



## Academy Player Care & Support Lead

**Line Manager: Head of Education & Player Care**

**Date of commencement: 01/07/2022**

**Season: 2022/23**

**Staff Member: TBC**

### Job Description & Specific Role Requirements 2022/23

<b>Reporting To</b>	<ul style="list-style-type: none"> <li>Head of Education &amp; Player Care (HoE)</li> </ul>
<b>Purpose &amp; Role function</b>	<ul style="list-style-type: none"> <li>Proactively take forward the 'Next Generation Plan'; incorporating the specific needs of all age group players and their holistic development.</li> <li>Provide evaluative reports on Player Care provision, making recommendations for future improvements to the programme &amp; Academy as a whole.</li> <li>Responsible for the development and management of the Player Care programme and provision throughout the Academy</li> <li>Responsible for supporting all relevant heads of department with the transition, integration and personal development of our players.</li> <li>Uphold &amp; demonstrate the values, standards &amp; behaviours expected by ECFC both inside &amp; outside the Club.</li> </ul>
<b>Other Key relationships</b>	<ul style="list-style-type: none"> <li>Academy Operations &amp; Performance Manager</li> <li>Head of Coaching &amp; Player Development</li> <li>Cell Lead Coaches</li> <li>Multi-Disciplinary Staff across all age phases</li> <li>Parents, guardians &amp; players</li> <li>EFL, FA &amp; other External Agency staff</li> <li>Academy Management Team (AMT)</li> <li>Academy Leadership Group (ALG)</li> </ul>
<b>Role Summary</b>	<ul style="list-style-type: none"> <li>Ensure player welfare is always the primary consideration in all Academy activities.</li> <li>Ensure all Player Care &amp; Wellbeing EPPP requirements are met and reviewed quarterly, including Safe to Operate, Compliance &amp; Standards sections.</li> <li>Work with the Academy Operations &amp; Performance Manager and HoE to design and implement the Club's Personal Development and Life Skills plan for all Academy players, supporting the delivery when required.</li> <li>Work with the HoE to maintain the Mental Health and Emotional Wellbeing strategy.</li> <li>Take a lead on the Academy Induction, Transition &amp; Exit strategy for all players.</li> <li>Support the transition of players into the Full-Time training Model at Scholarship.</li> <li>Initiate and manage an Alumni programme at the Club, ensuring contact with ex Academy players.</li> <li>Support the PDP Multi-Disciplinary Staff with the transition of players out and back in from loans, supporting with site visits and review meetings.</li> <li>Liaise with the Recruitment Department regarding trialists &amp; signings with a focus on accommodation, transport &amp; safeguarding.</li> <li>Take a lead on the organisation and delivery of the Player Voice group and Parent Association group to ensure they have opportunities to voice their opinions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Take a lead on the Academy Player &amp; Parent surveys to gain regular feedback.</li> <li>• Assist HoE with the school release programme working, closely with the YDP Coaches, ensuring parents, players &amp; schools are informed of all the relevant information.</li> <li>• Take a lead on Equality, Diversity &amp; Inclusion training and communication across the Academy programme.</li> <li>• Implement and contribute to the review of the Host Family programme within the Academy, as well as overall management of the Host Family programme.</li> <li>• Work with welfare &amp; safeguarding staff to ensure all players staying with Host Families are in safe and secure accommodation in line with DBS requirements and internal screening processes, with regular suitability reviews on living accommodation.</li> <li>• Design &amp; deliver an annual support programme for Host Family and scholar family members.</li> <li>• Complete the monthly payment spreadsheet for host families ready for finance.</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Act as Deputy Designated Safeguarding Officer (DSO) for the Academy</li> <li>• As Deputy Academy DSO, liaise with the Academy DSO &amp; Club Safeguarding Lead on Academy safeguarding issues.</li> <li>• Assist HoE to ensure Academy safeguarding policies &amp; procedures are kept up to date.</li> <li>• Attend seasonal safeguarding training as required by the Club.</li> <li>• Adhere to all guidelines contained within the Club's Safeguarding Policy.</li> <li>• Utilise the 'MyConcern' system to 'recognise, respond, report and record' any safeguarding incidents in a timely and detailed manner.</li> <li>• Place player safety and welfare as a top priority at all times.</li> <li>• Ensure all technical equipment is safe &amp; stored securely.</li> </ul>

## Qualities & Requirements

### 2.1 Qualifications

- Player Care qualification (desirable).
- FA Emergency Aid (EFAiF).
- Safeguarding upkeep CPD (internal & external).
- Undergraduate / post graduate qualification (desirable).
- Teaching qualification (desirable).
- Coaching qualifications (desirable).

