

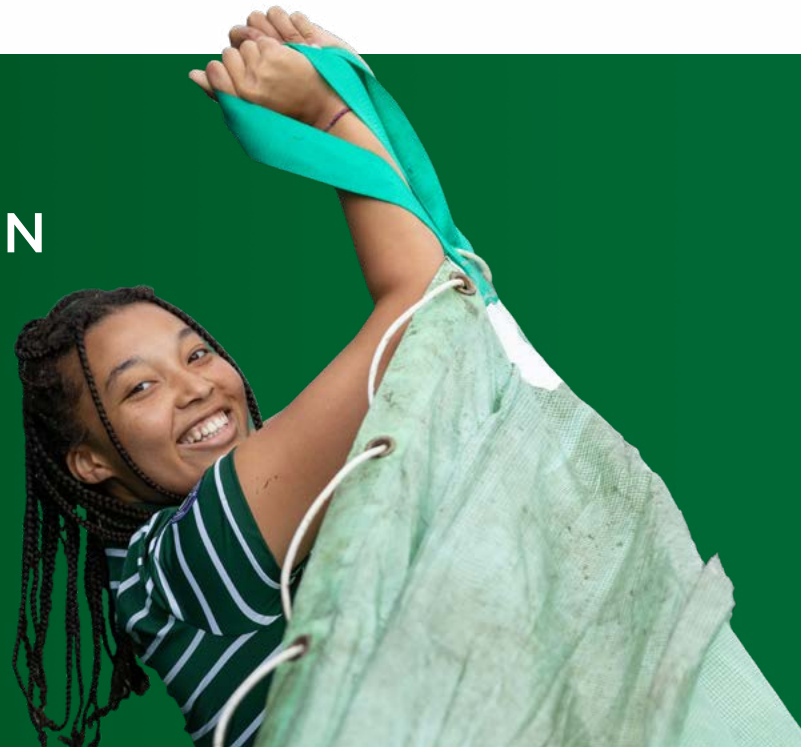


# WORK AT WIMBLEDON 2025

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# WORK AT WIMBLEDON AIMS TO SUPPORT LOCAL PEOPLE TO ACCESS OPPORTUNITIES TO WORK AT THE CHAMPIONSHIPS.



The Wimbledon Foundation and the Championships Recruitment team work with local organisations in Merton and Wandsworth to offer a supported pathway into employment during The Championships for the charities' service users.

WATCH A VIDEO ABOUT  
THE INITIATIVE



Last year we were  
delighted to be  
joined by

60

recruits across 10  
different teams.

This year we are working with even more of the Foundation's charity partners to reach more local people with this opportunity. The Work at Wimbledon process has been created for use by these selected partners so we ask that you don't share this document beyond your organisation.

This guide contains all the information you need to know about Work at Wimbledon including:

- what jobs are on offer
- what the application process is
- what to expect at the assessment centres
- how we will support you.

Thank you for your support of this programme and we look forward to working with you.



**I REALLY FEEL A SENSE OF BELONGING. I REMEMBER BEFORE I CAME TO START MY WORK, I WAS SLIGHTLY NERVOUS ABOUT THE ELITISM OF WIMBLEDON... BUT ONCE I DID COME, I WAS SO WELCOMED BY EVERYONE. IT GOT RID OF ALL THOSE FEARS.**



85%

of those who attended an interview through this initiative were offered a job to work at Wimbledon.



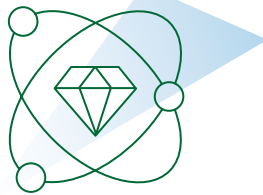
# WHAT CAN WE OFFER YOU?

Each year we employ an additional 2,000 temporary staff to support with the delivery of The Championships which takes place from 30 June 2025. This includes some roles at our two other sites at Roehampton and Raynes Park where practice and Qualifying events take place before The Championships.

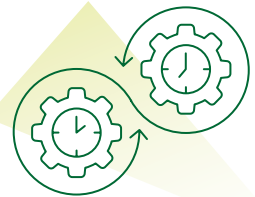
## WHAT DO WE OFFER THOSE STAFF?



All roles are paid at London Living Wage as a minimum (currently £13.15 per hour)



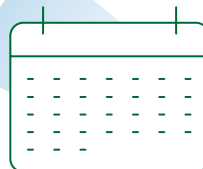
Valuable experience of an interview process and if you receive positive feedback in your first year you will be offered a role in future years



Flexible shifts for those limited by the number of hours they can work per week



Lunch and uniforms are provided



Contracts ranging from 2 weeks to 6 months

Each year we recruit for around 22 different teams. You can find out more about our largest teams below. All of the roles listed below are entry level and do not require any specific experience or qualifications. All training is provided.



