



## JOB DESCRIPTION

**JOB TITLE:** Matchday Hospitality Stand Manager

**DEPARTMENT:** Food & Beverage

**REPORTS TO:** Matchday Manager

**DIRECT REPORTS:** Matchday Hosts

**LOCATION:** Molineux Stadium, Waterloo Road, Wolverhampton, WV1 4QR

**HOURS:** Casual – 5/6 hours per shift

**DATE:** December 2023

**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 a sixth 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 take seriously our commitment to the safeguarding of children and adults at risk and to ensuring that Wolves is free from discrimination and harassment.**

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### Job purpose

We are recruiting for a Matchday Hospitality Stand Manager (Casual) to join us to ensure our Hospitality customers have the best matchday experience and to oversee a team of matchday hosts. The successful applicant will be an ambassador for Wolves and deliver impeccable customer service, remaining calm under pressure and professional at all times. They will have a positive attitude, display strong leadership skills and present themselves to a high standard.

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### Key responsibilities

- Overseeing the setting up and organisation of corporate areas within designated stand
- Manage a team of matchday hosts (between 4 and 20) and overseeing multiple areas within a stand designated on the day
- Dealing with escalated customer enquiries and concerns
- Liaising with the Catering and Bar Managers to ensure the best level of service is provided
- Auditing corporate areas to ensure they meet the required standard before breaks are taken by hosts
- To follow the matchday itinerary
- Providing excellent customer service and building customer relationships



- Conducting and reporting information from pre and post-match team briefings to the Matchday Manager

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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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### **Key relationships**

- Guests in Hospitality
- Matchday Manager
- Head of F&B
- Catering Supervisors and Managers
- Corporate Stewards

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### **Scope of role**

- There is a need to be flexible as the role will require working on a Wolves home matchday (which can either be weekends or evenings)



## Person Specification

**Job Title:** Matchday Hospitality Stand Manager

**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

- Some football knowledge
- Ability to identify potential issues within hospitality

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

Essential

- Excellent communication skills with the ability to be discreet when required to be
- Have the ability to remain calm under pressure
- Have the ability to make on the spot decisions and resolve complaints quickly and efficiently

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

Essential

- Excellent customer service skills
- Ability to remain calm under pressure
- Ability to identify a problem and resolve it in line with the training and guidance provided
- Maintain professional conduct at all times
- 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

- Experience of successful team management including conflict resolution skills

Desirable

- Experience of working in Hospitality Previously
- Experience of working with customers/ members of the public previously