



Job Description

Job Title: Player Support Officer
Reports to: Player Services Manager

“PFA Scotland, as the independent trade union for professional footballers, is the collective voice for players in Scotland. As an organisation, our aim is to protect and promote the interests of our members.

PFA Scotland is run by players for players and the experience within our team means we are committed to providing our members with the best possible advice and representation.

PFA Scotland strives to look after the collective rights of players in Scotland, as football regulations and procedures handed down by FIFA mean that a player’s employment status is unique.”

Main Purpose of the role

As Player Support Officer you will develop the union’s equality, diversity and wellbeing offerings and work with the wider team to promote and deliver these.

You will be a point of contact for members with wellbeing issues and you will signpost them to the relevant partners.

You will ensure that the appropriate support services are in place for members and will identify and address gaps to develop the service the union provides.

You will be a self-starter and problem solver and will be expected to work with internal and external stakeholders so excellent communication and interpersonal skills are required for this role.

You will have access to highly confidential information and must work within the guidelines of the Data Protection Act and GDPR. This role may also require you to work with members aged 16 years + therefore you may have to have a current PVG.

You will on occasion be required to work evenings and weekends to attend club visits or deliver training / information sessions.



Main Responsibilities

Player Support

- Develop and expand the union's wellbeing support services.
- Proactively promote, facilitate and encourage use of existing support partners to players and coaching staff and key personnel at football clubs.
- Be point of contact for members who require advice on any wellbeing matters and refer / signpost to relevant professional organisation.
- Create safe, non-judgemental spaces for players to engage in support and speak honestly and openly.
- Support Members with Personal Development
- Build positive relationships with external support partners to provide services to members.
- Source new support partners.
- Working with digital team, regularly maintain and update Support pages on website.
- Work collaboratively, develop and share knowledge across Scottish football.

Equality & Diversity

- Provide advice, guidance and support on all equality and diversity issues.
- Maintain an up-to-date knowledge of anti-discriminatory legislation.
- Apply and Promote diversity initiatives and best practices.
- Work with external partners to develop our offerings to members.
- Work with SRTRC on Month of Action
- Have a commitment to promoting our services to members and clubs.

Player Training

- Develop and deliver training to all members on, but not limited to;
 - Wellbeing
 - Mental Health
 - Gambling
 - Anti-Doping
 - All forms of discrimination
 - Social Networking

Additional

- Promote the good work of the Union on your PFA Scotland social media accounts.
- Support commercial team in arranging Player of the Year Awards Dinner and promotion of Business Partners
- Assist with organisation of end of season Showcase for out of contact players.
- Accompany other staff on club visits on a regular basis to promote the benefits of membership.
- Support other members of staff with their workloads / projects where possible and when required.
- Produce reports for Management Committee and staff meetings when requested.
- Update CRM system, when in contact with members
- Undertake any other task assigned by the Line manager and CEO.



About the team

We are a small team who work together to provide a fantastic service to our members. You will be required at times to work with colleagues in other areas of the Union. Not only does this benefit our members but increases your knowledge.

We asked our team what they liked about working for PFA Scotland, here is some of their answers

- Great Working environment with fun colleagues
- Opportunities for training and personal development
- Valued team member
- Feel Appreciated
- Use of pool car for business travel
- Free Parking
- Rewarding job
- Team lunches

Salary

£36,000 - £40,000 per annum (dependant on experience)

How to apply

If this sounds like your next role and an environment you would thrive in, please submit your current C.V. with covering letter explaining why you think you are the person for this job to recruitment@pfascotland.co.uk

Closing Date: Sunday 10th March 2024

Interview Date: Tuesday 19th March 2024

Interview Method: Face to Face

PFA Scotland is an equal opportunities employer and welcome applications from all eligible candidates.

If you require any further information, please call 0141 353 0199 and speak with Chris or Donna