







JOB DESCRIPTION

JOB TITLE:	Operations & Events Officer
DEPARTMENT:	Wolves Foundation
REPORTS TO:	General Manager
DIRECT REPORTS:	None
LOCATION:	Molineux Stadium and working across the City of Wolverhampton
HOURS PER WEEK:	37.5 hours per week
WORKING ARRANGEMENT:	Your working pattern will predominately be core office hours which are Monday – Friday, 9:00am – 5:30pm, however, flexibility to work evenings and weekends will be necessary and directed by your line manager.
DATE:	September 2025

Wolves Foundation plays a pivotal role in the city of Wolverhampton, serving as a trusted and influential force for positive change. Through a dedicated team of skilled staff and volunteers, the Foundation leverages the strong local connection to Wolves to motivate, educate, and inspire individuals and communities to improve their lives.




As it embarks on its 2030 strategy, the charity works collaboratively with key local partners—including the local authority, police, health services, and education providers—to identify and address societal challenges and health inequalities. Using data and insight, it delivers evidence-based interventions through a wide range of projects aligned with its four strategic priorities;

-  Economic Prosperity and Employment
-  Community Safety
-  Health and Wellbeing
-  Stronger Together

Community engagement is central to the Foundation's mission, with a commitment to removing barriers to participation regardless of age, gender, race, religion, sexual orientation, or disability. Its work spans 225 delivery sites across the city, engaging tens of thousands of participants from as young as one month to over 100 years old.

All employees are expected to embody the Foundation's core values and ethos, ensuring excellence in delivery. Professionalism and adherence to contractual, operational, and policy standards are essential to maintaining the integrity and impact of the Foundation's work.

Wolves Values – what we stand for:

-  Progressive - Ambitious. Creative. Innovative.
-  Determined - Ownership. Decisiveness. Consistent.
-  Bright - Inspiring. Engaging. Intelligent.



- 🐾 Unity - Connected. Family. Togetherness.
- 🐾 Humble - Considered. Considerate. Respectful.

Job purpose

To support the effective planning, coordination and delivery of operational matters and event activities across Wolves Foundation. The role ensures smooth day to day operations, contributes to high quality event experiences and leads on internal systems and processes to enable compliance.

Key responsibilities

- 🐾 To deal courteously, efficiently, and effectively with internal and external needs, complaints, accidents, incidents, and defects as they arise and fully complete relevant report forms.
- 🐾 Support with the implementation and maintenance of operational systems, processes and policies
- 🐾 To liaise with the Facilities team to ensure operational compliance and best practice is achieved.
- 🐾 Office management tasks including suppliers, facilities and health and safety compliance, including raising and monitoring maintenance requests for the Foundation offices and facilities.
- 🐾 To lead on the stock inventory and Foundation storage facilities.
- 🐾 To lead on the Foundation kit distributions and stock.
- 🐾 To lead on completing risk assessment of the Foundation sessions and participants effectively.
- 🐾 To support the club Health & Safety team in completing Office and Staff risk assessments as required.
- 🐾 To act as a Foundation designated Fire Marshall and associated responsibilities.
- 🐾 Ensure that the Foundation fulfils its legal, statutory, and regulatory responsibilities ensuring public liability insurance, contents and vehicle insurances are maintained and updated.
- 🐾 Support with ensure staff training and records are kept up-to-date and in line with legal compliance.
- 🐾 Work with internal colleagues and local partners to deliver a range of events including community engagement activities, fundraising activities and internal functions
- 🐾 Ensure events are inclusive, safe and aligned with Foundation values and strategic priorities
- 🐾 To provide robust reports that outline operational functions that could be presented to the Foundation Senior Leadership Team, Trustee's and/or included within the Premier League Charitable Fund's Capability Code of Practice.
- 🐾 To ensure reasonable adjustments and facility arrangements for any workers, participants, and/or visitors are implemented to support any accessibility needs.
- 🐾 To carry out any other reasonable duties as requested by the senior leadership team
- 🐾 Ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees and customers.
- 🐾 The ensure positive commitment to sustainability and social action projects and targets in line with the Foundation's One Pack One Planet action plan.



