

## JOB DESCRIPTION: Head of Player Care

<b>Reports to</b>	Academy Manager
<b>Remuneration and Benefits</b>	<p>£35,000-£40,000 per annum</p> <ul style="list-style-type: none"> <li>• 25 days holiday, plus bank holidays</li> <li>• Complimentary match tickets</li> <li>• Private Medical Insurance and Health Cash Plan</li> <li>• Free onsite parking at all sites</li> <li>• Discount schemes with local partners</li> <li>• Cycle to Work Scheme</li> <li>• Workplace Pension Scheme</li> </ul>
<b>Contract / Working Pattern</b>	<p>40 hours per week. Whilst this role will predominantly be during the week, there will be an expectation to work some unsociable hours, evening, and weekends.</p> <p>A flexible attitude to working hours will be essential for this role.</p>
<b>The Role</b>	<p>The Academy is seeking an outstanding individual to take up this role. We are seeking an enthusiastic and self-motivated individual to support the holistic development of players, families, and staff. The Head of Player Care will work on the personal development of young people as both a person and a player. They will be responsible for developing a comprehensive wellbeing programme covering topics such as mental health awareness, life skills, and building relationships to ensure that our players are ready for life in, and beyond, football. The role will also involve coordinating and overseeing the induction and transition of Academy players, the Academy life skills programme and support across wider department/Academy programmes.</p> <p>The ideal candidate will have extensive experience in working with elite young athletes, with the ability to understand the emotional and wellbeing challenges this may bring. The individual will have experience in developing and implementing programmes and be an excellent communicator with the ability to build trusted working relationships.</p>
<b>Core Duties</b>	<ul style="list-style-type: none"> <li>• To develop and implement a Player Care programme for all players across the three phases of the Academy to provide the best possible care, support and development so they can maximise their potential both on and off the pitch.</li> <li>• Design, develop and implement a player induction process for newly registered players into the Academy as well as supporting existing players who progress through the pathway to ensure they are comfortable within our environment.</li> </ul>

	<ul style="list-style-type: none"> <li>• Design, develop and implement a strategy to support player transitions through age groups, phase groups, player release and progression from the Academy.</li> <li>• To develop and implement a comprehensive Life Skills programme for all players across the three phases of the Academy linking in with specialist staff internally and externally, to ensure individual players develop skills and qualities to make a positive contribution to society.</li> <li>• To develop, implement and oversee the Academy's Personal Development programme including Individual Development Action Plans.</li> <li>• Engage with parents/guardians through consistent regular dialogue and support the Head of Education in developing and coordinating age-specific parent workshops across the Academy phases.</li> <li>• Support the Head of Education to design, develop and implement an education programme for our Host Families.</li> <li>• Attend (where appropriate) tours and trips, leading on all Player Care and Wellbeing matters pre, during and post trips.</li> <li>• Seek out opportunities for the Scholars to attend sessions within the community to understand the community in which they work.</li> <li>• To lead the Parent and Player voice initiatives to ensure that young people and parents have a voice in the Academy.</li> <li>• Attend weekly operational meetings and phase-specific meetings as well as organise and attend any external meetings organised by the EFL.</li> <li>• Be the principal point of contact for the EFL and relevant governing bodies for all matters relating to areas within Player Care.</li> <li>• Supporting the Head of Education and the Academy Safeguarding Officer with safeguarding and promoting the welfare of children in our care across the player pathway.</li> <li>• Work with the Head of Safeguarding to ensure that the Academy is compliant with EPPP requirements for audit.</li> <li>• To be a member of the Academy Leadership Team.</li> <li>• Be a presence across all age groups to make sure that the young players and their parents know whom to speak to with any worries or concerns they may have.</li> <li>• To maintain player information confidentiality and professional practice at all times.</li> <li>• To act, at all times, in a manner appropriate to a representative of the football club.</li> <li>• To be the Academy's representative on the Club's Equality, Diversity and Inclusion Working Group.</li> </ul>
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Person Specification	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Educated to degree level in a relevant field (e.g., wellbeing, psychology, social sciences).</li> <li>• FA Safeguarding Children Workshop certificate or equivalent and working knowledge of processes</li> <li>• Emergency First Aid</li> <li>• Valid and in date passport to be able to travel as necessary</li> <li>• UK driving licence and use of own vehicle.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Mental Health First Aid</li> <li>• Equality, Diversity, and Inclusion training</li> <li>• Talented Athlete Lifestyle Support Level 3 or equivalent</li> <li>• Counselling Skills Level 1 or above</li> </ul> <p>Note: At the stage where an offer of employment is made, an Enhanced Level Disclosure and Barring Service check will be conducted including a check against the child barring list, as per the Club's Safer Recruitment Policy.</p>
Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience of working within an elite sporting environment</li> <li>• Experience working with young people of varying backgrounds and cultures</li> <li>• Experience in developing and implementing programmes, initiatives, and interventions.</li> <li>• Understanding and experience of using an online safeguarding platform and ability to train others as necessary</li> <li>• Ability to deliver CPD training course to all Academy stakeholders.</li> <li>• Knowledge of safeguarding and welfare</li> <li>• Adaptability to be effective in a dynamic, fast-paced environment</li> <li>• Strong communication skills in a variety of settings</li> <li>• Ability to work as part of a broader multidisciplinary team</li> <li>• Competent IT skills e.g., Microsoft Office</li> <li>• Ability to maintain absolute confidentiality</li> <li>• Excellent presentation skills to groups of varying sizes and ages.</li> <li>• Passionate and hard working</li> </ul>

