



JOB DESCRIPTION

JOB TITLE: Fan Services Advisor
DEPARTMENT: Fan Services
REPORTS TO: Fan Services Manager
LOCATION: Molineux Stadium
HOURS: 37.5 Hours
DATE: October 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 amongst football's elite, in the Premier League for an eighth successive season; but now we 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

Job purpose

You will be required to field and resolve a range of fan services queries across ticketing, retail, F&B and ancillary sales. You will be proficient in the various systems used across the Club's commercial operations departments and will communicate with fans in several ways including telephone calls, emails and live chat. You will incorporate the club values and use them to offer a best-in-class fan experience. You will often be challenged by difficult conversations and will be empowered to act in your best judgement. You will also be expected to judge when a query is too complex and requires escalation from the relevant department champions within the team.



Key responsibilities

- Fielding general fan services contacts, as well as ticketing, retail, F&B and ancillary sales contacts
- Proficient communication across telephone, email, live chat and other communication methods from time to time
- Actioning of appropriate refunds or exchanges
- Judgement of when fan contacts require escalation
- Always deliver a best-in-class fan experience
- Build strong relationships with the wider Fan Services team
- Confident in using Microsoft Word, Excel and Outlook
- Proficient in the various systems used across the commercial operations teams
- To contribute to the ongoing data collection plan which is used to improve our fan services offering

General responsibilities

- Always communicate in a polite and courteous manner, befitting of the Club's values
- Meeting customer demands where possible but always working in line with company policies
- Be entrepreneurial and see where there may be upsell or cross sell opportunities with fans
- To act as a voice for the fans within the Club
- To promote the club values
- Comply with Club Policies
- Complying to Wolves GDPR policy
- Adhere to the strict club's confidential policies
- Follow and promote Health & Safety policies
- Any other duties as deemed appropriate by the Fan Services Manager or department champions from time to time

Safeguarding

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

You will report to the Fan Services Manager but will also take guidance and instruction from relevant departments. Your relationship with our fans is paramount and you should always communicate in a calm and professional manner, offering a best-in-class fan experience. You will liaise with the Disability and Supporter Liaison Officers for Wolves to ensure you drive the customer charter but to also bring closure to enquires and complaints. You will forge relationships with members of our ticketing, retail, F&B and ancillary sales teams to ensure a greater understanding of the business and our strategy.



Person Specification

Job Title: Fan Services 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

- Customer service background or administration
- Empathy and passion in handling fan complaints
- Handling fan enquiries and complaints via email, telephone and live chat
- Familiarity with various systems used across the commercial operations teams

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

Essential

- To be a calm individual that can work and operate under pressure.
- Strong communication skills
- Organised individual
- Confident in using Microsoft Word, Excel and Outlook.
- Experience of dealing with Customer complaints and issues.

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

Essential

- Promote, adhere to and implement the Club's Equality Policy and to work consistently to embed equality and diversity within Club.
- Be able to work under pressure.
- To Work on their own initiative but seek support when needed
- To be able to adapt communication skills in various situations.
- Confident in defining and dealing with returns, refunds and exchanges
- Reliable member of staff

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

Essential

- Worked in a customer service background or administration role

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

Essential

- GCSE (or equivalent) Maths and English at Grade C or higher

Desirable

- Customer Service Qualifications.