



## Job & Person Description

<b>Job Title</b>	<b>Head of Academy Player Care</b>
<b>Department</b>	<b>Academy</b>
<b>Reports to</b>	<b>Academy Manager</b>
<b>Purpose of role</b>	
Lead and manage our Player Care and Personal Development support programmes, across all ages of our Academy, U9 – U23. Our Head of Academy Player Care will work closely with all multi-disciplinary departments to ensure we provide collaborative, consistent and structured delivery and education for our players and staff to develop holistically while developing and competing in an Elite Football environment.	

### Main Duties

#### Duties

- Lead, develop and deliver a bespoke Player Care department, specific to the requirements of the young players in our care at Peterborough United.
- Implement, delivering and review positive Mental Health initiatives across the Academy
- Understand and work within the PUFC Safeguarding policies and work in collaboration with our Safeguarding team.
- Monitor and support players and families with their move into Club provided accommodation
- Alongside our Head of Education; Design, support delivery and review our Personal Development Program for all ages
- To be responsible for ensuring our Departmental KPI's are measured effectively, assessed and evolved in line with the Academy's aspirations
- Lead on Parent and Carer Player Wellbeing Workshops across all phases
- Establish, maintain & inform AMT of information received through our Player & Parent voice sessions
- To provide Outstanding Player Care and Personal Development delivery and set examples for all Academy staff to emulate
- To liaise closely with the Academy Psychologist to help deliver emotional management training

#### Additional Responsibilities

- Induction and transition process for new players and their families.
- Support the MDT staff with their understanding and effectiveness of Player Care and Personal Development
- To work alongside our Senior Safeguarding Officer in ensuring all data in respect to player care and Safeguarding is recorded onto 'MyConcern'.
- To support players and families for effective transitions throughout their Academy journey. This will include Exit Strategies as well as Inductions.
- Introduce and support players in developing their Personal Development Plans and design effective monitoring processes.
- Build and develop relationships with External stakeholders, in order to ensure we are offering staff, players and the Academy as a whole effective and worthwhile CPD opportunities.
- To act as a Health & Safety representative for the Academy, attending and contributing to regular Health & Safety and Operations meetings when appropriate.
- To contribute towards the Academy Management Team as Head of Department as and when required

- To fully commit and promote best practice to all stakeholders towards our Academy Values
- To carry out any other duties required by the Academy Management Team
- Assist in planning and attend designated Academy tours
- To support PUFC academy players out on loan or being loaned to PUFC as well as players on trial at PUFC.
- Attend national and regional meetings and conferences arranged by the relevant league and FA

#### Other responsibilities

- Be available to travel to other sites outside of their region (if required)
- Be aware of the PUFC policies, procedures & best practise so that concerns of non-compliance can be raised at all times e.g. Safeguarding, Inclusion, Diversity
- Work within the company processes (People, Finance, Training, Operations and Marketing Team). Seek advice & guidance if required ensuring employees and processes work seamlessly together
- Attend meetings, training and professional updating as and when required
- To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
- To maintain confidentiality and observe data protection & associated guidelines where appropriate.
- Self-assess and work on own personal and professional development
- To uphold the values of Peterborough United Football Club (PUFC) and not tolerate offensive, discriminatory or intimidating language or behaviour.
- To act as an ambassador/role model for PUFC and consider conduct takes into account the club's commitment to equality and safeguarding.
- To ensure PUFC provides a level playing field for all its fans, players and guests.
- Promote an inclusive environment within the club for colleagues, supporters and visitors, championing a zero-tolerance approach to bullying, harassment and victimisation within PUFC
- Demonstrate a commitment to PUFC's safeguarding policy.
- Promote EFL and FA regulations and ensure compliance with these.
- Ensure PUFC upholds current legislation, in particular, to equality, health & safety & safeguarding.
- Be responsible for reporting any concerns to a senior colleague in relation to equality, health and safety and safeguarding immediately

In addition to these responsibilities carry out such duties as may reasonably be required. The above duties are a guide to the nature of the work required & are not intended to reflect all tasks associated within the role.

### Person Specification

These are the attributes you need to be to be considered for this role. All criteria are essential unless stated as desirable only. To be considered for working at PUFC we expect you to share and demonstrate Our Values. These are a key part to you getting the most out of work at Peterborough United Football Club.

#### Experience & Qualifications

- Educated to degree level (D)
- FA Safeguarding Certificate (E)
- Enhanced DBS Certificate (E)
- FA 1st Aid Trained (D)
- Mental Health 1st Aid Certificate (D)
- Experience of working in a School, Sports or Welfare context with experience of working with children (E)
- Extensive administrative experience (E)
- Experience of working at professional football club and/or training ground environment (D)
- Experience of working in an Academy environment, with understanding of the EPPP, Audit & Safeguarding processes (E)
- Experience of report writing, monitoring and maintaining records (E)

**Skills and personal attributes**

- High level of integrity and discretion
- Strong work ethic with a can-do attitude with drive and self-motivation
- Well-presented and professional
- Ability to Understanding KPI's and stats to drive improvements
- Ability to travel to various sites if required
- Ability to build excellent working relationships with our Managers colleagues and staff
- Plan and prioritise workload and own administration so that deadlines and standards are met
- Good IT skills with the ability to use MS Office, Teams etc
- Accuracy and attention to detail including good written and verbal skills.
- Understands and embraces speed of response.
- Ability to own issues to resolution