### GUEST SERVICES

Help to ensure guests have the best possible experience at The Championships. Guide and support guests, answer a variety of questions, proactively provide information, point guests in the right direction, scan tickets as guest arrive, and sell official programmes.

Allocated an early or late shift e.g. 9:30am – 4pm or 4pm – 10pm. Two-week contract.



### RETAIL

Based in one of the four large outlets or eight express shops, retail assistants work on the shop floor assisting customers with their browsing and purchasing, and stockroom assistants receive daily deliveries and organise stock.

Allocated a morning or afternoon shift e.g. 8am – 3pm or 3pm – 10pm. Exact shift times depend on which shop you work in. Two-week contract with opportunity to work after The Championships.



### COURT SERVICES

An operational team who look after the tennis courts. Small teams work together to cover their tennis court when it rains, provide towels and ice for the players, stock the fridges and change the courtside bins. This is a physical role so requires a good level of fitness.

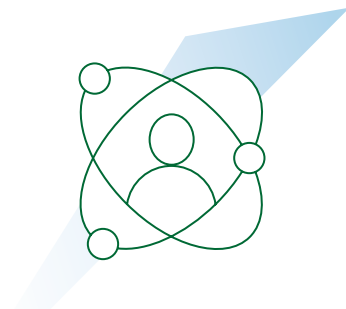
Court services operate at our venues in Wimbledon, Raynes Park and Roehampton. All shifts start around 7am and finish when the tennis on your court finishes. Contracts available from May onwards.



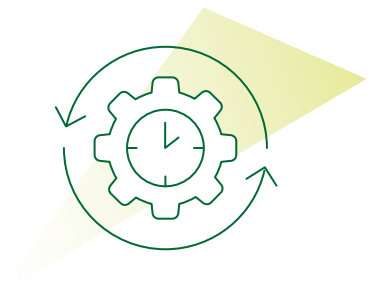
# WHAT ARE WE LOOKING FOR?



Enthusiasm and a positive attitude!



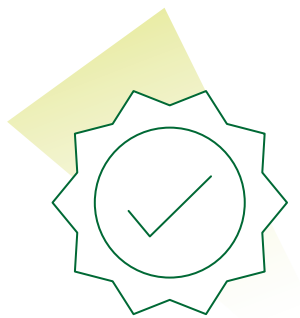
No experience is necessary



Flexibility and full availability



Foreign language skills?  
Bonus!