	<ul style="list-style-type: none"> <li>• Self-motivated within a team and capable of motivating those around them</li> <li>• Approachable and trustworthy manner</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Mental Health First Aid</li> <li>• Equality, Diversity, and Inclusion training</li> <li>• Talented Athlete Lifestyle Support Level 3 or equivalent</li> <li>• Counselling Skills Level 1 or above</li> <li>• Experience working within a football academy and/or first team environment</li> <li>• Experience of delivering content to groups of varying sizes in varying styles.</li> <li>• An understanding of Premier League/EFL rules and Elite Player Performance Plan</li> <li>• Self-awareness and reflective skills as part of a professional development process</li> <li>• Open-minded approach to adopting best-practice and current research-backed principle</li> </ul>
<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>• Communication: Able to communicate to the highest level, listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication.</li> <li>• Teamwork: Works within a multi-disciplinary team environment, co-operates with others, considers the needs of others and helps others to achieve objectives.</li> <li>• Taking ownership: Ability to work autonomously on own initiative, pro-active in managing one's own time, building an understanding of the internal and external environment in order to deliver work in a highly effective and professional manner.</li> <li>• Relationship Management: Is able to use a range of appropriate techniques to build strong relationships with players, parents and stakeholders.</li> </ul>

**The closing date for applications will be 5<sup>th</sup> September 2023**

If you believe you have the right mix of skills for this position, please complete the Application Form available [here](#).



**Please note CV's will not be accepted.**

Swansea City AFC strives to ensure it provides an environment where everyone's rights, dignity and individual worth is respected and takes a zero-tolerance approach to any form of discrimination. Equal Opportunity is an integral part of our recruitment and selection process, and we welcome applications from all individuals who feel they meet the core requirements of the role.

We are particularly encouraging applications from women, disabled people and individuals from diverse ethnic communities who are currently under-represented within the organisation.

All appointments will be made on merit of skill and experience relative to the role.

The Company is committed to safeguarding and promoting the welfare of children and young people involved in activities and event at the Company. As part of the Company's recruitment and selection process any offers of work involving working in regulated activity with children are subject to a satisfactory enhanced DBS Disclosure and barred list check (depending on the level of supervision, frequency, and nature of contact with children). Appropriate references are also required.

**Should an adequate number of applications be received prior to the closing date, Swansea City AFC reserve the right to remove this advert.**

**Due to a high demand in applications the Club will be unable to respond to those applicants who have not been shortlisted for interview.**