



JOB DESCRIPTION

JOB TITLE:	Ticket Sales Advisor – Full Time
DEPARTMENT:	Ticketing
REPORTS TO:	Ticketing Operations Manager
LOCATION:	Ticket Office – Molineux Stadium
HOURS:	37.5 hours per week plus match-days
DATE:	April 2026

We are Wolves. English football's original innovators.

As a founding member of the Football League, we boast one of the richest histories in the beautiful game, shaping modern football while always staying true to our Old Gold roots.

A football club which represents a city built on grit and togetherness and one that is defined by ambition; from pioneering floodlit football to succeeding at the highest levels of the English and European game.

Always looking forward and determined in the face of challenge, bright in spirit and unified by the bond between players, staff and supporters, while remaining humble and grounded in the values of our Wolverhampton community.

At Wolves, we honour the past, while seizing the future.

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 process ticket transactions through the current ticketing platform and all available customer channels, counter, telesales, post and web, to include outbound telesales.

To be competent in providing advice and information on all services applicable to the Ticket Office.

Key responsibilities

- 🔑 To deliver a high level of customer service
- 🔑 To assist the Ticketing Operations Manager in office administrative duties
- 🔑 Ensure accuracy with cash transactions and follow office policies and procedures, balancing own daily takings
- 🔑 Maintain, improve and expand customer database
- 🔑 Direct calls to customers via telephone, cross-selling, and upselling products using campaign-based methods across many Club products

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

Equality, Diversity, and Inclusion

The post holder will demonstrate a strong commitment to equality, diversity, and inclusion, supporting the organisation's strategic aims to remove barriers and address inequality. You will play an active role in promoting an inclusive, discrimination-free environment that ensures fair access to opportunities and resources. This includes fostering a culture of dignity, respect, and belonging where everyone is empowered to contribute, perform, and reach their full potential.

Safeguarding Statement

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all those associated with WWFC 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.

Key relationships

- ⚡ Supporters of Wolverhampton Wanderers FC
- ⚡ Other departments within the club for both the processing of ticket sales as well as information sharing/gathering.
- ⚡ Disability Access Officer
- ⚡ EDI Lead
- ⚡ Safeguarding Team
- ⚡ Facilities, Safety, and Security Team
- ⚡ Fan Services Team



PERSON SPECIFICATION

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

- 🛡️ An understanding of Safeguarding children, young people and adults at risk and wellbeing considerations.

Desirable

- 🛡️ Understanding of ticketing and membership structures in relation to sporting clubs/arenas

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

Essential

- 🛡️ IT literate, including both Word and Excel knowledge

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

Essential

- 🛡️ Understanding of how to work safely with children, young people and adults at risk to uphold Safeguarding best practice.
- 🛡️ Determination to deliver a high standard of customer service
- 🛡️ Promote, adhere to and implement the Club's Equality Policy and work consistently to embed equality and diversity within the Club.

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

Essential

- 🛡️ Cash handling and numeracy experience

Desirable

- 🛡️ Experience in using a transaction computer system
- 🛡️ Working with children and/or adults at risk

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

Essential

- 🛡️ Post-holder must hold or obtain at the earliest opportunity and maintain 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 Safer Recruitment Group