



Travel Safe Team Leader

Salary: Band 9 - £39,151 - £42,838 p.a. plus 17% shift allowance

Hours per week: 37 (including evenings, weekends and bank holidays on a rota)

Location: Across Gosport Town Hall, Portsmouth Civic Offices and in the community

Contract type: Fixed Term Contract/Secondment until 31st March 2028

The Service:

The Travel Safe Team is made up of one Supervisor and 6 officers. The service runs from 14:00 - 00:00 Friday and 07:00 - 00:00 Saturday and Sundays. The team will work varying 10 hour shifts.

The team is a proactive, community-focused service designed to improve safety, confidence and public experience across local transport networks. Operating on key bus routes, transport hubs and areas affected by antisocial behaviour (ASB), the service provides a visible and reassuring presence for passengers, transport staff and the wider community. Officers use a balanced approach of engagement, education and enforcement, supporting those who travel while addressing behaviours that undermine safety or cause nuisance. By working in a uniformed, accredited capacity, the service helps create cleaner, safer and more welcoming journeys for everyone.

The service works closely with a wide range of partners including 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 concerns and areas needing additional reassurance. Their work includes tackling environmental ASB such as fly-tipping and graffiti, responding to incidents in real time, and enforcing relevant legislation through Community Safety Accreditation Scheme (CSAS) powers. Through strong partnership working and a problem-solving approach, the service supports both immediate safety needs and long-term improvements across the local transport network.

What is the role & who is the person?

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 ensure high standards across all shifts.

They are skilled in handling antisocial behaviour using a proportionate and balanced approach—combining engagement, education, and enforcement. Comfortable exercising powers, they can issue Fixed Penalty Notices, gather evidence, and make sound decisions under pressure. They respond quickly to incidents, apply dynamic risk assessments, and manage conflicting priorities with calm judgement and resilience.

This person is an effective communicator who builds strong relationships with passengers, transport staff, local authorities, police, and transport providers. They understand how intelligence, data, and community feedback shape effective deployment, and they embrace collaborative, problem-solving approaches. Knowledge of ASB legislation, transport



networks, or local communities such as Gosport is an advantage, alongside a willingness to undertake further training.

They are comfortable working autonomously, often during evenings, weekends, or public holidays, and can maintain a visible, uniformed presence across a wide geographical area. The right person is reliable, adaptable, and self-motivated, with the ability to work independently without direct supervision. Above all, they care about improving public safety, enhancing the travel experience, and creating cleaner, safer and more welcoming journeys for everyone.

You need:

- Proven experience in enforcement, community safety, or a supervisory role, with the ability to lead a small team effectively.
- Strong communication and interpersonal skills, able to engage confidently with the public, partners, and transport staff.
- The ability to manage incidents and conflicting priorities, applying dynamic risk assessments in fast-moving situations.
- To be skilled in resolving conflict and managing challenging behaviour, using proportionate engagement, education, and enforcement.
- Knowledge of ASB legislation, enforcement protocols, or CSAS powers, or willingness to undertake required training.
- To be capable of working autonomously for long periods without direct supervision, including evenings, weekends, and public holidays.
- To be reliable, resilient, and calm under pressure, with sound judgement and the ability to make decisions in real time.
- Experience maintaining accurate records and evidence, including incident logs, FPN documentation, or intelligence reports.
- Effective partnership-working skills, able to collaborate with councils, police, and transport providers to support joint operations.
- Commitment to community safety and public reassurance, with a proactive, customer-focused approach to improving the travel environment.

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

General Data Protection Regulation (GDPR)

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