



JOB VACANCY

JOB TITLE	Player Care Manager
DEPARTMENT	Academy
RESPONSIBLE TO	Academy Manager
KEY RELATIONSHIPS	Academy Designated Safeguarding Lead & Head of Education
LOCATION	Joma High Performance Centre, Landore – travel to other sites will also be required.
SALARY	Competitive
BENEFITS	25 days holiday plus bank holidays Health Cash Plan and Medical Insurance 20% off Store Merchandise 2 Home Fixture Tickets Discounted Hospitality Packages Cycle to Work Scheme
CONTRACT	Permanent / 40 hours per week / flexible working pattern which will include weekends and evenings

The Role

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 Player Care Manager 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.

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.



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Role Responsibilities

- To develop and implement a Player Care programme that supports mental health and wellbeing 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.
- In conjunction with the Operations and Recruitment Departments, 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.
- Design, develop and implement a strategy to support player transitions through age groups, phase groups, player release and progression from the Academy.
- 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.
- To develop, implement and oversee the Academy's Personal Development programme including Personal Development Plans.
- Engage with parents/guardians through consistent regular dialogue and develop and coordinate age-specific parent workshops across the Academy phases.
- In collaboration with the Safeguarding and Education Departments, design, develop and implement an education programme for Host Families.
- Attend (where appropriate) tours and trips, leading on all Player Care and Wellbeing matters pre, during and post trips.
- Seek out opportunities for the Scholars to attend sessions within the community to understand the community in which they work.
- With the Academy Designated Safeguarding Lead operate the Parent and Player voice initiatives to ensure that young people and parents have a voice in the Academy.
- Attend weekly multi-disciplinary team meetings as well as organise and attend any external meetings organised by the EFL/LFE.
- Be the principal point of contact for the EFL/LFE and relevant governing bodies for all matters relating to areas within Player Care.
- Complete reports in a timely fashion for the LFE and relevant governing bodies.
- Maintain accurate records of interactions with players, staff and parents on CPOMS.
- Support the Head of Education and the Academy Designated Safeguarding Lead with safeguarding and promoting the welfare of children in our care across the player pathway.
- Work with the Academy Designated Safeguarding Lead to ensure that the Academy is compliant with EPPP requirements for audit.
- To be a member of the Academy Leadership Team.
- Be a point of contact for players and parents/guardians to report issues or concerns they may have.



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PERSON SPECIFICATION

Essential

- Educated to degree level in a relevant field (e.g. Education, Psychology etc)
- FA Safeguarding Children Workshop certificate or equivalent and working knowledge of processes
- Emergency First Aid
- Valid and in date passport to be able to travel as necessary
- UK driving licence and use of own vehicle.
- Experience working and fostering positive relationships with young people of varying backgrounds and cultures
- Experience in developing and implementing programmes, initiatives, and interventions.
- Understanding and experience of using an online safeguarding platform and ability to train others as necessary
- Ability to deliver varying degrees of training to Academy stakeholders
- Knowledge of safeguarding and welfare
- Adaptability to be effective in a dynamic, fast-paced environment
- Strong communication skills in a variety of settings
- Ability to work as part of a broader multidisciplinary team
- Competent IT skills e.g., Microsoft Office
- Ability to understand confidentiality and when you have a duty to disclosure information to relevant bodies
- Excellent presentation skills to groups of varying sizes and ages.
- Passionate and hard working
- Self-motivated within a team and capable of motivating those around them
- Approachable and trustworthy manner

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.

Desirable

- Mental Health First Aid certificate
- Equality, Diversity, and Inclusion training
- Talented Athlete Lifestyle Support Level 3 or equivalent
- Counselling Skills Level 1 or above
- Experience working within an elite sporting environment
- Experience of delivering content to groups of varying sizes in varying styles.
- An understanding of Premier League/EFL rules and Elite Player Performance Plan
- Self-awareness and reflective skills as part of a professional development process

CRIMINAL RECORD CHECK REQUIREMENT

This role is subject to DBS checks



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GENERAL STATEMENT

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.

SAFEGUARDING & WELFARE

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).

The Company may also conduct online searches of candidates who have been shortlisted as part of its safer recruitment procedures. Appropriate references will be required.

EQUALITY, DIVERSITY & INCLUSION STATEMENT

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.

HOW TO APPLY

Please complete an Application Form, available [HERE](#). If you require the application form in an alternative format, please email jobs@swanseacity.com

The closing date for this vacancy will be **31st October 2025**.