



JOB DESCRIPTION

JOB TITLE: Matchday Support (Casual)

DEPARTMENT: Marketing

REPORTS TO: Senior Marketing Manager

LOCATION: Molineux Stadium

HOURS: Home Matchdays and Molineux Event days which includes evenings and weekends and bank holidays

DATE: October 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 to 2022, three seasons at Molineux saw Wolves clinch the Sky Bet Championship trophy with 99 points, followed by a seventh-place finish in the Premier League, which included memorable wins over Manchester United, Tottenham Hotspur, Chelsea and Arsenal. The next season saw the team complete a memorable double over the reigning champions, equal the previous season's seventh place finish and reach the quarter finals of the Europa League all as part of the 'longest season' in league history, either starting before or finishing after all other teams.

But this post is about not what we have done, but what we will achieve next.

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

This role is to support the marketing and membership departments with fan engagement initiatives. This will particularly involve meeting and greeting fans on a matchday. Interacting with fans in the fan zone to ensure they have a welcoming and enjoyable experience when attending matches at Molineux Stadium. Acting as a brand ambassador for the club at other local events.

Key responsibilities

- Act as an ambassador to interact with fans and ensure they have an enjoyable experience when attending the fan zone and stadium.
- Set-up Fan Zone activities
- Support half time activations
- Assist mascots in collecting participants and arranging to get them from one part of the stadium to their location. Collecting or returning former players to their mark point
- Support the membership team with junior fan events



- Support for other Molineux events such as U21 games, Open training sessions
- Able to pitch in with the set up and close down of the event which includes setting up tables, barriers, posters and stands to ensure the relevant areas look welcome, professional and well signed to give the best fan experience
- Being the welcoming face of Wolves to Molineux events

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

Safeguarding

- This role involves working with children and/or vulnerable adults in a Regulated Activity (or in close proximity to children and/or vulnerable adults). This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding vulnerable people.

Key relationships

- Marketing team
 - Membership team
 - Head of Safeguarding
 - Wolves Foundation
 - Wolves Football Development
 - Matchday Stewards
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Person Specification

Job Title: Matchday Support

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 Wolves

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

Essential

- Ability to interact with members of the public in a fun and engaging manner

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

Essential

- Understanding of how to work safely with children and/or vulnerable adults and uphold generally accepted practice when working with those participants
- Promote, adhere to and implement the Club's Equality Policy and to work consistently to embed equality and diversity within Club
- Excellent communication skills
- Ability to converse with our fans in an engaging manner
- Friendly and welcoming
- Willing to get stuck in and help with any tasks needed on a matchday or other events
- Able to maintain a professional manner around professional athletes

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

Desirable

- Working with children and/or vulnerable adults

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

Essential

- Post-holder will be subject to a DBS check at the appropriate level and cleared by the Wolves Safeguarding Manager
- Post-holder must hold or obtain at the earliest opportunity the relevant safeguarding training (i.e. FA Safeguarding Children Workshop)