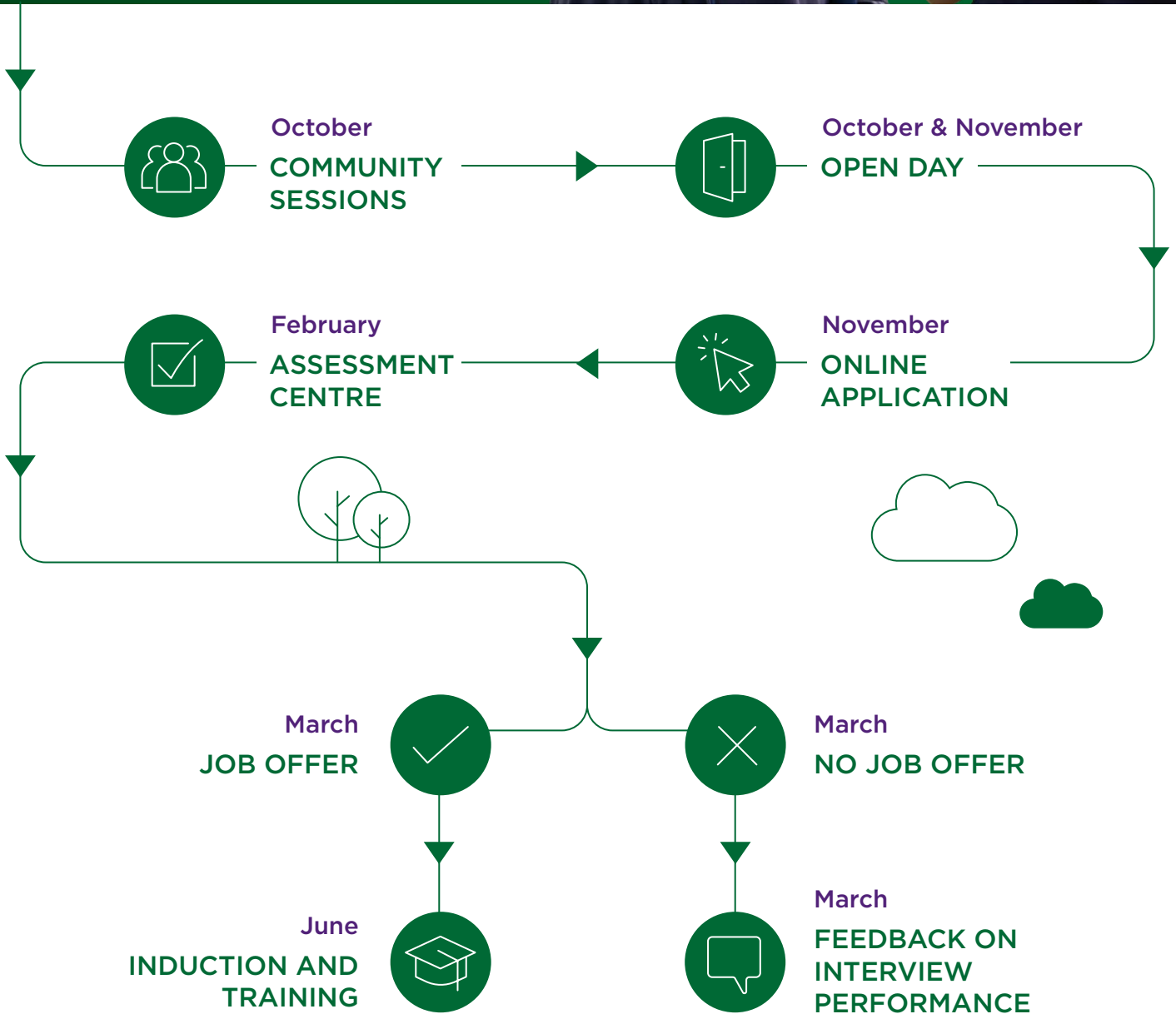
18 years or older and right to work in the UK



You do not need to know anything about tennis!



# THE PROCESS





## COMMUNITY SESSIONS

Community sessions are an opportunity for you to hear about the jobs on offer directly from staff at the Foundation, the Championships Recruitment team as well as previous Work at Wimbledon employees. It will cover all of the key information including what job roles are on offer, what the pay is and what the application process is.

There will be three community sessions. You can come along to any of the following sessions:

- **Monday 28 October 2024, 12pm - 1:30pm.** Wandsworth Community Empowerment Network, Unit 44 DRCA, Charlotte Despard Avenue, Battersea, SW11 5HD.
- **Friday 1 November 2024, 12:30pm - 2:30pm.** Merton Connected, Vestry Hall, 336 London Road, Mitcham, CR4 3UD.
- **Saturday 2 November, 10am - 12pm.** Doverhouse Lions, Roehampton Playing Fields, Dover House Road, Roehampton, SW15 5BP.

## OPEN DAYS

Open Days are held at The All England Lawn Tennis Club and provide an opportunity for you to visit the site. You will get a short tour to see where you might be working and hear more about the different jobs roles. Drinks and snacks will be provided.

You can turn up at any time during the Open Days. Please enter the Grounds at Gate 4 where you will be directed to the Wingfield Café and met by our team.

- Thursday 31 October, 10am - 2pm
- Saturday 9 November, 11am - 3pm



**WORKING AT WIMBLEDON  
HAS REALLY HELPED TO BUILD  
UP MY CONFIDENCE AND  
MY PEOPLE SKILLS.**

## ONLINE APPLICATION

Work at Wimbledon applicants have their own application form, separate to the general applicant pool. The short form will ask you to fill out basic personal information, an optional section about any employment history and write a supporting statement.

On the application form there is a question “Where did you hear about this vacancy?”. It is important that you select the name of the organisation where you heard about Work at Wimbledon.

You will also be asked to select which role you are interested in. This will not commit you to that role, it’s just an indication at this stage.

The application form will be called **Work at Wimbledon | Community Programme**. You can access the form from 8 October 2024.

[APPLY HERE](#)



Please submit by 22 November 2024.

## ASSESSMENT CENTRES

All Work at Wimbledon applicants who submit an online application and meet the basic requirements of being 18 or older by 30 June 2025 and have the right to work in the UK will be **guaranteed an interview** at one of the assessment centres.

