



## JOB DESCRIPTION

**JOB TITLE:** Receptionist - Casual  
**DEPARTMENT:** Reception  
**REPORTS TO:** Executive Assistant  
**LOCATION:** Sir Jack Hayward First Team Building, Compton and Molineux Stadium  
**HOURS:** Variable  
**DATE:** October 2024

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

On the pitch there is back-to-back seventh place finishes in the Premier League and European competition for the first time in nearly 40 years; and away from the pitch Wolves is becoming much more than just a football club, with brand verticals in esports, music and fashion helping to diversify the fanbase and provide compelling commercial propositions for new partners.

**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**

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### Job purpose

Reporting to the Executive Assistant to ensure the smooth running of the professional reception at either of the two sites in Wolverhampton. You will oversee administration functions for the department, such as answering telephone queries and being the first point of call for visitors to the Training Ground or Molineux Stadium.

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### Key responsibilities

- To co-ordinate the reception desk, being the first point of call for meeting and greeting visitors and co-ordinating deliveries
- To oversee administration functions for the department, such as answering telephone queries, ordering of stationary, and various duties depending on which site
- To support the Executive Assistant for the smooth function of the department.

### 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**

- Executive Assistant - 1 to 1 Line Management and support.
  - Heads of Departments
  - Compton and Molineux Staff
  - Security Team
  - High profile visitors
  - External catering partner
  - Members of the general public
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#### **Scope of job**

To co-ordinate the reception desk at either site, being the first point of call for meeting and greeting visitors to the building.

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#### **Hours of Work**

Variable shift patterns across the hours of 8.30 – 5.30, Monday to Friday.



## Person Specification

**Job Title:** Molineux Receptionist

**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

- Experience of working in an administration role.
- A proven track record in a high energy, fast moving, pressurised environment.
- Ability to deal with confidential and sensitive information.

### Desirable

- An interest in football

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

### Essential

- Proficient in use of word and excel.
- Competent in Outlook diary and email management.
- Willing to learn the use of new database programmes such as Monday.com
- Able to develop effective working relationships at all levels.
- Able to manage own time and tasks efficiently with a high attention to detail.

**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 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.
- Ability to multi-task and handle changes to plans and workload in a positive manner.
- Possess communication skills that are clear, engaging and responsive.
- Management of time, working to tight deadlines to ensure priorities are met.
- A proactive approach and the ability to work well under pressure in a fast-paced, demanding role.
- Highly effective written and verbal communication skills.
- Conscientious and motivated with high level of personal initiative.
- Approachable, personable and humble.
- Strong team player.
- Willing to self-evaluate and work towards continuous improvement.
- Prepared to take on whatever work is required to support the team.

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

### Essential

- Proven experience of working in a people centred environment.
- Development of administration processes and procedures

### Desirable

- Working with the general public
- Customer service experience
- Experience of event management



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.

Desirable

- Clean driving licence and own car.