



JOB DESCRIPTION

JOB TITLE: Disability Access Officer
DEPARTMENT: Fan Services
REPORTS TO: David Wood; Fan Services Manager with a dotted line to Steve Sutton; Facilities, Safety, and Security Director.
LOCATION: Molineux with occasional travel to Compton
HOURS: 37.5
DATE: 18 May 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 a seventh 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 lead and coordinate the club's commitment to providing inclusive and accessible facilities, services, and matchday experiences for disabled supporters, staff, players, and visitors. The DAO acts as the primary point of contact on disability access matters and ensures compliance with relevant legislation, safeguarding protocols, and Premier League standards.

The DAO will report to the Fan Services Manager and maintain a dotted line to the Facilities, Safety, and Security Director for facilities and access audits. The role will also work closely with the club's Head of Safeguarding and the EDI Lead.



Key responsibilities

Accessibility Planning and Delivery

- Work in partnership with EDI, Safeguarding, and safety operations teams on the development and delivery of the Club's Accessibility Strategy.
- Ensure ongoing compliance with the Equality Act 2010, Premier League rules, and guidance from Level Playing Field.
- Co-ordinate and support a NRAC accredited consultant in conducting regular access audits of the stadium and training facilities and produce reports and action plans.
- Oversee the implementation of reasonable adjustments across the Club.

Matchday Operations

- Act as the primary contact for disabled supporters on matchdays, ensuring their safe and inclusive experience.
- Coordinate accessible ticketing, seating, parking, stewarding, and emergency evacuation procedures.
- To work in conjunction with the match day safety and safeguarding teams to ensure disabled fans, including vulnerable adults and children, are supported appropriately.
- Ensure stewards and staff are briefed and trained on disabled supporter needs, access requirements and safeguarding responsibilities relating to disabled persons.
- Coordinate the booking process and delivery of the club's sensory room
- Ensure that all access information for disabled supporters and visitors is available via club channels and in accessible formats.
- Coordinate the booking of and facilitation of audio description commentary.

Safeguarding Responsibilities

- Work closely with the Head of Safeguarding to uphold the Club's Safeguarding Policy with a specific focus on safeguarding disabled supporters and staff.
- Identify and manage potential safeguarding risks affecting disabled individuals, particularly on matchdays.
- Work closely with the Safeguarding team, EDI Lead, and HR Team to investigate and report any concerns, ensuring timely resolution.
- Maintain confidentiality and accurate records in line with GDPR and safeguarding policies.

Stakeholder Engagement

- Liaise with disabled supporters, families, carers, and local disability organisations to promote inclusive dialogue.
- Liaise and network with DAOs at other clubs and external organisations to encourage the sharing of best practice.
- Facilitate and support the Club's Disabled Supporters Association (DSA)
- Working with the Fan Services Manager, Collaborate with the Premier League and relevant governing bodies on initiatives and audits.

Training and Awareness

- Working with the EDI Lead, Safeguarding Team, and HR Team, develop and deliver internal training for Club staff and volunteers on disability awareness, accessibility, and inclusive practices.
- Promote a culture of equality, diversity, and inclusion throughout the Club.



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
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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

Fan Services Manager

Facilities, Safety, and Security Director

Head of Safeguarding

EDI Lead

HR Director

HR Managers

Head of HR and Governance – foundation

HR and Recruitment Team

Facilities and Safety Team

Safeguarding Team

Fan Services Team

Director of Football Operations & Administration

Head of Professional Football Development

Executive Assistant – Commercial



Scope of job

The DAO plays a pivotal role in ensuring that the football club is fully inclusive and accessible to disabled people. This role operates at the intersection of fan services, stadium operations, safeguarding, and Equality & Diversity compliance.

The DAO has strategic influence and operational accountability and is expected to champion continuous improvement in accessibility, inclusivity, and safeguarding across all levels of the club. The role has a direct impact on supporter satisfaction, community trust, legal compliance, and the club's reputation as a leader in equality and access.

PERSON SPECIFICATION

Job Title: Disability Access Officer

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

- Proven experience working in a disability access, EDI, or supporter services role
- Strong understanding of the Equality Act 2010 and accessibility standards
- Previous experience in accessibility auditing

Desirable

- Knowledge of Premier League and Level Playing Field requirements and resources
- Experience and understanding of the Premier League Equality Diversity & Inclusion Standard. (PLEDIS)

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

Essential

- Proficient in Microsoft Word, Excel, PowerPoint
- Ability to create and distribute professional internal and external communications

Desirable

- Fluent in more than one language
- Relevant qualifications in disability services, accessibility auditing, or Safeguarding

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 work consistently to embed equality and diversity within the Club.



- Available to work all home matchdays and some evening/weekend events
- Excellent interpersonal and communication skills, with a compassionate and solutions-focused approach

Desirable

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

Essential

- Proven experience working in a disability access, EDI, or supporter services role
- Experience working in a sporting, stadium, or events environment

Desirable

- Experience and understanding of FA and Premier League requirements and frameworks concerning accessibility and EDI

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 Head of Safeguarding