



JOB DESCRIPTION

JOB TITLE: PDP Operations and Player Care Officer

DEPARTMENT: Academy

REPORTS TO: Academy Operations Manager (dotted line into Safeguarding Team)

DIRECT REPORTS: N/A

LOCATION: Sir Jack Hayward Training Ground

HOURS: 37.5 hours per week including weekends and match days.

DATE: October 2026

We are Wolves. English football's original innovators.

As a founding member of the Football League, we boast one of the richest histories in the beautiful game, shaping modern football while always staying true to our Old Gold roots.

Our purpose is to make our pack proud by uniting our city, inspiring our communities and delivering unforgettable moments.

We challenge ourselves to be brave, embrace new ideas and take ownership of our actions, while earning trust through integrity, respect and humility. United as One Pack, we care for one another, celebrate our differences and work together to achieve more than we ever could alone.

At Wolves, we honour our past while shaping our future. Creating lasting memories for our supporters, our city and each other.

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 PDP Operations & Player Care Officer plays a critical role in supporting the smooth and professional delivery of the Professional Development Phase (U17–U21) at Wolverhampton Wanderers, providing both operational and day-to-day player care support. The role will coordinate key logistics including fixtures, travel, accommodation, schedules and matchday requirements, while acting as an accessible and trusted point of contact for players. This will include supporting new players with induction and relocation, assisting with practical matters such as accommodation and transport, supporting player welfare and personal development, and helping players manage key transitions including injury, loans and progression into the professional environment. You will also lead our Alumni programme with the support of other colleagues to reach and track alumni players.



Key responsibilities

- 🛡️ To co-ordinate the PDP administration Including the scheduling of games, pitches, referees, catering requirements, hotel, travel, medical. and matchday administration.
- 🛡️ Attend PDP MDT meetings on a daily basis and where appropriate log actions for Premier League Auditing.
- 🛡️ Ensure seamless communication between coaching staff, sports science, medical, and player support teams to maintain aligned planning.
- 🛡️ To utilise the multiple communication and reporting platforms for football on a daily basis, including TeamWorks, IFAS, Outlook, Kitman Labs, My Concern, & MOAS.
- 🛡️ To attend PDP fixtures home and away and the lead the operations on a match day in conjunction with the venue hosts.
- 🛡️ To travel overnight with the PDP teams both domestic and international fixtures where required.
- 🛡️ Lead on the booking travel and accommodation for all PDP fixtures as and when required in conjunction with the Academy Budget.
- 🛡️ Manage the distribution of first team match tickets for PDP players
- 🛡️ Manage communication with players, parents and internal stakeholders, ensuring timely and professional information flow working alongside Player Care
- 🛡️ Play a key role in the PDP Pre-season tour planning including the administration, scheduling, key stakeholders including safeguarding responsibilities.
- 🛡️ To work cohesively with MDT and ensure the players schedule is produced in a timely fashion and shared with colleagues across the department.
- 🛡️ Represent the club at regular PL Ops meetings
- 🛡️ Develop close professional relationships with U21s players, becoming a key point of contact and providing a highly responsive and holistic level of care.
- 🛡️ To assess and support players with their mental health and wellbeing, formulating specific resulting wellbeing plans – linking into the wellbeing forums
- 🛡️ To support players transitioning into their own accommodation
- 🛡️ To support the player appearance/activations programme as required.
- 🛡️ To schedule the required workshops that supports the life skills programme and work with clubs' partners.
- 🛡️ To lead and help strengthen our Alumni offer for exiting players.
- 🛡️ To work alongside the Safeguarding Team and Designated Safeguarding Leads to ensure safeguarding standards are met and maintained.
- 🛡️ To follow and enforce best practice in relation to Safeguarding policies and processes including but not limited to reporting procedures.



General responsibilities

- 🛡️ Experience in football operations, logistics, or team management, preferably in an academy or elite sporting environment.
- 🛡️ Strong organisational and multitasking abilities, with great attention to detail
- 🛡️ Excellent interpersonal and communication skills, able to liaise confidently with players, staff, and external parties.
- 🛡️ Compliance with Club policies
- 🛡️ Compliance with the Club's health and safety procedures
- 🛡️ Compliance with the Club's safeguarding policies
- 🛡️ To promote and support the Club's values;
 - **One Pack:** Collaborate, build trust and care for each other.
 - **Be Brave:** Be bold, honest, and embrace challenges with courage.
 - **Raise our Game:** Seek improvement and strive for excellence in everything we do.
 - **Own It:** Act with integrity and take full responsibility for actions and results on and off the pitch.
 - **Stay Humble:** Show respect, listen to others, and leave egos at the door.
- 🛡️ 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

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.

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.

Key relationships

- Academy Operations Manager (Line Manager)
- Safeguarding Senior Manager



- Player Care Team, both in the First Team and the Academy
 - Head of Safeguarding
 - Host Family Officer
 - Academy Management Team
 - U9s – U16s Academy Operations Officer
 - Players, Parents, and Host Families
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Scope of job

To coordinate the PDP programme, ensuring all operational and player care requirements are managed professionally and effectively. The role will support players and staff throughout the programme, helping to create a positive, well-organised environment that enables players to maximise their potential both on and off the pitch.

PERSON SPECIFICATION

Job Title: PDP Operations and Player Support 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

- 🛡️ An understanding of Safeguarding children, young people and adults at risk.
- 🛡️ Knowledge of Safeguarding legislation, policies and procedures (including reporting platforms and/or requirements).
- 🛡️ Wellbeing knowledge in relation to supporting children, young people and adults at risk.

Desirable

- 🛡️ Experience in a similar role within a football environment
- 🛡️ 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



- 🛡️ Experience working within an EPPP Category 1 academy or professional football environment.

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 adults at risk to uphold Safeguarding best practice.
- 🛡️ Promote, adhere to and implement the Club's Equality Policy and to work consistently to embed equality and diversity within Club.

Desirable

- 🛡️ Able to demonstrate success in a logistical/operations role
- 🛡️ Working with children and/or vulnerable adults

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

Essential

Desirable

- 🛡️ Working with children and/or adults at risk
- 🛡️ Experience of working in an elite environment
- 🛡️ Able to demonstrate success in a logistical/operations role
- 🛡️ Working with children and/or vulnerable adults

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

Essential

- 🛡️ Post-holder must hold or obtain at the earliest opportunity and maintain 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 the Wolves Safer Recruitment Group