



JOB TITLE: Player Care Officer (U14 – 18s)
DEPARTMENT: Player Care / Academy
REPORTS TO: Head of Education & Academy Player Care
DIRECT REPORTS: None

JOB DESCRIPTION

LOCATION: Sir Jack Hayward Training Ground

HOURS: 37.5 hours per week, to include evening and weekend work to meet the needs of the players for the relevant phase

DATE: January 2025

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 Care Officer will ensure that our players (U14to U18) 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.

You will lead the player care programme in the Youth phase whilst being an integral part of the team striving to develop a best in class programme that allows all academy players to develop skills and qualities in-keeping with Wolves philosophy and values.



Key responsibilities

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

- Develop close professional relationships with U14 and U18 players and parents, becoming a key point of contact and providing a highly responsive and holistic level of care.
- To support the induction process of new players (14-18), to ensure that their welcome and registration into the Academy allows them the best possible opportunity to develop and settle
- To work with the MDT to ensure that the players journey is tracked and documented allowing for smooth transition between phases
- To lead on the creation and implementation of individual learning plans for players
- To assist in delivering a lifeskills plan that builds through the player journey
- To work with the operations and education team to ensure that all off field provision is synced and high quality
- Develop and contribute to opportunities that aid the holistic development of our players.
- To attend and support matchday activity, tours and tournaments across the programme
- To coordinate the player parliament across the PDP linking in with the members from FDP and YDP
- Develop and create a communication stream to promote the value of player care in the player journey
- To develop a process of tracking the player journey to support development and in line with EPPP requirements.
- To ensure all private fostering arrangements are in place for the host family provision ensuring that all parties are supported
- To be an integral member of the wellbeing forums.
- To support the wider player care and academy operations team with any associated duties as and when required.
- To work with the Education department to deliver bespoke education and lifestyle programme and projects.



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- To work with the Accommodation officer to ensure the host family programme meets need and to advocate for the players in that accommodation.

Key Relationships

- Head of Education & Academy Player Care – strategic objectives and development
- Head of Academy Operations 1 to 1 daily management and support
- Player Care Officers - liaise with regularly in order to gain knowledge of the players needs and to co-deliver against set objectives
- Head of Safeguarding and Safeguarding Manager - Supervision and Support
- Professional, Youth and Foundation Phase Staff - liaise with regularly in order to gain knowledge of the players needs.
- Players, parents and host families

Scope of job

- To be responsible for the full co-ordination of the Player Care plan within the Youth Phase of the Academy.



Person Specification

Job Title: Player Care 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.
- A positive, proactive attitude towards ensuring that programmes and projects implemented, succeed and are embedded.
- Experience of working in a multi-disciplinary setting.
- Experience of having honest and challenging conversations

Desirable

- Knowledge in the emotional and wellbeing demands on elite athletes and safeguarding implications.

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

- Knowledge of a Premier League Academy system
- 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 licence and own car.