



JOB DESCRIPTION

JOB TITLE:	FIRST TEAM OPERATIONS & PLAYER SUPPORT OFFICER
DEPARTMENT:	PLAYER CARE
REPORTS TO:	LISA HOLLIS
DIRECT REPORTS:	NONE
LOCATION:	COMPTON PARK
HOURS:	FULL TIME
DATE:	30 JUNE 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 support the Director of Football Operations & Administration and / or Football Secretary on all first team operational matters including men's first team travel and logistics for all home and away matches, accreditation and co-ordinating and communicating first team training schedules.

In addition, the role will assist the Head of Player Care on all administrative and general duties in relation to supporting the first team squad as well as the first team technical staff.

Key responsibilities

- 🛡️ Arrange and manage team travel itineraries, including flights, hotel bookings, and ground transportation.
- 🛡️ Coordinate travel documentation, such as passports, visas, and insurance.
- 🛡️ Ensure compliance with relevant travel regulations and safety standards.
- 🛡️ Liaise with the Head of Kit & Equipment to ensure the smooth transportation team kit and equipment to and from matches



- 🛡️ Assist the Director of Football Operations & Administration with the execution of training camps in collaboration with multiple departments (e.g., Performance, Nutrition, Analysis, Coaching and grounds).
- 🛡️ Manage relationships with travel providers, hotels, and transportation companies to negotiate best rates and services.
- 🛡️ Assist the Director of Football Operations & Administration in managing budgets, invoices, and expenses related to team operations
- 🛡️ Ensure all travel and logistics arrangements meet the team's needs and comply with relevant regulations.
- 🛡️ Stay up-to-date with changes to regulations and governing body rules.
- 🛡️ Manage and coordinate team schedules and itineraries, including:
 - 🛡️ Training sessions
 - 🛡️ Matches (league, cup, friendlies)
 - 🛡️ Travel and downtime
- 🛡️ Ensure accurate and timely distribution of schedules and itineraries to:
 - Players
 - Coaches and sporting staff
 - Club management
 - External stakeholders (e.g., hotels, coach companies, flight companies)
- 🛡️ Maintain up-to-date schedules and make adjustments as needed
- 🛡️ Be a point of contact for players and first team staff for all administrative support.
- 🛡️ Maintain an up-to-date player and management team database, including the storage of relevant information needed (e.g., tracking passport expiry dates, visa expiry dates, emergency contact details, etc) to ensure smooth operation across all departments
- 🛡️ To assist with setting up and maintaining utilities in line with player requirements, and their ongoing needs in relation to their living arrangements (cars etc) and to manage the release/end of contract process of closing down players accounts and living arrangements.
- 🛡️ To support the settling of players and staff to include setting up bank accounts, arranging car insurance etc
- 🛡️ To support the Head of Player Care and Football Secretary with day-to-day requirements for players and coaching staff.
- 🛡️ To assist with departmental meetings and keep accurate records of notes and actions
- 🛡️ To follow and enforce best practice in relation to Safeguarding policies and processes including but not limited to reporting procedures.
- 🛡️ To work alongside the Safeguarding Team and Designated Safeguarding Leads to ensure safeguarding standards are met and maintained.



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

Key relationships

- Director of Football Operations & Administration
- Head of Player Care
- Football Secretary
- Head of Safeguarding
- All First Team Heads of Departments
- Football Leadership Group
- First Team Technical Staff
- First Team Players

Scope of job

To provide comprehensive operational, administrative and general support to the to the First Team Playing squad and staff. The role is responsible for coordinating logistics, travel, accommodation, schedules, player support services and administrative processes contributing to a high – performance environment and enabling players and staff to focus on football performance.



PERSON SPECIFICATION

Job Title: First Team Operations & Player Support Executive

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 sound understanding of football operations within an elite sporting environment.
- 🛡️ Previous experience of providing player support.
- 🛡️ An understanding of Safeguarding children, young people and adults at risk.

Desirable

- 🛡️ Knowledge of PL/EFL/FA competition regulations
- 🛡️ Understanding of visa, immigration and international travel requirements for players and staff

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

Essential

- 🛡️ Excellent administrative and organisational skills
- 🛡️ Ability to coordinate complex schedules and travel arrangements
- 🛡️ Experience in coordinating logistics and operational activities
- 🛡️ Accurate record keeping and document management

Desirable

- 🛡️ Experience using football management scheduling systems (i.e. Teamworks)
- 🛡️ Budget Monitoring and invoice processing experience

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

Essential

- 🛡️ High level of professionalism & discretion
- 🛡️ Excellent interpersonal and relationship building skills
- 🛡️ Ability to work in a fast paced, high-performance environment
- 🛡️ Flexible approach to working hours to fulfil the duties of the role
- 🛡️ Team players with a proactive and positive attitude
- 🛡️ Strong attention to detail
- 🛡️ 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.

Desirable

- 🛡️ Passion for elite sport & player welfare



- Ability to communicate confidently with players, technical staff and senior stakeholders

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

Essential

- Experience in an operations, administration, logistics or player support role within sport.
- Experience in supporting multiple stakeholders simultaneously
- Experience working with confidential information

Desirable

- Experience within professional football or elite sport.
- Working with children and/or vulnerable adults

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

Desirable

- Degree level qualification
- Relevant professional development in player care, welfare or sports operations.