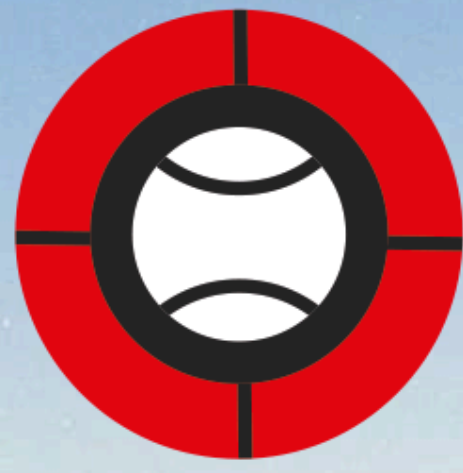




SOTOTENNIS
ACADEMY
INSPIRING EXCELLENCE



Head of Operations

JOB DESCRIPTION

About STA

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 Operations 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 full-time from:

Start date: January 2026

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





The Role

This role includes but is not limited to:

- Leading the STA Operations & Communications Team, working closely with the Academy Directors
- Managing the customer experience journey: enquiries, bookings/sales, preparation, feedback 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
- Using the Customer Relationship Management (CRM) system to coordinate customer operations
- Meeting and greeting new players, parents, coaches, etc.
- Delivering first-class customer service
- Updating Academy databases
- Managing the administration of customer finances
- Writing and sending internal communications among staff members, players, parents, etc.
- Working with the Off-Court Team on exciting STA Events (International Tournaments, Player Parties)
- 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

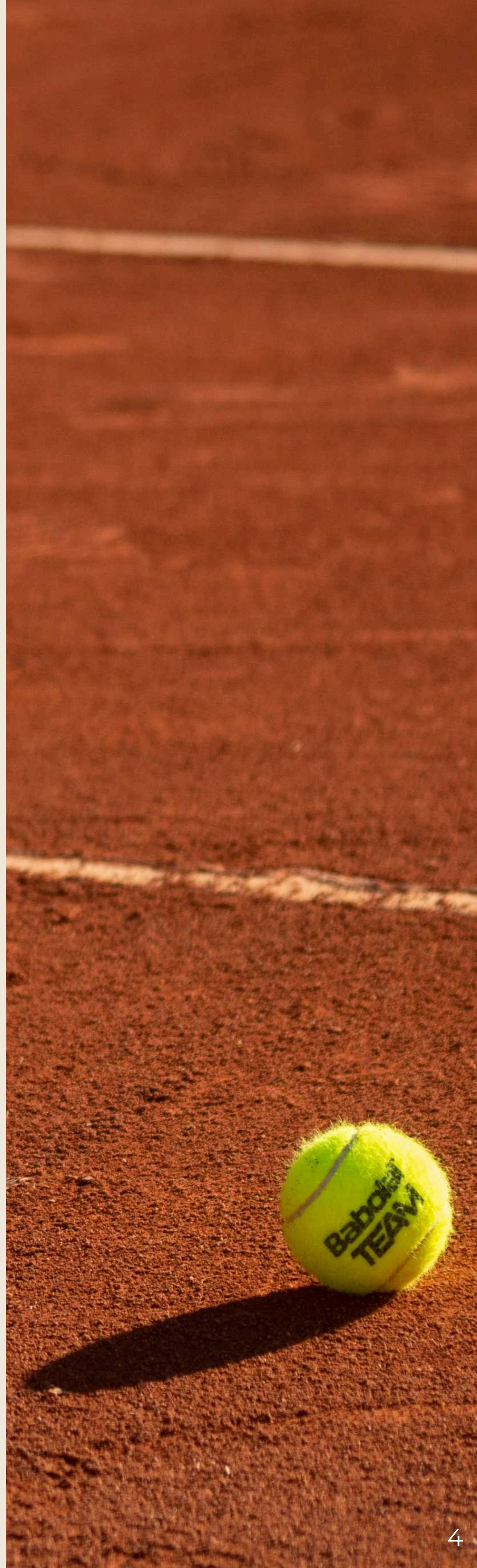
- Experience with and passion for communications and customer service
- Proven expertise in Operations Management and a track record of implementing effective operational strategies.
- Strong organizational and problem-solving skills to handle multiple responsibilities simultaneously.
- Fluency in English
- Outstanding verbal and written communication skills.
- Excellent interpersonal skills
- Strong time-management.
- A self-starter - initiative taker
- Flexible
- Team player

DESIRABLES

- Experience in an academy or sports-based organization.
- Experience with:
 - Google Drive
 - Odoo (or alternative Customer Relationship Management platform)
 - Excel (or managing accounts and financial analysis)
 - Canva
- Knowledge of/fan of tennis and sport.
- Proficiency in Spanish
- Full clean driving licence

REMUNERATION

- 28-31k per annum, experience dependent.



How to apply

APPLICATION CLOSING DATE

The closing date for this role is 12th December 2025.

HOW TO APPLY

Apply by emailing STA Director Victoria Kiernan (**vicki@sototennis.com**) with your CV and a cover letter outlining why you believe you are the right person for the role.

IMPORTANT INFORMATION

Employment in Spain is subject to strict visa and work permit regulations. For this role, candidates must already have the right to live and work in Spain. Due to post-Brexit restrictions, this is unlikely to be possible for UK passport holders unless they already hold Spanish residency or another form of EU work authorisation. Please ensure you meet these requirements before applying.

QUESTIONS?

If you have any questions about the role, please don't hesitate to reach out via

 info@sototennis.com

 [+34 633 64 93 28](tel:+34633649328)





*We hope to hear
from you soon!*