The assessment centres will take place between 14 February and 1 March 2025 at the All England Club.

**Dress code:** The assessment centres last approximately 3 hours so it’s important you dress comfortably on the day.



**FROM THE VERY BEGINNING I’VE FELT VERY COMFORTABLE AND WELCOMED BY EVERYONE AT WIMBLEDON. THEY HAVE MADE A HUGE EFFORT TO TAKE ME ON BOARD AND MAKE ME FEEL SUPPORTED AND IMPORTANT EVEN BEFORE RECEIVING AN OFFER TO WORK WITH THEM.**





# ASSESSMENT CENTRES

Our assessment centres are designed to be a relaxed way of getting to know you and what you can bring to the team.

## WHAT TO EXPECT

When you arrive, we will check your right to work documents. You must bring your passport or relevant visa to show your right to work in the UK.

We will give you a name sticker and then take your photo which will be used for your accreditation pass if you are successful. Once everyone has arrived we will start with a presentation where we will talk about our teams in more detail and what it's like to work at Wimbledon.

After the presentation we will split you into small teams for a group activity. You will be

given a topic to discuss as a team and we will observe your teamwork, problem-solving skills, and approach to customer care.

The final part of the session is a short one-to-one interview. Our Assessment team will be made up of people from around the business and your interviewer will ask you some questions based around our Values below. This will allow you to tell us a little more about you and your previous experience. For example: Please could you tell me about a time when you were communicating with someone and they did not understand you? And, What's the best customer service you've ever received?

We will also ask you which team you would like to work in and we will do our best to place successful candidates in their first choice.

## OUR VALUES

Our ambition is for every guest to feel that they have had an unforgettable Wimbledon experience. We're interested to know why you want to work with us and how you will demonstrate our passion for creating joy and extraordinary moments for everyone. We'll talk about the type of role you'd prefer and which team you'd be most suited to.



### Heritage

Heritage is demonstrating passion and feeling proud to represent Wimbledon.



### Integrity

Integrity is about doing the right thing, but also asking questions if you think the wrong thing is being done.



### Respect

Respect is trusting and supporting your teammates.



### Excellence

Excellence is striving for improvement and delivering high standards.

# HELPING YOU TO PREPARE FOR THE ASSESSMENT CENTRE



You are walking in the Grounds with one of your teammates and you are faced with the real life scenarios shown in the image above. Your task is to work in a small group to:

01

Identify the 16 scenarios

02

Discuss how you would resolve each scenario

This is an example of the group task in the Assessment Centre to help you prepare.

## SUPPORT FROM SMART WORKS

SMART WORKS

Smart Works is a UK charity that dresses and coaches unemployed women for success at their job interview. After visiting Smart Works, 63% of clients secure a job within a month, gaining financial independence and transforming their lives.

This year, Smart Works are offering free clothing and coaching to candidates who are women, including transgender women and non-binary people who feel their gender expression connects with the Smart Works service and wardrobe.



As soon as your interview date is confirmed you can get a referral to Smart Works from the organisation supporting you. Then book your appointment to get a **free high-quality interview outfit** that is yours to keep and coaching to present the best version of yourself at the interview.

## To book your Smart Works appointment:

Tell someone supporting your employment journey to connect you with Smart Works via:

📍 [smartworks.org.uk/refer](https://smartworks.org.uk/refer)

☎ 0207 288 1770

✉ [london@smartworks.org.uk](mailto:london@smartworks.org.uk)



Scan the QR code to find out more about your appointment

## Your nearest centres are:

Croydon, CR0 1TY

Islington, N1 7BJ

Ladbroke Grove, W10 6DZ

## WHO ARE WE LOOKING FOR?

The people who visit Wimbledon are from all sorts of different backgrounds and nationalities. We want a workforce that represents that. Remember that experience is not essential; we are looking for individuals with a positive attitude! So be yourself.

We're committed to promoting equal opportunities for all and want to ensure every candidate has a fair opportunity to show us their skills and abilities. If you feel there are any barriers to this, or you require additional help or support, please let us know.

## QUESTIONS

The assessment centre is not just about us getting to know you, it is also a chance for you to decide whether this opportunity is right for you. Please feel free to ask us any questions you may have during your one-to-one interview at the end.

## WHAT NEXT?

If you're successful, we'll get in touch to offer you a role. If you're not successful this time, please don't feel disheartened. We'll provide you with interview feedback and hope that you'll feel encouraged to apply again next year.



**GOOD LUCK AND WE LOOK FORWARD TO MEETING YOU!**