



## Job Description (Player Liaison Officer)

<b>Job Title</b>	Player Liaison Officer	<b>Date Prepared</b>	Aug 24
<b>Reports to</b>	Football Support Executive	<b>Hours of Work</b>	Full time Flexible to include weekends, evenings, and holidays
<b>Direct reports</b>	NA	<b>Location</b>	Vale Training Ground Cardiff City Stadium

### Job Role

To provide all round care and support to existing and newly recruited players and staff members.

### Key Responsibilities

#### Player Liaison Duties

- Be the primary point of contact for all new professional player and first team staff arrivals.
- Design, develop and implement a player induction pack for newly recruited players.
- Assist with the player pre-signing process including transport to pre-signing medical appointments.
- Assist with relocation requirements for new players and staff including hotel bookings, travel arrangements, housing, and utility bills.
- Assist with the opening of bank accounts and applications for national insurance numbers.
- Support players and staff in sourcing vehicles, helping to organise meetings and collections and assist with arranging car insurance.
- Arrange English lessons for non-English-speaking players and look to develop a continuous learning programme to augment player understanding of the language.
- Work with the Academy to assist in the transition for Academy players into the first team environment.
- Develop a network of contacts such as: estate agents, car suppliers, food providers, and travel companies to help ensure the smooth transition into local life for the family of players and staff.
- Maintain an up-to-date player database, including the storage of relevant information needed (e.g., tracking passport expiry dates, visa expiry dates, emergency contact details, etc) to ensure smooth operation across all departments.
- On match-day assist with management off field commitments, player match appearances, ticketing, player family liaison and away management team liaison.
- Act as a point of contact for First Team Players with the ability to act promptly in the event of any emergencies.

### **Other Responsibilities**

- Assist the 1<sup>st</sup> team administrator with all administration for the Vale Training Ground, Football Management, and support staff.
- Assist the 1<sup>st</sup> team administrator with the distribution of football department match tickets for all Home and Away fixtures.
- Assist the 1<sup>st</sup> team administrator with all player appearance requests, ensuring the appropriate players are assigned to each request and are fully briefed.
- Work with the security team to attend to all visitors and contractors visiting the site, ensuring the contractor control logbook is completed.
- Co-ordinate player merchandise signing sessions as required.
- Deal with telephone enquiries to the training ground as and when appropriate.
- Maintaining an appropriate and confidential filing system.
- Undertake other reasonable duties as requested by the First Team Manager, Football Support Executive and Club Secretary.

### **Club Responsibilities**

#### **Health and Safety**

- To take responsibility for your own health, safety, and welfare, ensuring compliance with Cardiff City Football Club's Health and Safety Policy, procedures, and safe systems of work.

#### **Data Protection**

- To take responsibility for the protection of personal data and confidential information, ensuring compliance with General Data Protection Regulations and Cardiff City Football Clubs Data Protection Policy.

#### **Training & Development**

- To undertake all reasonable training, learning and development activity designed to support you in your role.

#### **Diversity and Equality**

- To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment; to comply with Cardiff City Football Club's Equal Opportunities Policy.

### **Knowledge, Skills and Experience Required**

- Previous experience in a sporting environment preferable.
- High degree of computer literacy skills.
- Excellent Interpersonal Skills.

- Excellent organisation, time management skills and verbal and written communication skills.
- Ability to communicate concisely, assertively, and effectively with various professional disciplines and at all levels of an organisation.
- Good knowledge of the local areas in proximity to the training ground and stadium.
- Good understanding of different faiths and religions.
- Hold current clean driving licence and have use of own vehicle and Business Insurance.
- Pro-active and able to work effectively under own initiative and as a team member and to anticipate and prioritise different workloads.
- Ability to adapt quickly and have flexible attitude.
- Must be able to maintain absolute confidentiality.
- Mental Health First Aider qualification desirable.
- Ability to speak multiple languages would be desirable.

### **Equality Statement**

Cardiff City Football Club promotes equal opportunities in employment we positively welcome applications from all candidates regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

### **Safer Recruitment Policy**

Cardiff City Football Club operates a 'safer recruitment policy' and is committed to safeguarding and promoting the welfare of children and adults at risk and expects all staff and volunteers to share this commitment. All appropriate reference checks and Enhanced Level Disclosure and Barring Service (DBS) checks form a significant part of this recruitment process.

### **How to Apply**

Should you feel that you have the necessary skills and experience required for the role and wish to apply for this position, please email the [application form](#) to: [advert@myjobvacancies.co.uk](mailto:advert@myjobvacancies.co.uk)

### **Closing Date**

Monday 23<sup>rd</sup> September at 9am.