



JOB DESCRIPTION

JOB TITLE: Receptionist (Part Time)
DEPARTMENT: Reception
REPORTS TO: Executive Assistant
LOCATION: Sir Jack Hayward Training Ground
HOURS: 15 hours per week (Thursday & Friday)
DATE: August 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.

Our purpose is to make our pack proud by uniting our city, inspiring our communities and delivering unforgettable moments.

We challenge ourselves to be brave, embrace new ideas and take ownership of our actions, while earning trust through integrity, respect and humility. United as One Pack, we care for one another, celebrate our differences and work together to achieve more than we ever could alone.

At Wolves, we honour our past while shaping our future. Creating lasting memories for our supporters, our city and each other.

Job purpose

The Receptionist will report to the Executive Assistant to ensure the smooth running of the reception and site. You will oversee administration functions for the department, such as answering telephone queries and being the first point of call for visitors to Compton.

Key responsibilities

- To co-ordinate the reception desk for Compton, being the first point of call for meeting and greeting fans, visitors and conference customers
- To oversee administration functions for the department, such as answering telephone queries, ordering of stationary, office maintenance requirements.
- To support the Executive Assistant for the smooth function of the department.

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



Key relationships

- **Executive Assistant** - 1 to 1 Line Management and support.
- **Heads of Departments**
- **Wolves Staff**
- **Security Team**
- **Members of the general public/fans**
- **External catering partner**

Equality, Diversity, and Inclusion

The post holder will demonstrate a strong commitment to equality, diversity, and inclusion, supporting the organisation's strategic aims to remove barriers and address inequality. You will play an active role in promoting an inclusive, discrimination-free environment that ensures fair access to opportunities and resources. This includes fostering a culture of dignity, respect, and belonging where everyone is empowered to contribute, perform, and reach their full potential.

Safeguarding Statement

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all those associated with WWFC 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.

Scope of Work

To co-ordinate the reception desk for Molineux, being the first point of call for meeting and greeting fans, visitors and conference customers.

Hours of Work

This role will cover 15 hours per week, split across the below days.

15 hrs – Thursday & Friday



Person Specification

Job Title: Receptionist

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

- Experience of working in an administration role.
- A proven track record in a high energy, fast moving, pressurised environment.
- Ability to deal with confidential and sensitive information.
- An understanding of Safeguarding children, young people and adults at risk and wellbeing considerations.

Desirable

- An interest in football

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

Essential

- Proficient in use of word and excel.
- Competent in Outlook diary and email management.
- Willing to learn the use of new database programmes such as Monday.com
- Able to develop effective working relationships at all levels.
- Able to manage own time and tasks efficiently with a high attention to detail.

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

Essential

- Understanding of how to work safely with children, young people and adults at risk to uphold Safeguarding best practice.
- 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.

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

Essential

- Proven experience of working in a people centred environment.
- Development of administration processes and procedures

Desirable

- Working with the general public



- Customer service experience
- 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).

Desirable

- Clean driving licence and own car.