



Academy Player Care Officer – Maternity Cover

Salary:	Competitive dependent on experience
Hours:	Full time
Contract Type:	Fixed Term – Maternity Cover – 12 month contract
Closing Date:	Sunday 1 st August
Location:	Chadwell Heath Training Ground, Romford, with requirement to travel within the UK for fixtures.

We are committed to the principle of equality and equal opportunities in employment and have been accredited with being a Disability Confident Leader. We will actively promote equality and equal opportunities in our business to ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential skills and abilities.

West Ham United FC is committed to equality and safeguarding children and vulnerable adults. Positions that involve working with such groups are subject to safer recruitment protocols, including DBS Disclosure at enhanced level.

West Ham United staff enjoy generous benefits, including a contributory scheme, 25 days' leave and life assurance. You can also take advantage of interest-free travel season ticket loans, a cycle to work scheme and our employee wellbeing programme.



Job Purpose:

Providing management of a high-quality Player Care provision, including the relocation and integration process of new Players to the Academy House or rental accommodation and the local area. Whilst also providing ongoing care, assistance and support to current players and their parents.

Provide a link with Academy Departmental Leads to ensure a professional and co-operative working environment. Including the line management of the Parent Liaison Officers,

To support and nurture the growth of Children and young people consistent with the principals of our elite environment

Key Responsibilities:

- Support the integration of new players, with particular focus on new signings and trialists.
- Develop and maintain good relationships with staff and players from Chadwell Heath (Academy), Rush Green (1st Team) and the London Stadium.
- Work together with the Player Appearance Manager to manage the organisation of Academy Player appearance events and activity.
- Helping to maintain a record keeping and filing system (both on and offline systems) for all personal player information and department information.
- Organise and distribute Academy Player tickets for first team game in coordination with the Head of Player Care
- Maintain all Whereabouts records and ensure these are up to date and any changes are shared with those necessary.
- To work as part of a team that ensures that all Players staying at the Academy House are living in a safe home environment conducive to developing world class football Players and independent people.
- To support Players to become well trained and highly developed in a wide range of areas that will support their journey as a football Player and independent young person – e.g. time management, social media, finance, dealing with intermediaries, discipline.
- To provide support with the creation and organisation of a staff CPD programme.
- To provide guidance to Players with regards to life skills such as car insurance, rental contracts etc.
- To create a department work ethic where we always 'go the extra mile' for Players and their families and are on call outside of normal office hours.
- To consistently produce work of the highest standards in all areas of the department.
- To be fully aware of the EPPP requirements and ensure they are met.
- To provide transport to Players of all ages, if deemed necessary.
- To support and help drive a culture of learning within the football environment.



Equal Opportunities

1. To ensure that all departments are provided within an anti-discriminatory framework and take account of such issues as race, gender, sexuality, disability, religion, sexual orientation and age.
2. To carry out work in a manner which promotes equality of opportunity for both staff and clients.

Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

Safeguarding:

1. Staff must evidence a commitment to the safety and welfare of children, young people and adults at risk regardless of their age, gender, language, religion, ethnic background or sexual identity and ensure the safety and protection of all children, young people and adults at risk taking part in any activity arranged by or in the name of the Club.
2. It is a requirement for staff to follow the Club's Safeguarding reporting procedures to report without delay, allegations of abuse, poor practice or which is or may, impact on the welfare of a child, young person or adult at risk. After contacting and taking guidance from the Safeguarding Team, staff must use the Club's Child Protection Online Management System (CPOMS) to record the concern within 24 hours unless directed to do otherwise.

Person Specification

The ideal candidate will have skills and experience in the following areas: -

Essential (E) Desirable (D)

Education, Qualifications, Experience

- Experience of working in player or athlete care. (D)
- Experience of working with high profile individuals (E)
- Hold current clean driving licence and have use of own vehicle (E)
- FA (or Level 2) Safeguarding Qualification (D)

Abilities/Skills/Knowledge:

- Ability to obtain enhanced DBS (E)
- Excellent verbal and written communication skills (E)
- Have a flexible attitude to work, including attendance at home and away matches (E)
- Good knowledge of Safeguarding/child protection policies and procedures (E)
- Knowledge of foreign languages, spoken and written (D)
- Excellent organisation and time management skills (E)
- Expert problem solver who is calm under pressure (E)
- Possesses excellent people skills (E)
- Ability to work effectively under own initiative and as a team member and to anticipate and prioritise different workloads (E)
- Ability to communicate concisely, assertively and effectively with various professional disciplines and at all levels of an organisation (E)



- Ability to adapt quickly and have flexible attitude (E)
- Maintain absolute confidentiality (E)
- Competent IT skills (E)
- Be prepared to work, at times, unsociable hours including evenings and weekends at short notice (E)

As an employer we are committed to promoting and protecting the physical and mental health of our staff.

To apply, please email your CV with a covering letter to humanresources@westhamunited.co.uk by **Sunday 1st August 2021**

Due to a high number of expected applicants, only those successful will be contacted. We reserve the right to close the advert early.