

EXETER CITY COUNCIL

Job Description

JOB TITLE	: Community Safety Team Supervisor
GRADE	: I (TBC)
POST NO	: TBC
DIRECTORATE	: Place
UNIT	: City Centre & Net Zero
REPORTS TO	: Community Safety Partnership Manager
RESPONSIBLE FOR	: Community Safety Officers (team)
LIAISON WITH	: Devon & Cornwall Police, InExeter, Safer Exeter Community Safety Partnership, officers within the City Council, Devon County Council, Probation, Housing providers, HMP Exeter, Exeter business community, other relevant statutory partners and stakeholders

MAIN PURPOSE

To line manage the Community Safety Officers ensuring the team are fully trained and have the necessary powers and understanding to undertake their role. Implement and adhere to any Service Level Agreements with external funders of the service to address Anti-Social Behaviour (ASB), environmental crime, stray dogs and encampments across Exeter. The role supports the development, delivery and monitoring of the annual Safer Exeter Action Plan.

MAIN DUTIES & RESPONSIBILITIES (MDR)

1. Manage the rotas, holidays and sickness of the team, as well as stepping in to cover the Community Safety Team's holiday, training days and sickness.
2. Engage with and respond to City Centre business, residents, elected members and visitor concerns in relation to Community Safety and ASB.
3. Develop and implement a multi-agency and corporate approach to community safety, ASB, environmental crime and encampments in the City Centre and across the wider city to reduce instances and levels. This will include liaison with the Police, InExeter, Youth Offending Teams, County Council Services, Health, Housing Associations, Housing Outreach, Probation, other relevant statutory partners and community/voluntary agencies.
4. To accurately record incidents reported by the public and other agencies and to evaluate the effectiveness of City Centre ASB interventions.

5. To record work undertaken in relation to the Community Safety Team in relevant monitoring systems so that evaluation can be undertaken to monitor the effectiveness of the team and of any enforcement activity.
6. Engage and work with Community Builders, Community and Neighbourhood Groups, and the Neighbourhood Policing team, to addressing ASB, enviro crime, stray dogs and encampments within our communities.
7. To provide robust evidence when required to enable formal action to be undertaken, including the taking of witness statements, interviewing under caution, compiling accurate case and prosecution files and where appropriate attend court to give evidence.
8. Issue Dispersal Notices and Fixed Penalty Notices to members of the public and businesses where an incident has been witnessed or evidence has been found to be in contravention of the relevant legislation and PSPO.
9. Develop mechanisms to ensure that perpetrators of ASB, enviro crime, stray dogs and encampments are signposted to appropriate support agencies.
10. Support in the research, writing and implementation of the annual Safer Exeter Action Plan (Exeter's Community Safety Partnership), addressing areas of concern and criminal activity across Exeter.
11. Attend relevant Safer Exeter and Safer Devon sub working groups, to support and co-ordinate City Council activity and to facilitate a multi-agency approach to concerns and criminal activity raised.
12. Represent the City Council at ASB meetings with internal and external partners.
13. To contribute to the development and implementation of projects, campaigns and events on behalf of the City Council or the Community Safety Partnership in relation to ASB, enviro crime and encampments across Exeter.
14. To comply with the Exeter City Council body worn camera policy, using the equipment supplied to ensure the safety of all persons involved.
15. To carry out any other duties commensurate with the role.

DATE LAST UPDATED: 3 December 2025

JOB TITLE : Community Safety Team Supervisor

GRADE : I

POST NO : TBC

DIRECTORATE : Place

UNIT : City Centre & Net Zero

Qualifications & Knowledge

Criteria	Essential/ Desirable (E/D)	Method of Assessment
2 x A Levels or equivalent qualifications (or workplace experience at similar level)	E	A, C, I, R
Able to demonstrate up to date training and knowledge through CPD certificates	E	A, C, I, R
Knowledge and understanding of the enforcement of legislation (Anti-Social Behaviour, Crime & Policing Act) and the issuing of fixed penalty tickets	E	A, I
Knowledge and understanding of Community Safety Partnerships	E	A, I

Special Requirements & Skills

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Experience of investigating anti-social behaviour complaints	E	A, I, R
Analytical and the ability to solve problems	E	A, I, R, T
Excellent keyboard skills; use of office computer software and mobile communication devices	E	A, I, R
Ability to prioritise work and progress cases in a timely manner	E	A, I, R, T
Experience of managing and developing a team	D	A, I
Proven team working skills and willingness to undertake the full range of duties	E	A, I, R
Experience of working with businesses and partner organisations	E	A, I, R
Political and legal awareness and the ability to escalate issues to senior managers when appropriate	E	A, I, R
Demonstrate ability to make and implement decisions	E	A, I, R
Ability to undertake research and to develop projects and initiatives from findings sought	E	A, I
Experience of talking formal action (serving notices, interviewing under caution, gathering evidence, prosecutions)	E	A, I, R

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Experience of report writing	D	A, I, R
Enthusiastic and self-motivated to carry out duties using initiative and with the minimum of supervision	E	A, I, R
Calm, patient, professional and polite in all circumstances	E	A, I, R
Excellent interpersonal and negotiation skills and able to deal with confrontational situations such as issuing notices, anti-social behaviour contracts and fixed penalty tickets	E	A, I, R
Results driven and able to meet tight deadlines	E	A, I, R
Positive, cooperative and flexible approach to work	E	A, I, R
Excellent communicator both written and oral	E	A, I, R
Experience of dealing with the public, this is very much a customer focused role	E	A, I, R

Other

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Role requires ability to monitor and interpret visual and audio information and verbally communicate clearly and effectively with team members and external agencies	E	A, I
Smart appearance – uniform will be provided when on Community Safety Team duties	E	A, I, R
This role involves regular foot patrols, negotiating stairwells and some working at height. Post holder will also be required to stand for extended periods.	E	A, I
Able to assimilate important information and respond appropriately	E	A, I
Must be able to identify potential hazards using sensory cues.	E	A, I
Able to respond to visual and audio information including alarms, CCTV footage, and information passed through two-way audio/radio equipment.	E	A, I
Full Clean Driving license	E	A, C, I, R
Be prepared to work shift patterns	E	A, I, R
Be prepared to use Body Worn Video Cameras whilst on duty	E	A, I
Successful candidate requires police vetting	E	A, R

CATEGORY: A: Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

COMPLETED BY : Head of City Centre & Net Zero
DATE : 3 December 2025