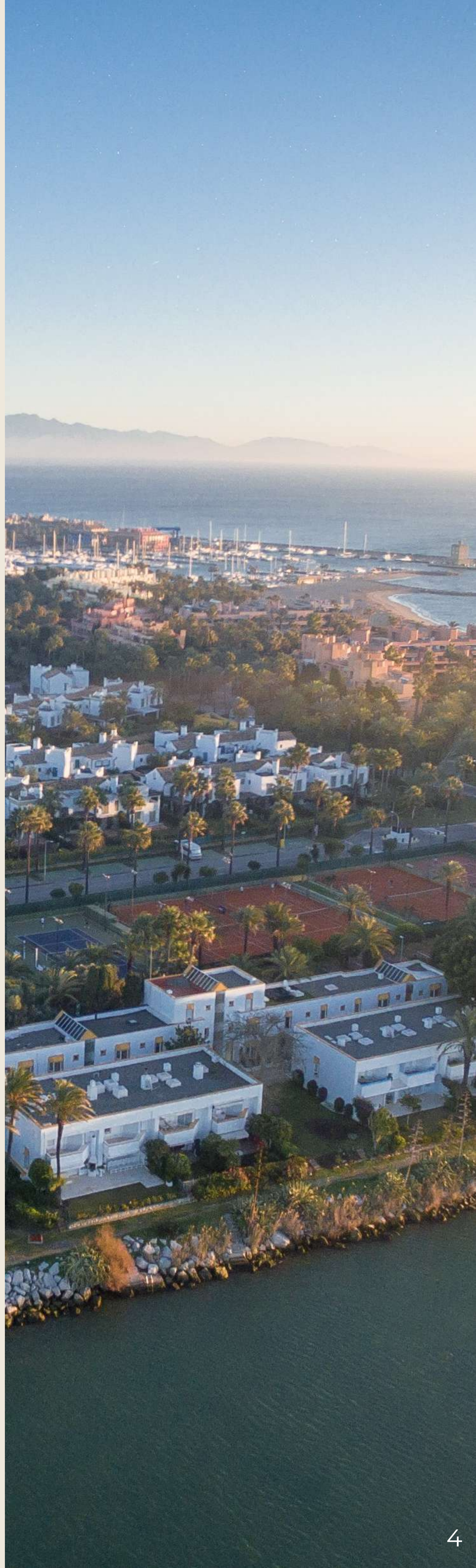
- Outstanding verbal and written communication skills
- Excellent interpersonal skills
- Strong organisational skills
- Great time-management
- A self-starter - initiative taker
- Flexible
- Teamwork
- Experience with and passion for communications and customer service
- Fluent in English

## **DESIRABLES**

- Experience with:
  - Odoo (or alternative Customer Relationship Management platform)
  - Canva
  - Google Drive, including Google Sheets (Microsoft Excel)
  - MailChimp
- Knowledge of/fan of tennis and sport or former/current player or coach
- Basic Spanish
- Full clean driving licence

## **REMUNERATION**

- Accommodation in shared penthouse apartment in Sotogrande Marina (our STA Staff Accommodation is a 10 minute walk from El Octogono tennis club) including all bills
- €400 per month for expenses
- Return flights – up to €200





# How to apply

## **DISCIPLINES WHO CAN APPLY:**

This placement is open (but not strictly limited) to students reading degrees such as:

*Business Management BSc*

*International Business BSc*

*Sociology BSc*

*Social Sciences BSc*

*Accounting and Finance BSc*

*Economics BSc*

*Modern Languages BA*

We welcome students from all different degree disciplines to apply for this role, but experience in communications and a passion for sport is desired.

## **APPLICATION CLOSING DATE**

The closing date for this placement is April 2024 (this placement position may be offered before this date to the right candidate, so earlier applications are **strongly** encouraged).

## **HOW TO APPLY**

Apply by emailing STA's Head of Finance Louise [\*\*louise.robertson@sototennis.com\*\*](mailto:louise.robertson@sototennis.com) with your CV and a cover letter outlining why you believe you are the right person for the role.

## **IMPORTANT INFORMATION**

If you are a non-EU student, you will require a student visa (previously Tier 4 visa) for this placement. This is the student's responsibility to acquire and pay for, however, STA will provide a guide based on previous STA Placement Students' visa applications, and will assist with any necessary STA-related documents.



# Useful links

## **ANY QUESTIONS?**

STA currently has five university students in placement roles in both our Off-Court and On-Court Teams. The student in the 2023-24 Communications Role is Alice Ofield, who is more than happy to answer any questions about her current placement at STA and living in Sotogrande.

Here is Alice's email address if you'd like to get in touch:

**[alice.ofield@sototennis.com](mailto:alice.ofield@sototennis.com)**

## **HEAR FROM OUR FORMER PLACEMENT STUDENTS**

Check out our blog about our Placement Students' experiences over the past 5 years [here](#).

Read about how our students get to work and connect with athletes and experts from all different backgrounds and nationalities, and also how they become an integral part of our Team here at STA.

## **INTERNATIONAL PLACEMENT OF THE YEAR**

At the University of Bath's Humanities & Social Sciences 2022 Placement Awards, SotoTennis Academy won International Placement of the Year!

At the core of what we have always wanted to have at SotoTennis Academy is an environment that provides opportunities for people to excel, flourish and grow in whichever direction they choose.

This is the same for employees as it is for players, so this is very special to us to be recognised for this.

Read more about the award [here](#)!







*We hope to hear  
from you soon!*