### 2.2 Qualities

- Capable planner & innovative programme creator & writer (essential).
- Effective communicator (verbal & written) & relationship builder (essential).
- Capable of working collaboratively with players, staff & others (essential).
- Personable, approachable & friendly manner (essential).
- Committed learner & willing educator (essential).
- Willingness and enthusiasm to cooperate & take responsibility when necessary (essential).
- Resilience to deal with difficult situations (essential).
- Good computer and numeracy skills (essential).

### 2.3 Experience

- Academy football experience (desirable).
- Experience of working in a sporting environment to provide Player Care support (desirable).
- Knowledge & understanding of the Designated Safeguarding Officer role (desirable).

### 2.4 Other

- High degree of personal drive & motivation (essential).
- Disclosure & Barring Service (DBS) enhanced certification (essential).
- Upkeep & update all professional & industry qualifications through related external CPD (essential).
- Undertake Continued Professional Development organised by Exeter City Football Club including: Safeguarding, Equality, Diversity & Inclusion.

## Key Performance Indicators (KPI's)

### 3.1 Regulatory Standards

- Fulfil all Football League (EFL) & Elite Player Performance Plan (EPPP) Rules & Quality Standards.
- Liaise with Lead Cell Coaches to ensure that all Academy players receive a minimum of 3 review meetings (with parents) recorded annually.
- Contribute to the annual Education & Player Care departmental review, with recommendations for continuous progression.
- Contribute to the Education & Player Care departmental plan for submission to the Academy Technical Board annually.

### 3.2 Academy Reporting & Professional Game Auditing

- Complete & submit quarterly evaluative reports on Academy Player Care provision.
- Upload all technical & personal details required on to Professional Game Academy Audit Company (PGAAC) Online Academy Standards Application.
- Be available and provide honest feedback for audit interviews.

### 3.3 Club & Academy Philosophy

- Be able to demonstrate & articulate the Club culture aligned to Academy vision & philosophy.
- Set an example for the players and staff on how to conduct themselves, supporting the Club's vision and values at all times.
- Contribute to multi-disciplinary Academy staff CPD.
- Adhere to a strict code of confidentiality in respect of any information relating to Exeter City Football Club and its operation.
- Willingness to complete any other reasonable & relevant requests as made from time-to-time.

### 3.4 Personal Development

- Commit to on-going process of continuous personal & professional improvement.
- Maintain personal professional qualifications to on going required standards.
- Attend all relevant staff meetings.

### 3.5 Player Care

- Design and implement an age relevant and varied Life Skills Programme for all Academy players, identifying the needs of individuals and leading on delivery for U9 to U16 players.
- Review annually and propose any potential amendments regarding the Life Skills multi-disciplinary curriculum for each Age Cell.
- Ensure that all Scholars have a personal development plan in place in collaboration with HoE.
- Effective measures in place to ensure adherence to the Academy Induction, Transition and Exit strategy for all staff, players & parents.
- Age group handover meetings to be organised between the coaching staff for all age groups, prior to the start of each season.
- Ensure that meetings (with agenda) are organised & recorded for Player Voice Group every 12 weeks.
- Ensure that meetings (with agenda) are organised & recorded for Parents Association every 12 weeks.
- Academy player & parent surveys to be updated and distributed once every 6 months, with a summarised report collated for the AMT.
- 100% of released players directed towards ECFC Pathway.
- All released Academy players to be provided with an exit pack to support their ongoing development.
- Contact the families of all players that leave the Academy once every 6 months to check in on their wellbeing and development, recording relevant detail as part of their player file.
- At least one Academy Alumni event hosted each season.
- Ensure that all Academy players & staff have received EDI training on an annual basis.
- Ensure that all Academy staff have received Safeguarding training on an annual basis.
- Consistent use of the MyConcern system to log and monitor all relevant safeguarding and player support information.
- Safeguarding Policies and Procedures reviewed annually in collaboration with the Club Senior Safeguarding Lead.
- Host Family provision in place for all relevant players within the U18 group and out of region trialists,

with a bank of available accommodation options.

