







## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Central Services Administrator</b>
<b>DEPARTMENT:</b>	<b>Wolves Foundation</b>
<b>REPORTS TO:</b>	<b>Head of HR &amp; Governance</b>
<b>DIRECT REPORTS:</b>	<b>None</b>
<b>LOCATION:</b>	<b>Molineux Stadium and working across the City of Wolverhampton</b>
<b>HOURS PER WEEK:</b>	<b>37.5 hours per week</b>
<b>WORKING ARRANGEMENT:</b>	<b>Your working pattern will predominately be core office hours which are Monday – Friday, 9:00am – 5:30pm, however, flexibility to work evenings and weekends will be necessary and directed by your line manager.</b>
<b>DATE:</b>	<b>September 2025</b>

Wolves Foundation plays a pivotal role in the city of Wolverhampton, serving as a trusted and influential force for positive change. Through a dedicated team of skilled staff and volunteers, the Foundation leverages the strong local connection to Wolves to motivate, educate, and inspire individuals and communities to improve their lives.




As it embarks on its 2030 strategy, the charity works collaboratively with key local partners—including the local authority, police, health services, and education providers—to identify and address societal challenges and health inequalities. Using data and insight, it delivers evidence-based interventions through a wide range of projects aligned with its four strategic priorities;

-  Economic Prosperity and Employment
-  Community Safety
-  Health and Wellbeing
-  Stronger Together

Community engagement is central to the Foundation's mission, with a commitment to removing barriers to participation regardless of age, gender, race, religion, sexual orientation, or disability. Its work spans 225 delivery sites across the city, engaging tens of thousands of participants from as young as one month to over 100 years old.

All employees are expected to embody the Foundation's core values and ethos, ensuring excellence in delivery. Professionalism and adherence to contractual, operational, and policy standards are essential to maintaining the integrity and impact of the Foundation's work.

### **Wolves Values – what we stand for:**

-  Progressive - Ambitious. Creative. Innovative.
-  Determined - Ownership. Decisiveness. Consistent.
-  Bright - Inspiring. Engaging. Intelligent.



- 🐾 Unity - Connected. Family. Togetherness.
- 🐾 Humble - Considered. Considerate. Respectful.

### **Job purpose**

To support the central team within Wolves Foundation with daily administration and office duties. This will include taking phone calls, answering, and monitoring emails, inventory and stock supervision, notetaking meetings and other general office administration duties to meet organisation needs.

### **Key responsibilities**

- 🐾 To have a clear understanding of the Wolves Foundation core values and objectives.
- 🐾 To offer administration support across the Foundation and central services.
- 🐾 To administer, create, modify, and review documents using IT packages such as Word and Excel.
- 🐾 To support within the distribution and record keeping of petty cash, vouchers and other low-level finance administration.
- 🐾 To manage, organise, and update relevant data using data management and impact measuring systems.
- 🐾 Answering phone calls and dealing with general enquiries in a professional manner.
- 🐾 To take bookings for parties, activities, and projects.
- 🐾 To perform general administration duties such as photocopying, email, faxing, filing and mail.
- 🐾 To keep an inventory of office furniture, equipment and supplies and place orders when necessary
- 🐾 To assist the Head of Foundation and other central team members with diary arrangements, meeting facilitations and general administrative tasks.
- 🐾 Communicating and providing information by relevant methods internally and externally to assist and enable organisational operations and effective service.
- 🐾 Implementing actions according to administrative policies and procedures.
- 🐾 Arrange and participate in meetings, conferences, and project team activities.
- 🐾 To take effective and comprehensive minutes within meetings.
- 🐾 To carry out any other reasonable duties as requested by the Head of Foundation and your line manager.
- 🐾 Ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation, or harassment of any description and to promote positive working relations amongst employees and customers.
- 🐾 The ensure positive commitment to sustainability and social action projects and targets in line with the Foundation's One Pack One Planet action plan.

### **Safeguarding responsibilities**

- 🐾 To work alongside the Designated Safeguarding Lead (DSL) and HR Manager to ensure safeguarding standards are met and maintained.
- 🐾 Keep own CPD, knowledge and skills up to date in relation to our area of delivery and management.
- 🐾 Responsible for structuring adequate quality assurance for their department.



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 children and adults at risk.

### **General responsibilities**

- 🦊 Compliance with Wolverhampton Wanderers Foundation Policies.
- 🦊 Compliance with Wolverhampton Wanderers Foundation health & safety procedures.
- 🦊 Compliance with Wolverhampton Wanderers Foundation safeguarding policies.
- 🦊 Champion the club and Foundation values at all times.
- 🦊 To maintain professional conduct at all times.
- 🦊 To undertake other duties as may be reasonably expected.

### **Contractual Information**

- 🦊 Due to the nature of your role, there will be an occasional requirement to work evenings and/or weekends which will be directed by your line manager.




















### **Key relationships**

- 🦊 Wolves Foundation Senior Management Team.
- 🦊 Foundation Management Team.
- 🦊 HR Manager.
- 🦊 Local stakeholders/partners.
- 🦊 Premier League Charitable Fund.



## Person Specification

**Job Title:** Central Services Administrator

<b>Knowledge: the level and breadth of knowledge to do the job</b>	<b>Essential</b>	<b>Desirable</b>
 Proficiency in using Microsoft Office packages such as Microsoft Outlook, SharePoint, Word, Excel, etc.	✓	
<b>Technical/work-based skills: skills specific to the job</b>	<b>Essential</b>	<b>Desirable</b>
 Strong IT and presentation skills	✓	
 Excellent customer service and communication skills	✓	
 Ability to manage your own workload and effective time keeping	✓	
<b>General skills and attributes</b>	<b>Essential</b>	<b>Desirable</b>
 Availability for flexible working hours	✓	
 Ability to work effectively independently or as part of a team	✓	
 Committed to making a positive impact to beneficiaries	✓	
 Resilient and compassionate	✓	
 An energetic team worker	✓	
 A strong set of values that meets the organisations own values	✓	
<b>Experience: proven record of experience in a particular field, profession, or specialism.</b>	<b>Essential</b>	<b>Desirable</b>
 Experience of working within an administrative capacity		✓
 Experience of working within a Charitable Foundation		✓
 Experience of working within a fast-paced environment		✓
<b>Qualifications: the level of educational, professional and/or occupational training required</b>	<b>Essential</b>	<b>Desirable</b>
 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	✓	
 Post-holder must hold a valid driver's license.		✓
 Post-holder to be educated at degree level or higher in a relevant area.		✓
 Drivers Licence free of penalties and ownership of own vehicle.		✓
 Management of Leadership qualification		✓

**NB:** This job description and personal specification is intended to be a general guide to the scope of the duties and not an inflexible specification.