



JOB DESCRIPTION

JOB TITLE: Ticket Sales Advisor - Weekend
DEPARTMENT: Ticketing
REPORTS TO: Ticketing Operations Manager
LOCATION: Ticket Office
HOURS: 5 hours per week (Saturday) plus matchdays
DATE: June 2025

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 are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all colleagues and volunteers to share this commitment. This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding children, young people and adults at risk and to ensuring that Wolves is free from discrimination and harassment.

Job purpose

To process ticket transactions through the current ticketing platform and all available customer channels, counter, telesales, post and web, to include outbound telesales.

To be competent in providing advice and information on all services applicable to the Ticket Office.



Key responsibilities

- To deliver high level of customer service
- To assist the Ticketing Operations Manager in office administrative duties
- Ensure accuracy with cash transactions and following office policies and procedures, balancing own days takings
- Maintain, improve and expand customer database
- Direct calls to customers via telephone, cross selling, upselling products using campaign-based methods across many Club products

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 carries a specific safeguarding responsibility. 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

- Supporters of Wolverhampton Wanderers FC
- Other departments within the club for both the processing of ticket sales as well as information sharing/gathering.



Person Specification

Job Title: Ticket 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

Desirable

- Understanding of ticketing and membership structures in relation to sporting clubs/arenas

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

Essential

- IT literate, including both Word and Excel knowledge

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

Essential

- Determination to delivery high standard of customer service
- Understanding of how to work safely with children and/or adults at risk 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.

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

Essential

- Cash handling and numeracy experience

Desirable

- Experience of using a transaction computer system
- Working with children and/or adults at risk

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

Essential

- Post-holder must hold or obtain at the earliest opportunity the relevant safeguarding training (i.e. FA Safeguarding Children Workshop)
- Post-holder will be subject to a DBS check at the appropriate level and cleared by the Wolves Safeguarding Manager