- Minimum of 2 Host Family support meetings held at the Club each season, with relevant content.
- All Host Families to have required documentation on file and up to date.
- Accommodation and transport logistics arranged for all out of region trialists at least a week prior to the start of their trial period.
- Ensure all relevant Safeguarding and welfare measures are in place for U18 players that have the opportunity to experience a loan move.
- Ensure DBS checks are carried out on accommodation hosts and updated every 3 years.

### Skills & Attributes (competency framework)

Competency Descriptor	Expected Level
<b>COMMUNICATION</b> Effectively communicate, actively listen, gain & provide co-operation & information. Understand what each individual player wants / needs. [*NOTE: Oral & written communication is covered by the competency].	4
<b>WORKING WITH PEOPLE</b> Build effective rapport & relationships with colleagues in order to achieve organisational & individual goals.	4
<b>TEAMWORKING</b> Work in collaboration with colleagues & partners to provide a service that exceeds expectations. Respect & support differences in skills, background & beliefs of colleagues, players & all other stakeholders. Listen, learn, understand, collaborate, align, support & develop the environment.	3
<b>PROBLEM SOLVING AND ANALYSIS</b> Use analytical skills to interpret, evaluate & understand a problem, using balanced judgement to implement or suggest solutions. Use all development opportunities available: Find solutions where others see barriers.	3
<b>RESPONSIBILITY &amp; OWNERSHIP</b> Take personal responsibility & ownership to exceed expectations. Contribute ideas & seek to resolve problems that improve the quality of service. Give players and other staff the opportunity to have responsibility & ownership.	3
<b>DECISION MAKING</b> Make timely decisions, sometimes with incomplete information, under tight deadlines & pressure; thinking on your feet; initiating relevant action where appropriate.	3
<b>CREATING, INNOVATING &amp; ADAPTABILITY</b> Resolve issues & identify opportunities to improve the quality of service or efficiency of operations. Seek out & contribute fresh & innovative solutions & ideas that improve delivery of the organisations goals; seeking ways to engage with others.	3
<b>PLANNING, ORGANISING &amp; OBJECTIVITY</b> Accurately determine the length & difficulty of tasks & projects, setting clear & measurable goals including contingencies, whilst ensuring effective & efficient use of resources.	3
<b>DRIVE AND COMMITMENT</b> Possess & demonstrate motivation & passion whilst actively engaging in the Organisations' mission of 'continual improvement & progression in all areas'	4
<b>COMMERCIAL ACUMEN</b> Understand key business drivers for performance & use of sound business practices, applying sound commercial principles in all areas of responsibility.	2
<b>PERSUASION AND INFLUENCE</b> Gain agreement & commitment from others by persuading, convincing & negotiating.	3
<b>LEAD AND SUPERVISE</b> Work in collaboration with colleagues to provide an excellent service, whilst respecting & supporting differences in skills, background & beliefs of all stakeholders.	3

### Interpretation of Competency Framework 'Scoring' system

Level	Definition
1 - Factual knowledge	Describing role & responsibilities
2 - Understanding	Remembering & explaining ideas/concepts
3 - Conceptual knowledge	Applying & using new ideas
4 - Procedural knowledge	Analysing & differentiating
5 – Metacognitive knowledge	Evaluating, creating & maximising

#### **Safeguarding Statement**

Exeter City Football Club seeks to ensure the safeguarding, well-being and safety of all children, young people and adults at risk who engage in its activities and expect all staff and volunteers to endorse this commitment.

This post requires Enhanced Criminal Records Checks and may include checks against the Barred Lists; as such it is exempt from Rehabilitation Of Offenders Act (1974). Therefore, all convictions (including spent convictions) that have not been subject to filtering by the DBS should be declared.