



JOB DESCRIPTION

JOB TITLE: Player Care Officer (U14 - U18s)

DEPARTMENT: Legal & Safeguarding / Academy

REPORTS TO: Safeguarding Senior Manager / Head of Safeguarding

DIRECT REPORTS: None

LOCATION: Sir Jack Hayward Training Ground

HOURS: 37.5

DATE: January 2026

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 Premier League for an eighth successive season; but now we compete as a sports and entertainment business across multiple brand verticals. As a challenger club, Wolves dare to be different, which is why creating world class propositions in esports, fashion and music are all part of our ambitious plans.

At Wolves, 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

Job purpose

The Player Care Officer will ensure that our players (U14 - 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

- 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 Safeguarding team on supporting players and families when managing safeguarding & well-being concerns
- 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 develop and manage a Life Skills Curriculum which allows our young people to be prepared for life both inside and after elite football
- To assist in delivering a Lifeskills plan that builds through the player journey.
- To work with the operations and wider pastoral team (safeguarding, education, medical, psych) 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
- To develop & coordinate a player's voice group across the Academy to ensure that our young people have the opportunity to share feedback
- 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 wider 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
- To work with the Host Family Officer to ensure the host family programme is working effectively and to advocate for the players in that accommodation
- To work with U21 Player Care staff to assist in a good transition for any players playing across age groups

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 of progressive, humble, determined, bright and unified
- 🐾 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

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.

Key relationships

- Senior Safeguarding Manager – strategic objectives and development
- Head of Academy Operations – logistics & support
- Player Care Officers – liaise regularly to gain knowledge of the players needs and to co-deliver against set objectives
- Head of Education and Education Team
- Head of Safeguarding – supervision and support
- Professional, Youth and Foundation Phase Staff – liaise regularly to gain knowledge of the player's needs
- Host Family Officer – liaise with regularly for updates and planning
- Players, parents and host families

Scope of role

To be responsible for the full co-ordination of the Player Care Plan within the Youth Phase & Scholarship phase of the Academy.



PERSON SPECIFICATION

Job Title: Player Care Officer (U14 – U18s)

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

- 🛡️ An understanding of Safeguarding children, young people and adults at risk and wellbeing considerations
- 🛡️ 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 & experience of a Category 1 academy programme/ 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, young people and vulnerable adults at risk to uphold Safeguarding best practice
- 🛡️ Understanding of how to work safely with children and/or vulnerable adults at risk and uphold generally accepted practice when working with those participants
- 🛡️ Promote, adhere to and implement the Club's EDI Policy and work consistently to embed EDI within the 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 of young footballers / elite athletes.
- 🛡️ Experience of advocating for young people.

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 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 the Wolves Safer Recruitment Group

Desirable

- 🛡️ Clean driving license and own car
- 🛡️ Mental Health First Aid qualification