



## **Travel Safe Team Leader**

**Salary:** Band 9 - £39,151 - £42,838 p.a.

**Hours per week:** 37

**Location:** Across Gosport & Portsmouth

**Contract type:** Fixed Term Contract/Secondment until 31<sup>st</sup> March 2028

### **The Service:**

The Travel Safe Team will be a new team made up of one Travel Safe Team Leader, one Travel Safe Supervisor, and twelve Travel Safe Officers. The operational service runs from 14:00–00:00 on Fridays, 07:00–00:00 on Saturdays, and 07:00–17:00 on Sundays, with officers working varying 10-hour shifts to provide full coverage across key transport routes.

The Travel Safe Team Leader will work Monday to Friday, 08:00–17:00, with weekend working expected particularly during the initial phase of the role to support service implementation, establish operational consistency, and provide leadership during peak demand periods.

This is a proactive, community focused service designed to improve safety, confidence and the overall experience across local transport networks. Operating across key bus routes, transport hubs and areas affected by antisocial behaviour (ASB), the team provides a visible and reassuring presence for passengers, transport staff and surrounding communities. Officers apply a balanced approach of engagement, education and enforcement to encourage responsible behaviour and address issues that impact safety or cause nuisance. Through uniformed, accredited patrols, the service helps create cleaner, safer and more welcoming journeys for all users.

The service works collaboratively with Hampshire County Council, Gosport Borough Council, Portsmouth City Council, Hampshire & IOW Constabulary and local transport operators. Using intelligence, data, and community feedback, officers are deployed to ASB hotspots, emerging problem areas and locations requiring reassurance. Their work includes tackling environmental ASB such as fly-tipping and graffiti, responding dynamically to incidents, and enforcing relevant legislation under Community Safety Accreditation Scheme (CSAS) powers. Strong partnership working and a problem-solving approach ensure that the service delivers both immediate safety benefits and long-term improvements across the transport network.

### **What is the role?**

The ideal person for this role is a confident, proactive leader who thrives in a dynamic, public facing environment. They bring experience in supervision, enforcement, or community safety, and can balance operational oversight with direct engagement on the ground. They naturally foster professionalism and accountability within their team, offering coaching, guidance and constructive feedback to maintain consistently high standards across all shifts.

They are skilled in managing antisocial behaviour through a proportionate, balanced approach that combines engagement, education and enforcement. Comfortable exercising delegated powers, they can issue Fixed Penalty Notices, gather robust evidence, and make sound decisions under pressure. They respond quickly to incidents, apply dynamic risk assessments, and handle competing priorities with calm judgement and resilience.



A key part of the role is the ability to build and sustain strong, effective relationships with partner agencies, including Police, Social Care, Homeless Outreach teams, drug and alcohol services, local schools, youth services and wider community organisations. They are confident representing the service at community meetings, case panels and multi agency problem solving sessions, ensuring that concerns are addressed collaboratively and that the service plays an active role in safeguarding and wider community wellbeing.

The ideal candidate understands the importance of being demand-led, using intelligence, operational data, trends and community feedback to inform deployment, prioritisation and decision making. They embrace collaborative, problem solving approaches and confidently share intelligence where appropriate to support joint working and better outcomes.

This person is an assured communicator who engages confidently with passengers, transport staff, partner agencies, local authorities and transport operators. Knowledge of ASB legislation, transport environments or local communities such as Gosport is an advantage, alongside a willingness to undertake further training and continued professional development.

They are comfortable working autonomously, including during evenings, weekends or public holidays, and can maintain a visible, uniformed presence across a wide geographical area. Reliable, adaptable and self-motivated, they are able to work independently without direct supervision. Above all, they are committed to improving public safety, enhancing the travel experience and creating cleaner, safer and more welcoming journeys for everyone.

### **Who is the Person**

- Has proven experience in enforcement, community safety, or a supervisory role, with the ability to lead, motivate and support a small team effectively.
- Has strong communication and interpersonal skills, able to engage confidently with the public, partner agencies, transport staff and community groups.
- Has the ability to manage incidents and conflicting priorities, applying dynamic risk assessments and maintaining clear, calm decision-making in fast-moving environments.
- Is skilled in conflict-resolution abilities, confident in managing challenging behaviour using a proportionate mix of engagement, education and enforcement.
- Has knowledge of ASB legislation, enforcement protocols and CSAS powers, or a willingness to undertake and maintain Community Safety Accreditation Scheme (CSAS) training.
- Can demonstrate strong record-keeping and evidence-gathering skills, including completing incident logs, case notes, FPN documentation and intelligence reports.
- Have effective partnership-working skills, able to build constructive relationships with Police, Social Care, Homeless Outreach teams, drug and alcohol services, youth services, local schools and wider community organisations.
- Have confidence representing the service at community meetings, partnership panels and multi-agency problem-solving sessions, providing clear updates and supporting coordinated responses.



- Can demonstrate experience in a demand-led approach, using intelligence, operational data, trends and community feedback to inform deployment, prioritise work and target resources where they are most needed.
- Has the ability to work autonomously for extended periods without direct supervision, including during evenings, weekends or public holidays when required.
- Demonstrates a proactive, customer-focused attitude, committed to improving community safety, enhancing the travel environment and delivering visible reassurance for passengers and residents.

### **General Data Protection Regulation (GDPR)**

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