



JOB DESCRIPTION

JOB TITLE:	Ancillary Sales Administrator
DEPARTMENT:	Ancillary Sales
REPORTS TO:	Ancillary Sales & Projects Manager
LOCATION:	Molineux Stadium
HOURS:	37.5 hours per week + matchdays & events as required
DATE:	September 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

To provide high-level administrative, financial and customer service support across all Ancillary Sales pillars. The Ancillary Sales Administrator plays a key role in ensuring back-office functions are streamlined, guest experiences are well-coordinated, and compliance, reporting, and customer engagement are delivered to a professional standard.

Key responsibilities

- Provide comprehensive day-to-day administrative support to the Ancillary Sales team.
- Handle internal and external communications, ensuring timely responses to emails, calls, and queries.
- Coordinate and minute meetings, distributing agendas and action points.
- Book facilities, rooms, and equipment for Ancillary Sales use when required.
- Help manage calendars and key dates for staff, guests, and events.
- Assist in the preparation of reports and dashboards for the Ancillary Sales, Revenue & Project Manager and the wider Ancillary Sales team.



- Coordinate VIP guest lists, dietary requirements, and logistics for VIP Tours and “Taste of Molineux” events
- Maintain the Wolves Museum TripAdvisor profile and respond to reviews
- Manage and reconcile stock logs and complete banking processes
- Send, track and process gift voucher redemptions and orders
- Support maintenance of website content across Ancillary areas
- Reconcile and record scratchcard stock for financial and compliance reporting
- Complete and submit Gambling Commission compliance reports accurately and on time
- Process Wolves Lottery sign-ups via online and in-person channels
- Log, investigate and respond to customer complaints professionally
- Liaise with Finance (via Xero/MSA) to submit invoices, coding, and reports
- Coordinate catering and dietary requirements with Levy (Catering Partner)
- Maintain and manage the 1877 Sports Bar guest list and bookings
- Process ticketing confirmations and tour/event attendance
- Act as matchday liaison for Programme Team to submit tour and VIP info
- Manage ANPR data, PCN appeals, whitelist registration and reports
- Liaise with internal departments for conference and event parking
- Prepare matchday briefing sheets across relevant departments
- Support with Ticketmaster system entry, integration and checks

General responsibilities

- Compliance with Club policies and procedures
- 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

Safeguarding

This role carries a specific safeguarding responsibility. 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.

Key relationships

- Head of Ancillary Sales
- Ancillary Sales, Revenue & Project Manager
- Museum, Tours & Heritage Manager
- Ancillary Sales Executive
- Finance Team
- Levy Catering
- Ticket Office team & Ticketmaster
- F&B sales team



- Central Events team
 - Fan Services team
 - Disability Access Officer
 - EDI Lead
 - Head of Safeguarding and safeguarding team
 - Customers, members & guests
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PERSON SPECIFICATION

Job Title: Ancillary Sales 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

- Understanding of administrative systems, customer service processes and compliance standards
- Awareness of data protection, and financial reporting

Desirable

- Familiarity with football club or event-based admin environments

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

Essential

- Competence in Microsoft Office (Excel, Word, Outlook)
- Experience using booking, CRM or finance systems
- Attention to detail
- Excellent written communication

Desirable

- Familiarity with Ticketmaster, TripAdvisor, ANPR platforms

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

Essential

- Excellent organisation & time management
- Professional and customer-focused approach
- Strong problem-solving and administrative accuracy
- Adaptable and able to remain calm under pressure
- Commitment to equality, diversity, and safeguarding

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

Essential

- Experience of administrative or customer-facing roles
- Experience in multi-tasking

Desirable

- Experience working matchdays or events in a football or sporting environment

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



Desirable

- Business Admin or Customer Service qualifications