



**JOB TITLE:** First Team Player Support Services Officer

**DEPARTMENT:** Player Care

**REPORTS TO:** Head of Player Care

**DIRECT REPORTS:** None

## **JOB DESCRIPTION**

**LOCATION:** Sir Jack Hayward Training Ground

**HOURS:** 37.5 hours per week, to include regular evening and weekend work to meet the needs of the players and fixtures.

**DATE:** December 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 to 2022, 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 not what we have done, but what we will achieve next.

**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**

The Player Support Services Officer will ensure that our first team players and their families are provided with the best possible care, support and development so they can achieve their potential on and off the pitch.

You will be working directly with the players, their families and the staff at the club in order to ensure there is a joined-up approach to their health and wellbeing and that the right support is in place.



## **Key responsibilities**

- Develop close professional relationships, becoming a key point of contact and providing a highly responsive and holistic level of care.
- Assess and support players and their families with their mental health and wellbeing, formulating specific resulting wellbeing plans
- Providing relevant follow-up information and signposting of services.
- Ensuring players and their families have access to do more of the activities that matter to them, whilst also helping to connect them to other player families, the Club and the wider community.
- To help develop a platform for players and their families to quickly understand and adapt to local and UK culture.
- Working in conjunction with Club departments and external agencies to ensure high standard of care provision.
- Assist in ensuring a smooth transition for young players from Academy structure into the first-team environment.
- Help to raise awareness of Player Wellbeing within the squad and throughout the Club
- Develop a process where records of interactions, interventions and progress and achievements can be tracked.
- To attend personal player appointments/appearances as required, supporting commercial activities
- To build relationships with MDT to support the player support provision.
- To attend and support home matchday activity, and also that of tours and tournaments where required
- To support the wider player care and wider academy teams with any associated duties as and when required.
- To support our senior loan players to ensure that they settle and achieve their potential whilst away from 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**

- Head of Player Care
- Head of High Performance
- Director of Football Operations and Administration

December 2024



- Head of Safeguarding
  - Players and their families
- 

### **Scope of job**

- To deliver a holistic programme that supports our first team players and their families.



## Person Specification

**Job Title:** Player Support Services Officer

**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 with children and/or young people.
- Experience of working in an elite athlete environment
- A positive, proactive attitude towards ensuring that programmes and projects are implemented, succeed and are embedded.
- Experience of designing and delivering programmes to support mental and emotional health in an elite environment
- Experience of working in a multi-disciplinary setting.
- Experience of having honest and challenging conversations

**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 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.

### Desirable

- Fluent in a foreign language

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

### Essential

- 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.

### Desirable

- An understanding of the demands on young football elite athletes.

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



Essential

- Able to demonstrate success in a project management/implementation role.

Desirable

- Working with children and/or adults at risk
- Able to demonstrate previous administrative success.
- Budget management experience.

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)
- Post-holder will be subject to a DBS check at the appropriate level and cleared by Head of Safeguarding.

Desirable

- Clean driving license and own car.