



PUFC Academy Job & Person Description

Job Title	Player Care Manager
Department	Academy
Reports to	Academy Manager
Purpose of role	
<p>The Academy Player Care Manager will work on the personal development of young people as both a person and a player. The individual 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. You will have experience in developing and implementing programmes and be an excellent communicator with the ability to build trusted working relationships.</p>	

Main Duties

Duties

- 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.
- Design, develop and implement a strategy to support player transitions through age groups, phase groups, player release and progression from the Academy.
- Attend Academy fixtures when required to do so.
- Attend Academy training evenings weekly
- Ball crew coordinator for home 1st team games
- To be the lead contact for players in club provided accommodation and lead contact for host families
- To co-ordinate transport for all FT players
- 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.
- 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.
- Design, develop and implement an education programme for our Host Families.
- To lead the Parent and Player voice initiatives to ensure that young people and parents have a voice in the Academy.
- Be the principal point of contact for the EFL/PL and relevant governing bodies for all matters relating to areas within Player Care.
- Work with the Head of Safeguarding to ensure that the Academy is compliant with EPPP requirements for audit.
- To work alongside our Senior Safeguarding Officer and 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.
- To support PUFC academy players out on loan or being loaned to PUFC as well as players on trial at PUFC.

- Implement, delivering and review positive Mental Health initiatives across the Academy
- Lead on Parent and Carer Player Wellbeing Workshops across all phases
- 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.
- To maintain player information confidentiality and professional practice at all times.

Other duties

- 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 club processes. 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, observe data protection and 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 uphold the club's commitment to EDI, H&S 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
- Promote EFL and FA regulations and ensure compliance with these.
- 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.

Essential Experience & Qualifications

- FA Safeguarding Children Certificate or willing to be obtained
- Enhanced DBS (PUFC will process you through this)
- Mental Health First Aider or willing to be obtained
- Educated to degree level in a relevant field (e.g. wellbeing, psychology, sport science, social sciences) or suitable equivalent experience or qualification
- Previous experience in an elite performance environment and/or working with elite performers.
- Previous experience working with young people
- Knowledge in the emotional and wellbeing demands on elite performers.
- Knowledge on safeguarding and welfare
- Experience in developing and implementing programmes, initiatives and interventions.

Desirable Experience & Qualifications

- FA Welfare Officer
- Talented Athlete Lifestyle Support Level 3

- Counselling Skills Level 1 or above
- Equality, Diversity and Inclusion training
- Experience in managing staff and a department.
- Previous experience working in Academy football (desirable)

Skills and personal attributes

- Experience of working in a fast paced and pressurised environment.
- Able to communicate to the highest level, listens, interprets and conveys information in a clear and accurate manner, provide timely delivery of information and selects the most appropriate method of communication.
- Team-work experience - Works within a multi-disciplinary team environment, cooperates with others, considers the needs of others and helps others to achieve objectives.
- Experience in the role or similar position desirable
- Able to take ownership: Ability to work autonomously on own initiative, proactive in managing one's own time, and building an understanding of the internal and external environment in order to deliver work in a highly effective and professional manner.
- Excellent organisational skills
- Team player with the ability to lead and engage where necessary
- Relationship Management: Able to use a range of appropriate techniques to build strong relationships with players, parents and stakeholders.
- Excellent verbal/presentation communication skills
- Ability to prioritise and meet deadlines
- Ability and willingness to work outside of normal hours including evenings and weekends.