



JOB DESCRIPTION

JOB TITLE: Stadium Tour Guide
DEPARTMENT: Ancillary Sales
REPORTS TO: Museum & Tours Manager
LOCATION: Molineux Stadium
HOURS: Casual
DATE: July 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 amongst football's elite. In the past six years we have celebrated promotion to the Premier League, back-to-back 7th placed finishes and a Europa League quarter-final campaign. Now, we will be competing in the Premier League for a sixth successive season.

But at Wolves it is all about what we will do, not what we have done. 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

To assist and support the Museum & Stadium Tour Manager in ensuring that the visitor experience at Wolves Museum is of high quality. To provide educational yet entertaining tours of the Museum, Molineux Stadium or any other areas of interest within the club.

Key responsibilities

- Conduct guided tours of both the Wolves Museum and Molineux Stadium.
- Communicating facts and anecdotes related to Wolves FC and its rich history.
- Being able to field guest questions and be able to assist with enquiries.
- Monitoring guest safety.
- To gather feedback from customers and report to Museum & Stadium Tour Manager



General responsibilities

- Complying with the club's policies and Health & Safety procedures
- Promote the club's values
- Consistently work towards championing diversity & equality within the club
- Undertake any such tasks that may be reasonably expected
- Maintain professional conduct at all times

Key relationships

Museum & Stadium Tour Manager

General Public

Museum Hosts



Person Specification

Job Title: Stadium Tour Guide

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 knowledge of Wolves FC and the history of the club.

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

Essential

Ability to communicate with the public.
Ability to lead large groups.

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

Essential

Excellent interpersonal skills and friendly, welcoming manner
Work within an excellent team.
Flexibility on working arrangements (times, dates etc,)

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

Desirable

Previous work experience as a guide is preferable but not essential

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