



JOB DESCRIPTION

JOB TITLE: Academy Site Assistant

DEPARTMENT: Academy Operations

REPORTS TO: Academy Operations Officer

LOCATION: Sir Jack Hayward Training Ground and other academy sites including Telford

HOURS: On an ad hoc casual basis, which may include evening and weekend work

DATE: September 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 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

This role is key to the smooth and safe operation of the Academy site including our training and matchday provision. The role will work as an integral part of the Academy Operations team, ensuring that we provide a high quality service to players, parents and site visitors.

Key responsibilities

- An understanding of their general responsibilities towards the health, safety and welfare of all spectators including those with disabilities, children, other member of staff, playing staff and themselves.
- Assisting in the safeguarding of all players and staff.
- To enforce the training ground rules and regulations and assist in the safe operation of the training ground.



- Be a key holder of information for spectators, visiting agents, scouts, guests etc.
- Be able to respond in a calm manner to any emergencies.
- Follow briefings from Operational staff of activity and potential changes.
- Be able to communicate and build relationships easily with departmental staff.
- Support home and away players and staff where needed while maintaining a polite, confident, and enthusiastic manner.
- Be able to use initiative and work both individually and as part of a team.
- Be able to use technology to observe rotas, planners and new calendar systems such as Team-works.
- Understand site risk assessments, fire marshals and site EAP if needed in an emergency.
- Assist with external venues that the Academy use as training and game facilities.
- All Academy site assistants will need to be able to use a radio and earpiece for communication and use appropriate language on the radio and around the site.
- Professionalism is required with correct kit worn and making a good impression for visitors.
- Main Gate and Away team entrance gate liaising with teams and parents on arrival.
- Pitch side monitoring and taking care of authorised guests, scouts, agents, and other club representatives.
- Monitor car parking onsite and at the school car parks.
- Helping ensure all players get onsite and offsite safely via parents, taxis, or club driver.
- Assist with chaperoning and monitoring players coming to and from external sites.

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 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 vulnerable people.



Key relationships

- **Academy Operations Officer** – 1 to 1 Line management and support
 - **Head of Academy Administration** - 1 to 1 Line Management and support.
 - **Academy Operations and Admin Team**- build strong relationships with the Academy Operations and Administrative staff to understand the needs of the department.
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Person Specification

Job Title: Academy Site Assistant

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

- A positive attitude towards professional development and their own learning

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

Essential

- Prior experience of providing customer service.
- Excellent communication skills.
- Pro-Active 'Can do Attitude'.
- Experience of problem solving.
- Able to work independently and as part of a team.

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.
- Ability to multi-task and handle changes to plans and workload in a positive manner.
- Possess communication skills that are clear, engaging and responsive.
- Responsive and professional attitude.
- Displays resilience with the ability to remain calm.
- A flexible approach to work.
- Strong team-working skills.
- Shows initiative and has confidence in own ability.
- Displays no prejudice when working with others.
- A commitment to the aims, vision, and values of Wolves.
- Ability to maintain confidentiality.
- Ability to embrace change and innovation responding positively to new ideas

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

Essential

- Proven experience of working in a people centred environment.
- Prior experience of providing customer service.
- Excellent communication skills



Desirable

- Working with children and/or adults at risk.
- Experience of working in a Professional Football Club or Sporting environment.
- Experience of event management.

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

Essential

- Post-holder must hold or obtain at the earliest opportunity 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 Safeguarding Manager.

Desirable

- Clean driving licence and own car.
- Management or Administration industry recognised qualification.