



JOB DESCRIPTION

JOB TITLE: Ancillary Sales Advisor

DEPARTMENT: Ancillary Sales

REPORTS TO: Ancillary Sales Operations Manager

DIRECT REPORTS: N/A

LOCATION: Molineux Stadium

HOURS: Casual

DATE: March 2024

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.

Job purpose

You will deliver fantastic customer service, handle sales, manage queues, usher guests around tours when necessary and provide information to our supporters. This role will help the department reach its targets by proactively up selling the Ancillary Sales product offering as well as making sure that we are delivering the best customer experience we can offer.

We are looking for someone who possesses excellent communication skills, but more importantly has a friendly and accommodating attitude. You must have exceptional customer service skills and be truly visitor focused. We need someone who is great with a range of different people and is a team player who can work beside and supports others around them.

It is important in our field of work that the postholder is passionate, makes visitors feel comfortable and has the confidence to actively approach customers to understand their needs and promote Ancillary Sales products. You will be available to work busy periods, remain focused and will take initiative.



Key responsibilities

- Provide excellent customer service on WV1 Reception
- Be knowledgeable of Ancillary Sales products on offer
- Sell and up sell our products using our systems
- Work with our departments to provide key information on our products
- Be presentable, professional, and courteous with a positive approach
- Be prepared to work on Matchdays

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

Safeguarding

- This role involves working with children and/or vulnerable adults in a Regulated Activity (or in close proximity to children and/or vulnerable adults). This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding vulnerable people.

Key relationships

- General Public
- Ancillary Sales Staff
- Ancillary Sales Manager and Operations Manager
- Head of Ancillary Sales



Person Specification

Job Title: Ancillary Sales Advisor

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

- Previous experience in a customer facing role

Desirable

- A knowledge of the football club

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

Essential

- Ability to interact with the general public
- Good communication skills
- Basic IT skills

Desirable

- Ability to upsell products to customers in a face-to-face setting

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

Essential

- Understanding of how to work safely with children and/or vulnerable adults and uphold generally accepted practice when working with those participants.
- Promote, adhere to, and implement the Club's Equality Policy and to work consistently to embed equality and diversity within Club.
- Good communication skills
- Versatile, and ability to adapt to different components of the role
- Flexibility with varying shifts
- Ability to work independently or as part of a team

Experience: proven record of experience in a particular field, profession, or specialism.

Desirable

- Working with children and/or vulnerable adults
- Having worked in a museum environment previously
- Experience of working on a reception



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