



Job Description and Person Specification

Job Title	
Responsible to	Academy Manager
Behaviours that Build Relationships with	Direct Reports: Academy Youth Mentor. Internal: Head of Education, Heads of Departments, PDP Staff, Lead Phase Coaches, Players/Parents/Guardians, First Team Staff. External: Host Families, EFL, LFE, FA, Universities, Outside Agencies/Suppliers.
Salary	Commensurate with Qualifications and experience
Job Description	
Location	Betwright Stadium, Football Club Training Ground, Academy Training Facilities, Match Venues
Working pattern and Work base	This role requires a flexible working pattern, including regular evening and weekend work to support training sessions, fixtures, player reviews, parent meetings and Academy events. The post holder will be expected to work across Academy sites and occasionally travel to schools, partner organisations and football venues as required. Flexibility and visibility across the Academy programme are essential.
Travel	Regular travel to fixtures, meetings and other events in connection with performance of the duties.
Objective of the Role	The Head of Player Care is responsible for leading and managing the Academy's Player Care provision in line with the requirements of the Elite Player Performance Plan (EPPP), Premier League, EFL and Club policies. The role will ensure the holistic development, welfare, safeguarding, wellbeing, education support and personal development of all Academy players, creating a positive environment that promotes personal growth alongside football development. The Head of Player Care will oversee the Player Care department, manage staff within the function and work collaboratively across all Academy multidisciplinary departments to ensure players receive comprehensive support throughout their Academy journey.

Main Roles & Responsibilities	Leadership and Management • Lead and manage the Academy Player Care department. • Line manage Player Care staff and support their professional development through regular supervision, performance reviews and CPD opportunities. • Develop and implement a Player Care strategy aligned to the Academy's vision, values and EPPP requirements. • Ensure effective planning, delivery and evaluation of all Player Care programmes across the Professional Development Phase, Youth Development Phase and Foundation Phase. • Contribute to Academy Management Team meetings and strategic planning processes. • Support departmental budget management and resource allocation. Player Welfare and Wellbeing • Oversee all aspects of player welfare, wellbeing and pastoral care. • Establish systems to monitor and support players' emotional, mental and social wellbeing. • Ensure players have access to appropriate support services and interventions when required. • Develop programmes that promote resilience, independence, life skills and personal responsibility. • Support players during key transition periods, including recruitment, scholarship, apprenticeship, full-time training and release. • Develop individual support plans where appropriate. Education and Personal Development • Work collaboratively with the Head of Education and school partners to monitor educational engagement and attainment. • Ensure EPPP Personal Development programmes are delivered effectively across all age groups. • Coordinate workshops and educational activities covering topics including: ○ Lifestyle management ○ Mental wellbeing ○ Social media awareness ○ Financial literacy/Career Planning
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	○ Equality, Diversity, Inclusion ○ Employability ○ Healthy relationships Parent and Family Engagement • Develop and maintain strong relationships with parents, guardians and families. • Design and deliver parent education events and engagement initiatives. • Provide guidance and support to families navigating Academy life and player development pathways. • Act as a key point of contact for welfare-related concerns. Safeguarding • Work closely with the Club Safeguarding Officer to ensure safeguarding best practice is embedded across Academy operations. • Ensure compliance with safeguarding legislation, Premier League, EFL, FA and Club policies. • Maintain accurate records of welfare and safeguarding concerns and referrals. • Support staff training and awareness relating to safeguarding and player welfare. • Promote a culture of safety, inclusion and wellbeing throughout the Academy. Multi-Disciplinary Team Working • Work closely with Academy Coaching, Education, Sports Science, Medical, Psychology, Recruitment and Safeguarding departments. • Attend multidisciplinary meetings to contribute to player support planning. • Ensure effective communication and information sharing, maintaining confidentiality where appropriate. • Contribute to Individual Development Plans (IDPs) from a Player Care perspective. Accommodation and Logistics • Oversee Academy host family and accommodation arrangements where applicable.
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	• Ensure accommodation standards meet regulatory requirements and provide a safe, supportive environment. • Support players relocating from outside the local area. • Monitor and review player accommodation experiences and outcomes. Compliance and Administration • Ensure all Player Care provision meets EPPP standards and audit requirements. • Maintain accurate records and evidence to support internal and external audits. • Produce reports and performance data for the Academy Manager and Senior Leadership Team. • Contribute to Academy Performance Reviews and Premier League audits. • Ensure compliance with GDPR and Club policies relating to player information. Equality, Diversity and Inclusion • Champion equality, diversity and inclusion across all Academy activities. • Promote an inclusive culture where all players and families feel valued and respected. • Develop initiatives that enhance belonging and support diverse backgrounds and needs.
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Person Specification (Essential and Desirable)	
	Essential Qualifications • Degree or equivalent qualification in Sports Development, Education, Social Work, Psychology, Youth Work, Welfare or a related field. • FA Safeguarding Children Certification (or willingness to obtain). • Enhanced DBS Check. • Full UK Driving Licence.

	Experience • Significant experience working in player care, welfare, education, safeguarding or youth development within elite sport. • Experience leading and managing staff. • Experience working with young people aged 9-21 in a developmental environment. • Experience of developing and delivering personal development and wellbeing programmes. • Experience of working collaboratively with parents, schools and external agencies. • Understanding of safeguarding processes and welfare support systems. Knowledge • Detailed understanding of the Elite Player Performance Plan (EPPP). • Knowledge of Premier League, EFL and FA Youth Development regulations. • Understanding of safeguarding legislation and best practice. • Knowledge of player wellbeing, mental health and holistic development principles. • Understanding of Academy football environments and talent development pathways. Skills and Behaviours • Outstanding communication and interpersonal skills. • Strong leadership and people management abilities. • Ability to build effective relationships with players, staff and families. • Excellent organisational and administrative skills. • Ability to manage sensitive and confidential information. • Strong problem-solving and decision-making capability. • Commitment to safeguarding, welfare and inclusion. • Ability to work flexibly, including evenings and weekends.
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Safeguarding	To have due regard for safeguarding and promoting the welfare of children, coaches and young people and to follow the child protection procedures adopted by the FA and the club.
General Information	The employee must always carry out their duties with due regard to the Leyton Orient Football Club policies and procedures. The employee must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relationships between all internal and external stakeholders.
Equal opportunities and B.A.M.E Coaches	Leyton Orient Football Club is committed to the principle of equal opportunity in employment and its employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage or civil partnership, pregnancy or maternity.