



## JOB DESCRIPTION

**JOB TITLE:** Turnstile Operator  
**DEPARTMENT:** Operations  
**LOCATION:** Molineux Stadium  
**HOURS:** Casual working hours  
**DATE:** November 2023

To be considered for the role please completed the Steward Application Form and Diversity Monitoring Form below and email to [stadium@wolves.co.uk](mailto:stadium@wolves.co.uk) -

**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.**

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### Job purpose

To admit spectators, check tickets.

Turnstile operators are not expected to be involved with searching or ejecting spectators or dealing with conflict. Their role is specific, and they will be expected to call on a supervisor or specialist stewards for assistance in dealing with any incident at their turnstile.

Turnstile Operators are supported by search stewards and a supervisor.

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### **Key responsibilities**

- Attend the Stadium at given dates and times as directed by the Safety Officer.
- Attend pre-event briefing, and ensure all information is understood.
- Do not leave the stadium after signing in until the end of your duties.
- Attend all training sessions required.
- Attend the designated turnstile at the given time.
- Liaise with the search stewards and supervisor as and when required.
- Only admit to the stadium those spectators with a valid ticket or cash as directed for each event.
- Immediately close your turnstile and stop admitting spectators when told to do so by the Safety Officer, Area Supervisor or a Police Officer.
- Know the location of the first aid rooms within the Stadium.
- Be fully conversant with any methods or signals used to alert staff that an emergency has arisen.
- Be capable of recognising potential fire hazards and suspect packages, reporting such findings immediately to the Supervisors or the Management team.
- Comply promptly with any instruction given in an emergency by the Safety Officer, Area Supervisor or a Police Officer.
- Remain at your allocated posts as instructed unless authorised or ordered to do otherwise by the Area Supervisor, or the turnstile manager.
- Report to the Area Supervisor or Safety Officer any damage or defect which is likely to pose a threat to spectator safety e.g. a damaged turnstile.
- Assist as required in the evacuation of the ground.

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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
- 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