



## JOB DESCRIPTION

**JOB TITLE:** Head of Academy Operations

**DEPARTMENT:** Academy

**REPORTS TO:** Head of Academy

**LOCATION:** Sir Jack Hayward Training Ground, Compton Park

**HOURS:** 37.5 hours per week. Flexibility in the role is essential as weekend and evening work will be required.

**DATE:** 2<sup>nd</sup> March 2020

**We are Wolves. Progressive, determined, bright, unified and humble. A pack that is hungry for success. Wolves is one of the fastest growing professional football clubs in the UK, and also boasts one of the richest histories in the beautiful game.**

Formed in 1877, Wolves was a founder member of the Football League, and was one of the country's most successful sides in the fifties and sixties. During a two decade spell the Black Country's most decorated side won three First Division titles and one of its four FA Cups.

Fast forward to 2019, where an incredible two seasons at Molineux has seen Wolves clinch the Sky Bet Championship trophy with 99 points, followed by a seventh place finish in the Premier League, which included memorable wins over Manchester United, Tottenham Hotspur, Chelsea and Arsenal.

But at Wolves it is all about what we will do, not what we have done.

**We don't simply look to the future, we seize it.**

**We take seriously our commitment to the safeguarding of children and vulnerable adults and to ensuring that Wolves is free from discrimination and harassment.**

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### Job purpose

The Head of Academy Operations has the overall responsibility for managing the day to day operations of the Wolves Academy. This will include full administrative and operational support to ensure the successful running of the Academy. The role will require working closely with teams across the Academy to create a co-ordinated approach, which will result in the delivery of an outstanding Academy programme for the children, players, coaches and parents.

The Head of Academy Operations would have a fundamental role in developing and maintaining the Academy Category One status. This will be achieved by meeting and exceeding the required standards but also leading continuous improvement initiatives.

This role will require the provision of the full administrative and operational support to the Academy department and Head of Academy.

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### Key responsibilities

- To lead and manage the Academy operations creating a joined-up approach between the relevant departments required to deliver the effective running of the Academy.



- Responsibility for on time scheduling of the Academy operations, which includes the organisation of day release schemes for the children. This includes management of the training ground weekly calendar co-ordinating all games.
- Full organisation of the Steward provision for the Academy matches ensuring the match is staffed to the required standard. Co-ordination of the Drivers to pick up and drop off players so that all travel arrangements are covered. Line Management responsibilities for the Drivers and Stewards acting as the first point of call for them.
- Oversight of the Academy fleet of cars ensuring that the rules for the management of Company Vehicles is maintained by the drivers, that the driving hours are recorded and monitored in line with the DVLA rules.
- Conduct weekly ops meetings with representatives from Security, Stewarding, Groundsmen, Cleaning, Academy and Foundation to ensure the week runs smoothly.
- Organising the catering provision for the academy working closely with catering partners.
- The role requires responsibility to work alongside the Head of Academy in regard to the budget process and rolling forecast which inputs into the Finance department. This will include monitoring spending, managing supplier invoices, producing MI and reports for budget processes, as well as finding improvements and efficiencies in operational costs.
- Management of all Academy petty cash schemes and the balancing and reporting of this to Finance.
- Acting as an ambassador for Safeguarding working in collaboration with the Head of Safeguarding, ensuring that the Academy falls in line with the Safeguarding standards set out by the club.
- To work closely with HR to ensure all required staff information is provided in relation to HR records and Payroll, which will include submitting timesheets (for overtime and casual working hours) to Payroll deadlines.
- Responsibility to monitor and record the information needed to meet the needs of the Premier League Audits performed on Academies in line with Category One status.
- To ensure that the Academy Performance Plan is maintained in line with the requirements of the Elite Player Performance Plan (EPPP) and to take the lead on co-ordinating this in time with the relevant audit checks.
- This would be a full-time role which requires flexibility around evening and weekend work to attend Academy home matches and special events, induction seminars and parents' evenings.



