

Senior Operations Manager, Tennis Club

Reporting to: Director of Finance and Control

Role Purpose

We are seeking an experienced and dynamic Senior Operations Manager to lead the daily operations and long-term development of our facilities and programs, operating under HKCTA and HKCTA Tennis Club. This role is ideal for a hands-on leader with strong operational expertise, people management capabilities, and a passion for delivering exceptional member experiences.

Key Responsibilities

- Oversee the overall operations of the Tennis Club, including facilities, programs, events, and member services
- Lead and manage HKCTA's facility maintenance, vendor coordination, venue compliance, and operational standards
- Enhance the current operating model and drive profitability performance
- Develop, implement, and monitor tennis programs and member engagement initiatives
- Drive operational efficiency, service excellence, and continuous improvement across the operations
- Manage budgets, operational planning, and resource allocation
- Supervise and mentor operations and administrative teams
- Collaborate with senior leadership to support strategic growth and club development initiatives
- Ensure a premium customer experience for members, guests and stakeholders
- Perform ad-hoc assignments as required

Requirements

- Minimum 5 years managerial experience in facility management and program management
- Strong operational management, organizational, and problem-solving skills
- Experience managing cross-functional teams and external vendors
- Excellent communication and stakeholder management abilities
- Ability to work in a fast-paced, service-oriented environment
- Passion for sports, wellness, or tennis club operations is highly preferred
- Fluency in spoken and written English and Chinese, Mandarin is an advantage
- Candidate with less experience will be considered for the position of Operations Manager, Tennis Club

Interested candidates please email your resume and expected salary to info@tennishk.org on or before 10 June 2026. Please indicate on the subject of the email "Application for **Senior Operations Manager, Tennis Club**".

Applicants who are not invited for interview within three months may consider them applications unsuccessful. All applications will be treated in the strictest confidence. Personal Data provided by appointees will be used strictly for recruitment and other employment-related purposes only.