



Player Support & Engagement Manager

Contract Type: Permanent, full time

Salary: Competitive

Department: Football, First Team **Reports To:** Football Operations Lead

Location: Littleton Road Training Ground [+ travel with team to away matches required]

The Purpose:

The Player Support & Engagement Manager acts as the primary liaison between the Club, it's First Team and Young Professional players, ensuring that players are fully supported on and off the pitch so they can focus entirely on performance. Operating across multiple departments, the role provides proactive, professional player care, resolving practical and personal matters quickly and discreetly, maintaining high standards of welfare, well-being, communication, and engagement throughout the player life cycle.

This is a position of trust, responsible for preventing issues escalating and ensuring a consistently positive experience for players aligned to the Club's performance culture.

The Role:

Player Engagement & Experience

(Onboarding, integration, environment)

- Deliver a professional and welcoming onboarding experience for all new signings, loan players and trialists.
- Support players and their families with settling into the local area, including assisting sourcing and setting up housing, schooling, and key services.
- Build strong relationships with players to ensure they feel connected to the Club environment.
- Ensure players and families are aware of and connected to wider Club and Foundation culture and activities to create a strong sense of belonging and community.
- Support integration of B-Team and Academy players in their transition to 1st team football environments and programs
- Support player appearances, fan engagement requests, signed items, and matchday ticket allocations.
- Coordinate team-building activities and engagement initiatives with coaching staff.
- Act as a trusted point of contact for day-to-day personal or practical support needs.

Team Operations & Matchday Support

(Logistics, Travel, operational readiness)

- Coordinate and communicate all team travel arrangements, schedules, and logistics with players and wider football department
- Travel with the First Team where required to provide operational and welfare support.
- Support players in matchday scenarios (e.g., injuries, disciplinary situations, logistical issues).
- Provide practical support with transport where required (e.g., loan or trial players).



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Player Welfare & Administration

- Act as designated Safeguarding Officer for the football department ensuring that it maintains a strong safeguarding culture, ensuring safeguarding measures are in place and promptly flagging any concerns to the Safeguarding Team.
- Support in the development and integration of a holistic athlete well-being culture and program to guide Men's, Women's and Academy support services.
- Provide support to players with personal administrative matters such as banking, utilities, documentation, and travel requirements.
- Manage player accommodation arrangements where applicable, including regular check-ins and maintenance coordination.
- Manage approved suppliers and expenses, liaising with Finance to ensure timely processing.
- Maintain effective communication with internal departments to ensure player needs are met quickly.
- Proactively identify and resolve issues before escalation to coaching staff club executives



The Person:

Essential Experiences & Capabilities:

- Experience working in a player-facing, athlete support, football operations or comparable high-performance environment, providing hands on support to individuals
- Demonstrable experience providing day-to-day operational and personal support to individuals, ideally working within a multi-disciplinary support environment.
- Highly organised, proactive, adaptable and solutions focused approach with the confidence to take initiative and resolve issues independently.
- Outstanding interpersonal and communication skills, with proven ability to build trust quickly, act with integrity and discretion, handling sensitive matters professionally
- Exceptional organisational and planning skills, combined with a practical, hands-on approach
- Ability to calmly manage multiple priorities in a fast-moving and time pressured elite sporting environment.
- A flexible approach to working, including willingness to work evenings and weekends and to travel regularly with the First Team.
- Data and technology literate.

Desirable Qualifications, Experiences & Attributes:

- Education, accreditation or practical experience in sports psychology, athlete wellbeing, pastoral care or performance support.
- A psychologically informed approach to supporting individuals, with an interest in wellbeing, performance and behaviour under pressure.
- Experience working in elite sport, high performance environments or adjacent industries (e.g. professional sport, entertainment, touring, live events) where trust, discretion and people care are critical.
- Knowledge of the EFL and/or professional football environment.
- Familiarity with the local area, or experience supporting individuals relocating to a new region.



The Opportunity

Salford is entering a new era. The club has a clear five-year plan, a bold vision for success on and off the pitch, and a commitment to building the people, culture and leadership needed to get there. This is your chance to shape that future from the inside.

The Player Support and Engagement Manager role is central to delivering a consistently positive player experience across the First Team and Professional Player group, supporting players from pre-arrival through their time at the Club and into any transition periods.

We are seeking a highly organised, proactive and adaptable individual who understands the importance of creating an environment where players are fully supported off the pitch and able to focus on performance. The successful candidate will be trusted to ensure player needs are met quickly and professionally, working closely with Football Operations and coaching staff to remove any barriers that could impact performance.

The role requires a strong communicator with the ability to build trusted relationships with players, staff and families, while maintaining appropriate professional boundaries at all times. You will handle sensitive situations with discretion, demonstrate sound judgement, and maintain absolute confidentiality.

Operating across multiple departments as part of a multi-disciplinary team, you will be a calm, resilient problem-solver who is comfortable managing competing priorities in a fast-moving environment. A flexible approach is essential, including willingness to work evenings and weekends and to travel regularly with the First Team.

Knowledge of the football environment and local area would be advantageous. Full UK driving licence, access to a vehicle, and successful completion of an enhanced DBS check required.

The Club is fully committed to safeguarding all children, young people and adults at risk who engage in our activities. We recognise that we have a responsibility to safeguarding the welfare of vulnerable groups and we have policies and procedures in place which all of our staff are trained in and are expected to adhere to as part of their employment. An offer of employment will be subject to receipt of satisfactory DBS check (depending on the role), satisfactory references and proof of eligibility to work in the UK.

Salford City FC is an equal opportunities employer. We positively welcome and seek to ensure we achieve diversity in our workforce and that all job applicants and employees receive equal and fair treatment. We encourage applications from all candidates regardless of age, race, gender, gender identity, gender expression, religion, sexual orientation, disability, or nationality.