### **General responsibilities**

- Compliance with Club policies
- Compliance with the Club's health and safety procedures
- Compliance with the Club's safeguarding policies
- To promote the Club's values
- To work consistently to embed equality & diversity into the Club
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct at all times
- Where required, complete mandatory qualifications and relevant Continued Professional Development requirements as required by the Elite Player Performance Plan (EPPP) and associated governing bodies (The Football League, the Football Association).

### **Safeguarding**

- This role carries a specific safeguarding responsibility. This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding vulnerable people.
- This role will require an up to date knowledge of all Club Safeguarding procedures and there will be an important responsibility to act as an ambassador for this for the Academy, ensuring that policies and procedures are followed.

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### **Key relationships**

To work closely alongside all other Academy staff, including the Heads of Department in support of each players experience and the smooth operations of the Academy.

This role will also require managing Drivers and Stewards and working closely with the catering department.

There will be line management of the Academy Operations Assistant required in the role.

To create positive relationships with each individual player, parent, staff member and host family.

To work with the Premier League, FA and other sporting bodies to report on the requests in line with the running of a Category One Academy.

To work closely with the Executive Assistant to maintain the Training Ground standards and Academy areas.

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### **Scope of job**

This role will require an ability to communicate effectively across the Academy Management Team and with a number of stakeholders at the Training Ground site.

This role will require the line management of an Academy Operations Assistant, as well as a team of Stewards (approximately a team of 11) and Drivers (approximately a team of 10).

There will be a responsibility for on time reporting of budget information which is accurate and fit for purpose, so a high attention to detail is essential.



## Person Specification

### **Job Title: Head of Academy Operations**

**Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc**

#### Essential

- Strong administrative capabilities, with an ability to structure workflow and organise multiple tasks where communication with multiple teams is needed.
- A positive, proactive attitude towards ensuring that programmes and projects are implemented, succeed and are embedded.
- Knowledge and understanding of Safeguarding regarding work with U18's.
- Experience of working with budget and forecasting information for Finance teams.
- Proven experience of working within a high-performance sporting environment, and with young people. Experience of working in a Football Academy.

**Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc**

#### Essential

- Proven experience of managing a large team and producing excellent results.
- An ability to lead and manage people.
- High attention to detail. An understanding of the importance of process and governance.
- Excellent IT skills including Excel, Word and PowerPoint.
- Knowledge of a Premier League Academy system including requirements of the Elite Player Performance Plan (EPPP).

**General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc**

#### Essential

- Excellent communication skills, and an ability to work well with others. An ability to communicate at a variety of levels, with an ability to flex the style to suit the situation.
- Understanding of how to work safely with children and/or vulnerable adults and uphold generally accepted practice when working with those participants.
- Promote, adhere to and implement the Club's Equality Policy and to work consistently to embed equality and diversity within Club.
- Proven experience of leading and managing people including large diverse teams, ensuring that people feel valued, motivated and empowered.
- Effective questioning and listening skills.
- An ability to have difficult conversations bringing them to a satisfactory conclusion.
- Strong time management and organisation skills.
- Enthusiasm, positivity and resilience.
- Demonstration of the Wolves Spirit Values.
- Continuous improvement mindset demonstrating an ability to find and implement efficiencies.



Experience: proven record of experience in a particular field, profession or specialism.

Essential

- Experience of working with budget and forecasting information for Finance teams.
- Proven experience of working within a high-performance sporting environment, and with young people. Experience of working in a Football Academy.
- Full driving licence.
- Working with children and/or vulnerable adults.

Desirable

- Experience with young elite performers.

Qualifications: the level of educational, professional and/or occupational training required

Essential

- Post-holder must hold or obtain at the earliest opportunity the relevant safeguarding training (i.e. FA Safeguarding Children Workshop).
- Post-holder will be subject to a DBS check at the appropriate level and cleared by the Wolves Head of Safeguarding.
- Educated to at least degree level or equivalent in a relevant discipline.

Desirable

- Other sports related qualifications.