Safeguarding responsibilities

- ⚡ To work alongside the Designated Safeguarding Lead (DSL) and HR Manager to ensure safeguarding standards are met and maintained.
- ⚡ Keep own CPD, knowledge and skills up to date in relation to our area of delivery and management.
- ⚡ Responsible for structuring adequate quality assurance for their department.

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

General responsibilities

- ⚡ Compliance with Wolverhampton Wanderers Foundation Policies.
- ⚡ Compliance with Wolverhampton Wanderers Foundation health & safety procedures.
- ⚡ Compliance with Wolverhampton Wanderers Foundation safeguarding policies.
- ⚡ Champion the club and Foundation values at all times.
- ⚡ To maintain professional conduct at all times.
- ⚡ To undertake other duties as may be reasonably expected.

Contractual Information

- ⚡ Due to the nature of your role, there will be an occasional requirement to work evenings and/or weekends which will be directed by your line manager.

Key relationships

- ⚡ Head of Foundation.
- ⚡ Wolves Foundation Senior Management Team.
- ⚡ Foundation Management Team.
- ⚡ HR Manager.
- ⚡ Local stakeholders/partners.
- ⚡ Premier League Charitable Fund.



Person Specification

Job Title: **Operations and Events Officer**

Knowledge: the level and breadth of knowledge to do the job	Essential	Desirable
🐾 Understanding of event management and operational facilities.	✓	
🐾 Ability to plan staffing rotas for daily use and bespoke events.	✓	
🐾 A positive, proactive attitude towards ensuring that programmes and projects implemented, succeed, and are embedded.	✓	
🐾 Knowledge in data management (including understanding of GDPR 2018 and Data Protection Officer duties)		✓
🐾 Experience of working within a sport or leisure services environment.		✓
Technical/work-based skills: skills specific to the job	Essential	Desirable
🐾 Proficiency in using Microsoft Office packages such as Microsoft Outlook, SharePoint, Word, Excel, etc.	✓	
🐾 Willing to learn the use of programmes such as Monday.com and Microsoft Teams.	✓	
🐾 Able to develop effective working relationships at all levels.	✓	
🐾 Able to manage own time and tasks efficiently with a high attention to detail.	✓	
🐾 Efficient diary, timekeeping, punctuality, and email management.	✓	
🐾 Knowledge of a Premier League Charitable Fund and it's funding processes.		✓
General skills and attributes	Essential	Desirable
🐾 Understanding of how to work safely with children and/or adults at risk 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.	✓	
🐾 Management of time, working to tight deadlines to ensure priorities are met.	✓	
🐾 A proactive approach and the ability to work well under pressure in a fast-paced, demanding role.	✓	
🐾 Highly effective written and verbal communication skills.	✓	
🐾 Conscientious and motivated with high level of personal initiative.	✓	
🐾 Approachable, personable, and humble.	✓	
🐾 Strong team player.	✓	
🐾 Willing to self-evaluate and work towards continuous improvement.	✓	
🐾 Prepared to take on whatever work is required to support the team.	✓	
🐾 An understanding of the local demographics and community needs.		✓
🐾 Understanding of Health & Safety requirements (evacuation, fire Marshall and other operational duties)		✓



Experience: proven record of experience in a particular field, profession, or specialism.	Essential	Desirable
🛡️ Experience in working within an operational capacity and experience in event management.		✓
🛡️ Able to demonstrate success in a project management/implementation role.		✓
🛡️ Working with children and/or vulnerable adults		✓
🛡️ Able to demonstrate previous administrative success.		✓
🛡️ Budget management experience.		✓
Qualifications: the level of educational, professional and/or occupational training required	Essential	Desirable
🛡️ 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	✓	
🛡️ Post-holder must hold a valid driver's license.		✓
🛡️ Post-holder to be educated at degree level or higher in a relevant area.		✓
🛡️ Drivers Licence free of penalties and ownership of own vehicle.		✓

NB: This job description and personal specification is intended to be a general guide to the scope of the duties and not an inflexible specification.