



JOB DESCRIPTION

JOB TITLE: Turnstile Operator
DEPARTMENT: Operations
LOCATION: Molineux Stadium
HOURS: Casual working hours
DATE: March 2026

To be considered for the role please completed the Steward Application Form and Diversity Monitoring Form below and email to stadium@wolves.co.uk -

We are Wolves. English football's original innovators.

As a founding member of the Football League, we boast one of the richest histories in the beautiful game, shaping modern football while always staying true to our Old Gold roots.

A football club which represents a city built on grit and togetherness and one that is defined by ambition; from pioneering floodlit football to succeeding at the highest levels of the English and European game.

Always looking forward and determined in the face of challenge, bright in spirit and unified by the bond between players, staff and supporters, while remaining humble and grounded in the values of our Wolverhampton community.

At Wolves, we honour the past, while seizing the future.

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

Job purpose

To admit spectators, check tickets.

Turnstile operators are not expected to be involved with searching or ejecting spectators or dealing with conflict. Their role is specific, and they will be expected to call on a supervisor or specialist stewards for assistance in dealing with any incident at their turnstile.

Turnstile Operators are supported by search stewards and a supervisor.

Key responsibilities

- Attend the Stadium at given dates and times as directed by the Safety Officer.
- Attend pre-event briefing, and ensure all information is understood.
- Do not leave the stadium after signing in until the end of your duties.
- Attend all training sessions required.
- Attend the designated turnstile at the given time.



- Liaise with the search stewards and supervisor as and when required.
 - Only admit to the stadium those spectators with a valid ticket or cash as directed for each event.
 - Immediately close your turnstile and stop admitting spectators when told to do so by the Safety Officer, Area Supervisor or a Police Officer.
 - Know the location of the first aid rooms within the Stadium.
 - Be fully conversant with any methods or signals used to alert staff that an emergency has arisen.
 - Be capable of recognising potential fire hazards and suspect packages, reporting such findings immediately to the Supervisors or the Management team.
 - Comply promptly with any instruction given in an emergency by the Safety Officer, Area Supervisor or a Police Officer.
 - Remain at your allocated posts as instructed unless authorised or ordered to do otherwise by the Area Supervisor, or the turnstile manager.
 - Report to the Area Supervisor or Safety Officer any damage or defect which is likely to pose a threat to spectator safety e.g. a damaged turnstile.
 - Assist as required in the evacuation of the ground.
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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 of progressive, humble, determined, bright and unified
 - 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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Equality, Diversity, and Inclusion

The post holder will demonstrate a strong commitment to equality, diversity, and inclusion, supporting the organisation's strategic aims to remove barriers and address inequality. You will play an active role in promoting an inclusive, discrimination-free environment that ensures fair access to opportunities and resources. This includes fostering a culture of dignity, respect, and belonging where everyone is empowered to contribute, perform, and reach their full potential.

Safeguarding Statement

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all those associated with WWFC 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.
