



JOB DESCRIPTION

JOB TITLE: Matchday Lottery (scratch card sales) Staff
DEPARTMENT: Ancillary Sales
REPORTS TO: Ancillary Sales Manager
LOCATION: Molineux Stadium
HOURS: Matchdays – evening and weekend availability required (Casual)
DATE: January 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 70 years and Wolves are back amongst football's elite. In the past six years we have celebrated promotion to the Premier League, back-to-back 7th placed finishes and a Europa League quarter-final campaign. Now, we will be competing in the Premier League for a sixth successive season.

But at Wolves it is all about what we will do, not what we have done. 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 and to ensuring that Wolves is free from discrimination and harassment.

Job purpose

Wolves are looking to expand the number of sellers to support the sales of Wolves Lottery scratch cards on Matchdays in the corporate hospitality areas and within the general stand concourses within the Molineux Stadium.

Key responsibilities

- Sales Targets- Work towards achieving sales targets and KPIs set by the Ancillary Sales Manager on Matchdays
- Customer Service Excellence: Deliver exceptional customer service with a positive can-do attitude
- Product knowledge: Maintain a thorough understanding & Knowledge of Wolves Lottery and it's offerings



- Event Management: Attend events with excellent time-management ensuring timely presence at required locations
- Dependability: Be responsible, dependable and a conscientious individual in all tasks
- Professional Appearance: Uphold & Maintain a professional appearance, specifically in the corporate areas
- Team Player: Collaborate effectively as a Team-Player while also being capable of working independently

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

- General Public
 - Ancillary Sales Staff
 - Other Heads of Department that operate on Matchdays
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Person Specification

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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

Desirable

- A knowledge of scratch cards and gambling legislation
- A good knowledge of Wolverhampton Wanderers Football Club is preferable

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

Essential

- Ability to use payment systems, including contactless card machines
- Strong administration skills
- A clear understanding of the importance of customer information and keeping it secure

Desirable

- Proven track record of results and exceeding sales goals

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

Essential

- An excellent communicator with expertise interacting with the public, building an immediate face-to-face rapport and the ability to be motivated using your own initiative
- The confidence to sell ideas, items and be able to influence opinions
- Build relationships and communicate effectively to inspire others to contribute to support Wolves Lottery
- An excellent work ethic and a drive to succeed

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

Essential

- Knowledge and experience in a customer-facing role

Desirable

- Previously worked within sales or as a Canvasser (not necessarily gambling or society lottery)

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

Essential

- Post-holder will be subject to a DBS check at the appropriate level and cleared by the Wolves Safeguarding Manager