



JOB DESCRIPTION

JOB TITLE: F&B Administrator
DEPARTMENT: Food & Beverage (F&B)
REPORTS TO: F&B Operations Manager
LOCATION: Molineux Stadium
HOURS: 37.5 hours per week
DATE: December 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 among football's European elite, but this time we will 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, Motor Racing, 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.

Job purpose

To support the F&B team with administrative duties. To ensure all work produced is to a high standard. To support the F&B Operations Manager with matchday hospitality, event planning and operations.

Key responsibilities

- To administer of match day / event tickets and itineraries
- To fulfil any mail outs, both digitally and by post
- To be responsible for the ordering of office supplies and ordering and design of the F&B stationery
- To manage all home and away ticket requests by our season ticket clientele
- To be responsible for the post and manage the relationship and operation of national and international couriers
- To manage the relevant match day parking allocations for clientele
- To raise purchase orders for suppliers
- F&B team diary and email management
- Collate and distribute incoming enquiries to the B2B Sales Executives



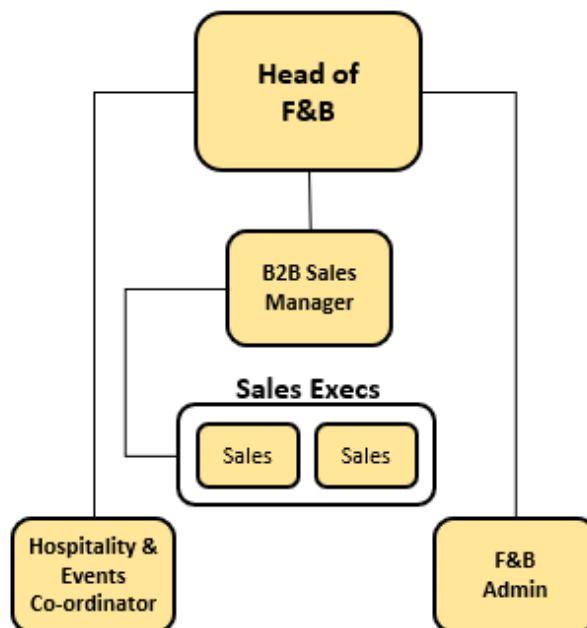
General responsibilities

- 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

Key relationships

- Head of F&B – Reporting directly to support the F&B department as a whole
- B2B Sales Manager - Supporting the overarching objectives of the sales team
- B2B Sales Executives and Co-ordinator – Working efficiently to ensure crossover is limited and support where possible
- Catering partner Levy: to ensure the best possible customer experience
- Ticket Office – for any ticket requests
- External Customers – Maintaining excellent levels of customer service

Structure





Person Specification

Job Title: F&B Administrator

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

- Knowledge of hospitality products and services
- A good understanding of all areas of the F&B team
- Knowledge of Wolves sales policies and procedures in order to manage a booking adequately

Desirable

- Knowledge of food and beverage in the sports / football sector

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

Essential

- Strong administration skills, fast typing speed and high attention to detail
- Strong written, verbal, and interpersonal communication skills
- Commitment to customer service
- Competent in Microsoft Office suite
- Conflict resolution with customers

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

Essential

- Competent and personable with good time management skills
- Ability to remain calm under pressure and work as part of a team
- Discreet and confidential
- Promote, adhere to and implement the Club's Equality Policy and to work consistently to embed equality and diversity within Club
- Role model of the club's Values

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

Essential

- Experience of a CRM/ Ticketing system
- Experience of supporting operations in a commercial setting
- Dealing with customers and conflict resolution
- Support with event planning and execution

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

Essential

- English & Maths GCSE C Qualification or equivalent