



Grimsby Town Football Club

Player Care Co-ordinator- Job Description

We don't just work for Grimsby Town Football Club — we *are* Grimsby Town Football Club. It's a remarkable story that began in 1878 and has continued uninterrupted ever since.

There is nothing bigger and nothing more powerful in uniting so many people — through purpose, passion and pride — than a football club. It's people's identity. It's their family; their heritage. It's where they belong. This is something that cannot be undone. The bond, ties and loyalty are forever. And by being here, we are part of the story.

This is no ordinary job. This is an extraordinary opportunity. We are more than staff, players, managers, coaches, analysts, physios, stewards and volunteers. We are friends, supporters, promoters, entertainers, role models and, in some cases, idols and legends. But we cannot be any of these things without each other.

None of us is bigger than all of us. Every day, we strive for better. We are a football club, but we're at the heart of something much bigger. A club formed from its community now has the power to define its community. We are today's authors of this black and white story.

This moment has been 143 years in the making. And the next chapter is in our hands. Together, we can achieve greater things. And to achieve greater things we need a great team, and this is where you come in.

Job Title	Player Care Co-ordinator
Line Manager	Head of Player Care & Education
Contract	Permanent 35 hours per week
Salary	£24,000 to £26,000 dependent on experience and qualifications
Holiday entitlement	20 days plus Bank Holidays (pro rata in relation to hours)
Key internal relationships	GTFC – Academy Manager, Head of Education and Player Care, Coaching staff, Players, Medical Staff
Purpose of the job	
To work with the Head of Education and Player Care in being responsible for the planning, delivery and recording of Player Care sessions, Personal Development and Life skills Plans for Academy players, co-ordinating the delivery of the induction and transition strategy. At all times ensuring Player Care principles are embedded into the clubs' overall duty of care including the mental and emotional wellbeing of academy players. Ensuring that players and parents have an effective voice within the academy.	

Main Roles & Responsibilities

- Ensure that all Player Care expectations and standards as defined by the EFL, Premier League and Auditors are met or exceeded.
- Support the mental & emotional wellbeing of all Academy members, including staff, through training, awareness and response.
- Ensure welfare needs are met for GTFC and non-GTFC-signed players (e.g. Trialists), including accommodation, transport and initial introductions to the Academy.
- Monitor the welfare of academy players, establish feedback from both players and parents.
- Ensure player development plans are in place, for all Academy players, to support their holistic development.
- Plan and oversee the induction process, internal and external Transition strategy for players and parents.
- Carry out Quality Assurance visits to sessions Club wide.
- Monitor, support and deliver, where appropriate, relevant training to staff, players and host families as needed.
- Maintain effective relationships with external partners and other clubs, e.g. Schools, FA, EFL, LA.
- Support the management of and implementation of the accommodation policy.
- Develop and maintain effective relationships between the Academy, Parents and Host Families to ensure Academy Players have the necessary support to help them to meet their personal targets.
- An awareness of best practice externally and using this to make changes and recommendations to the provision at GTFC.
- Co-ordinate the dissemination of policy, procedures and awareness of Player Care throughout the organisation, in particular Phase Meetings, Academy Meetings and Induction Events.
- Record, manage and investigate all reported welfare concerns, where required, managing the caseload appropriately.
- Provide advice and support to all staff and associates of the organisation in relation to wellbeing concerns and queries.
- Manage the electronic management system "PMA" for recording and tracking, life skills, Player Care and where appropriate transition.
- Report and refer to internal and external agencies safeguarding concerns, child protection/poor practice in line with policy guidance advised by the club, EFL and the FA.
- Ensure a person-centred approach is taken no matter what the issue is, provide support and sign posting where required.
- Provide support and guidance to any member of staff engaged in Player Care, transition and life skills.
- To support the Grimsby Town Football Club values, Equality, Diversity and Inclusion Policy and our Safeguarding policies in every aspect of your work and positively promote the principles of these policies amongst colleagues, stakeholders, service users and other members of the community.
- To represent Grimsby Town Football Club at external meetings, creating new links with external statutory and voluntary agencies.
- Confidentiality is important within our business, understanding the need for boundaries and privacy is paramount.
- To make sure that your own knowledge, skills and training are up-to-date.

ESSENTIAL CRITERIA

- Experience of working with elite young players, preferably in football.
- Experience of implementing policy and procedures.
- Evidence of promoting good practice, continuous improvement, and management in a sporting environment.

- Knowledge and understanding of current best practice around Player Care.
- An understanding of Government policy around Keeping Children Safe in Education.
- Ability to work unsociable hours (including evenings, weekends & matchdays).
- Full UK driving licence or ability to travel to various locations, due to the demands of the role.

DESIRABLE CRITERIA:

- Degree level qualification
- Teaching qualification
- FA Safeguarding Certificate or equivalent
- FA Emergency Aid or equivalent
- Mental Health First Aid Qualification
- The ability to write and deliver training across different departments and engage key stakeholders internally and externally to the Club.

B Corporation

Grimsby Town Football Club is currently working towards B Corp Certification. B Corp Certification is a designation that a business is meeting high standards of verified performance, accountability, and transparency on factors from employee benefits and charitable giving to supply chain practices and input materials. To achieve certification, a company must:

- Demonstrate high social and environmental performance by achieving a B Impact Assessment score of 80.
- Make a legal commitment by changing their corporate governance structure to be accountable to all stakeholders, not just shareholders, and achieve benefit corporation status.
- Exhibit transparency by allowing information about their performance measured against B Lab's standards to be publicly available on their B Corp profile on B Lab's website.

B Corp Certification is holistic, not exclusively focused on a single social or environmental issue. And the process to achieve and maintain certification is rigorous and requires engaging teams and departments across the whole organisation. All employees are expected to commit to the journey of achieving B Corporation Status.

Safeguarding Statement

Grimsby Town Football Club is committed to safeguarding the welfare of children and young people and expects all staff and Volunteers to endorse this commitment. This post requires an Enhanced Disclosure and Barring Service Check (DBS) 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". Relevant information and / or documents will be distributed as part of the recruitment process.

Equality, Diversity and Inclusion

Grimsby Town Football Club's commitment to Equality, Diversity and Inclusion is to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, marital status or civil partnership race, nationality, ethnicity (race), religion or belief, ability or disability, pregnancy or maternity and to encourage equal opportunities (Protected Characteristics, Equality Act 2010).

Employees of Grimsby Town Football Club must ensure a positive commitment towards equality, diversity and inclusion 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.