

EXETER CITY COUNCIL

Job Description

JOB TITLE	: Community Safety Officer
GRADE	: G
POST NO	: 0024
DIRECTORATE	: Place
UNIT	: City Centre & Net Zero
REPORTS TO	: Community Safety Team Supervisor
RESPONSIBLE FOR	: None
LIAISON WITH	: Police, InExeter, City Council officers, Youth Offending Teams, County Council Services, Health Partners, Housing Associations, Probation, other relevant statutory partners, community/voluntary partners, business community

MAIN PURPOSE

Be a regular visible presence in the city centre and within Exeter's parks and open spaces, cemeteries and neighbourhood shopping areas to investigate and address complaints of anti-social behaviour, enviro crime and encampments from the first point of referral through to resolution, including advising and supporting complainants, witnesses and perpetrators, investigating complaints and seeking informal resolution such as mediation, assertively challenging behaviour or taking legal action.

MAIN DUTIES & RESPONSIBILITIES (MDR)

1. Work alongside City Council officers within Housing, Environmental Health and Cleansing to foster a close working relationship addressing ASB, enviro crime and encampments occurring within the city centre and across the wider city.
2. Address ASB that takes place within the City Centre (PSPO boundary), including car parks, with sympathy to the perpetrator, with discussions and the issuing of Dispersal Notices and Fixed Penalty Notices.
3. Address and deal with encampments that appear in the City Centre (PSPO boundary), working with City Council officers and stakeholders to ensure the individual(s) within the encampment have alternative provision.
4. Engage with the business community to investigate complaints and incidents relating to

matters of ASB, enviro crime and encampments within the City Centre.

5. Adhere to and work towards the requirements of Community Safety Accreditation Scheme (CSAS), issued by Devon & Cornwall Police.
6. To accurately record incidents witnessed and reported by the public and other agencies and to evaluate the effectiveness of intervention and any enforcement action undertaken.
7. Work in partnership with the City Council's CCTV Control Room and Exeter Business Against Crime in recording and addressing crime and ASB across the city centre.
8. 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.
9. To co-ordinate multi-agency action in the resolution of ASB and develop corporate co-ordination in local areas. This will include liaison with the Police, InExeter, Youth Offending Teams, County Council Services, Health, Housing Associations, Probation, other relevant statutory partners and community/voluntary agencies.
10. Respond to and collect stray dogs within the boundary of Exeter, ensuring stray dogs are homed back with their families or rehomed as quickly as possible. Liaise with the Police on banned Dangerous Dogs.
11. Issuing 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 relevant legislation.
12. Ensure that individuals are signposted to appropriate support services and agencies when vulnerabilities are identified.
13. Promote good working relationships with partners such as the police, the business community, other council services, other local authorities, social landlords and the voluntary sector, ensuring community safety and social cohesion.
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. Represent the City Council at meetings with internal and external partners addressing ASB within the City Centre.
16. To carry out any other duties commensurate with the role.

DATE LAST UPDATED: 3 December 2025

Person Specification

JOB TITLE : Community Safety Officer

GRADE : G

POST NO : 0024

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
Ability to understand the enforcement of legislation and the issuing of fixed penalty tickets	E	A, I
Knowledge of Anti-Social Behaviour, Crime & Policing Act	D	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 problem solving approach	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
Proven team working skills and willingness to undertake the full range of duties	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
Experience of talking formal action (serving notices, interviewing under caution, gathering evidence, prosecutions)	E	A, I, R
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

Criteria	Essential/ Desirable (E/D)	Method of Assessment
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
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