



## **Travel Safe Supervisor**

**Salary:** Band 8 - £36,363 - £39,151 p.a. plus 17% shift allowance

**Hours per week:** 37 (shift-based; working two of Friday/Saturday/Sunday plus weekday shifts; evenings, weekends and bank holidays on a rota)

**Location:** Across Portsmouth, Gosport Town Hall and in the community. In your application, please clearly state your preference for location:

- Portsmouth
- Gosport
- Either

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

### **The Service:**

The Travel Safe Team 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 operational service typically runs during peak risk periods (including Friday 14:00–00:00, Saturday 07:00–00:00, and Sunday 07:00–17:00), with officers working varying shifts to provide full coverage across key transport routes. The team works collaboratively with Hampshire County Council, Gosport Borough Council, Portsmouth City Council, Hampshire & Isle of Wight Constabulary, and local transport operators. Intelligence, data and community feedback inform deployment to ASB hotspots, emerging problem areas and locations requiring reassurance.

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

The Travel Safe Supervisor provides supervision and coordination for Travel Safe Officers (TSOs), maintaining professional standards on shift, ensuring an effective uniformed presence, and delivering a consistent mix of engagement, education and enforcement. The post holder will regularly patrol alongside TSOs, provide live coaching, undertake dynamic risk assessments, and take ownership of incident management, escalation and debriefs.

The Supervisor reports to the Travel Safe Team Leader and works closely with them to ensure the service is appropriately staffed. This includes organising rotas, arranging cover for sickness and leave, and providing operational cover when required. The Supervisor also conducts 1:1s, supervision meetings and return-to-work (RTW) interviews, supports staff wellbeing, and manages day to day performance. The role requires confident use of delegated powers, accurate recording and evidence gathering, and proactive problem solving with partners to reduce repeat demand.

### **Key Responsibilities**

- Lead and coordinate on shift activity to deliver a visible, reassuring presence across transport routes and hubs.

- Plan and manage rotas; arrange short notice cover for TSO sickness/leave; provide operational cover where required.
- Brief, task and debrief TSOs; quality-assure incident logs, statements, intelligence reports and FPN documentation.
- Undertake dynamic risk assessments; manage incidents, call for police/partner support as needed, and complete post-incident reviews.
- Exercise accredited powers proportionately (subject to CSAS accreditation), including issuing Fixed Penalty Notices and gathering evidence for enforcement.
- Lead problem solving activity at hotspots using intelligence, data and community feedback; track outcomes and reduce repeat demand.
- Liaise with bus operators, depot managers, and transport staff to coordinate patrol focus, reporting and joint actions.
- Work with Hampshire & IOW Constabulary, HCC, GBC, PCC and other partners; share relevant intelligence appropriately.
- Ensure high standards of professional conduct, diversity and inclusion, and trauma-informed practice when engaging the public.
- Maintain accurate records (incidents, use of powers, BWV usage, RIDDOR/accident logs where applicable) in line with policy and data protection requirements.
- Monitor equipment (radios, PPE, body-worn video) and vehicle readiness; report defects and ensure safe systems of work.
- Contribute to service reporting, deployment summaries, case studies and recommend improvements to policies and procedures.

### **Supervision & People Management**

- Provide 1:1s and supervision to TSO's, agreeing objectives and providing coaching and feedback.
- Conduct Return-to-Work (RTW) interviews, welfare checks and informal reviews following sickness/critical incidents, escalating concerns appropriately.
- With support from the Travel Safe Team Leader the supervisor will manage attendance in line with Council policy; record absence accurately; support early interventions and reasonable adjustments.
- Lead on induction, on-the-job training and skills refreshers (e.g. conflict management, safeguarding, BWV, evidence standards).
- Address performance issues promptly and fairly, using informal resolution and formal processes where necessary.

### **Enforcement & CSAS Powers**

- Maintain Community Safety Accreditation Scheme (CSAS) status (where applicable) and ensure TSOs comply with all conditions of accreditation.
- Exercise powers lawfully and proportionately, focusing on engagement and education first, with enforcement where necessary to protect the public.
- Issue Fixed Penalty Notices (FPNs) in line with policy; capture evidence, take statements and prepare case papers for escalation where required.
- Use Body-Worn Video (BWV) in accordance with policy; ensure correct labelling, retention and disclosure procedures.



### **Safeguarding & Welfare**

- Act as a safeguarding lead on shift, recognise risk, make timely referrals, and contribute to multi-agency plans (e.g. for vulnerable young people or adults at risk).
- Promote a culture of dignity, respect and inclusivity; challenge poor behaviour and support bystander intervention.
- Support colleagues after challenging incidents, ensuring access to debriefs and appropriate welfare support.

### **Data, Reporting & Standards**

- Ensure all records are timely, accurate, and GDPR compliant, including incident logs, intelligence submissions and case files.
- Identify trends and propose operational changes.
- Uphold health & safety, lone working and dynamic risk assessment procedures; report near-misses and learning.

### **Who is the Person?**

You will be:

- Experienced in community safety, enforcement, transport security or other public facing roles, with the confidence to operate in dynamic and sometimes challenging environments.
- Capable of supervising and supporting a team, offering coaching, motivation and constructive challenge to maintain high professional standards.
- Calm and effective in managing incidents, demonstrating strong decision making, de-escalation and conflict management skills during fast moving situations.
- Knowledgeable about antisocial behaviour legislation and problem solving approaches, or willing to develop this knowledge and maintain accreditation under the Community Safety Accreditation Scheme (CSAS), including the lawful and proportionate use of delegated powers.
- Committed to safeguarding, able to identify vulnerability, make timely referrals, and apply trauma informed, respectful and inclusive practice in all public interactions.
- A clear and confident communicator, able to engage professionally with the public, partners, and transport staff while producing accurate incident logs, statements, and intelligence submissions.
- IT-literate and detail-focused, ensuring accurate record-keeping, secure evidence handling, correct use of Body-Worn Video (BWV), and compliance with data protection and information-governance standards.
- Able to demonstrate sound judgement, particularly regarding proportionality, equality, diversity, human rights and inclusive practice.
- Flexible and reliable, able to work shift patterns across a 7-day rota, including two weekend shifts (Fri/Sat/Sun), evenings and bank holidays.
- Physically able to undertake extended foot patrols, with a full UK driving licence desirable for wider operational duties.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

In order to gain CSAS accreditation, you will need to undergo and successfully pass police vetting. To be approved for vetting, candidates must have resided in the UK for at least three



years prior to applying. This is because, without three years of UK residency, meaningful background checks cannot be carried out.

Due to the significant costs associated with obtaining CSAS accreditation, you may be required to sign a training agreement before undertaking the training. This agreement outlines the circumstances under which you may need to repay some or all of the training costs if you leave the role, out of choice within 24 months of completing the accreditation. The repayment structure is based on a staggered, pro-rata system, depending on how soon after completing the training you give notice to leave.

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

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).