



VOLUNTEER DESCRIPTION

JOB TITLE:	BSL Match Day Interpreter (Voluntary)
DEPARTMENT:	Fan Services
REPORTS TO:	Fan Services Manager
LOCATION:	Molineux on a match day
HOURS:	Home Matchdays
DATE:	April 2023

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 to 2021, three seasons at Molineux saw Wolves clinch the Sky Bet Championship trophy with 99 points, followed by a seventh-place finish in the Premier League, which included memorable wins over Manchester United, Tottenham Hotspur, Chelsea and Arsenal. The next season saw the team complete a memorable double over the reigning champions, equal the previous season's seventh place finish and reach the quarter finals of the Europa League all as part of the 'longest season' in league history, either starting before or finishing after all other teams.

But this post is about what we will do next, not what we have done.

We take seriously our commitment to the safeguarding of children and adults at risk and to ensuring that Wolves is free from discrimination and harassment.

Role purpose

To act as a member of Fan Services providing matchday interpretation of British Sign Language. To work in partnership with the ticket office and stewards of Wolves to provide a clear understanding of the needs of our Deaf supporters.



Key responsibilities

- To assist the ticket office and match day staff with communicating with supporters who use BSL as their first language
- Provide interpretations of questions, answers, statements, arguments, explanations and other forms of communication
- To report any issues or queries to the ticket office team
- Liaise with Deaf supporters inside the ground when needed
- To escalate matchday problems to the stewarding team
- To keep accurate records of interpretation
- To keep up to date with new developments and issues within the field of communication support for Deaf people
- You will be able to work on your own initiative and provide help and support to 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
- 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

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 vulnerable people.

Key relationships

- Disability Access Officer
- Fan Services Team
- Ticket office Team
- Stewards
- Mega Store Staff

Scope of job

Your role within the Club is to ensure that all Deaf supporters can communicate with the Club on a match day. Responsibilities include communication, problem solving, liaising with other departments and relaying information when needed.



Person Specification

Job Title: Match Day BSL Interpreter (Voluntary)

Knowledge: the level and breadth of knowledge to do the job e.g. understanding a defined system, method or procedure, legal or regulatory frameworks etc

Essential

- Level 2 or above BSL qualification

Desirable

- Experience in communication between people with BSL as a first language and spoken English
- Fluent in BSL

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

Essential

- Level 2 or above BSL qualification

Desirable

- Fluent in BSL

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

Essential

- A proactive approach and the ability to work under pressure, whilst maintaining high attention to detail is required due to the fast paced, demanding nature of the role
- Good communication skills with the ability to communicate and work with colleagues to ensure compliance and best practice.
- Ability to influence others around the importance and need for Health and Safety compliance
- Adaptable to changing situations
- Calm, patient and assertive with excellent negotiation, communication and interpersonal skills
- An ability to be analytical and problem solving
- Good organisation skills
- 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.

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

Desirable

- Experience of interpreting BSL

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

Desirable

- Level 2 or above BSL qualification