



## JOB DESCRIPTION

**JOB TITLE:** Lottery Matchday Staff  
**DEPARTMENT:** Ancillary Sales  
**REPORTS TO:** Head of Ancillary Sales  
**LOCATION:** Molineux Stadium  
**HOURS:** Matchdays (Casual Contract)  
**DATE:** January 2023

**We are Wolves. Progressive, determined, bright, unified and humble. A pack that is hungry for success. Wolves is one of the fastest growing professional football clubs in the UK, and also boasts one of the richest histories in the beautiful game.**

Formed in 1877, Wolves was a founder member of the Football League, and was one of the country's most successful sides in the fifties and sixties. During a two decade spell the Black Country's most decorated side won three First Division titles and one of its four FA Cups.

Fast forward 70 years and Wolves are back among football's European elite, but this time we will compete as a sports and entertainment business across multiple brand verticals. As a challenger club, Wolves dare to be different, which is why creating world class propositions in esports, fashion and music are all part of our ambitious plans.

At Wolves, we don't simply look to the future, we seize it.

**We take seriously our commitment to the safeguarding of children and adults at risk and to ensuring that Wolves is free from discrimination and harassment.**

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### Job purpose

To operate sales of Wolves Lottery scratch cards in and around the Molineux Stadium on matchdays or other events when needed.

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### Key responsibilities

- Work towards sales targets.
  - To deliver exceptional customer service.
  - Having a thorough knowledge of the product we are selling.
  - Attending home matches and getting to locations on time.
  - Ability to use pay machines.
  - Maintaining a professional appearance, specifically in the corporate areas.
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### **General responsibilities**

- Compliance with Club policies
- Compliance with the Club's health and safety procedures
- Compliance with the Club's safeguarding policies
- To promote the Club's values
- To work consistently to embed equality & diversity into the Club
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct at all times

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### **Key relationships**

- General Public
  - Head of Ancillary Sales
  - Any other Ancillary Sales Staff
  - Other Heads of Department that operate on Match Days
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### **Person Specification**

**Job Title:** Lottery Matchday Staff

**Knowledge:** the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc

**Essential**

A good knowledge of the club is preferable.

**Technical/work-based skills:** skills specific to the job e.g. language competence, typing skills, coaching skills etc

**Essential**

Ability to use card machines.

Ability to fill in simple paperwork.

**General skills and attributes:** more general characteristics e.g. flexibility, communication skills, team working etc

**Essential**

Excellent interpersonal skills and friendly, welcoming manner

Ability to sell ideas, items and be able to sway opinions

**Qualifications:** the level of educational, professional and/or occupational training required

**Essential**

- Post-holder will be subject to a DBS check at the appropriate level and cleared by the Wolves Safeguarding Manager