



CAMBRIDGESHIRE
FIRE & RESCUE SERVICE

**MAKE A
DIFFERENCE.**

**BE THE
DIFFERENCE.**

BUSINESS SUPPORT

ASSISTANT

**PREVENT
PROTECT
RESPOND**

A message from our **Chief Fire Officer**



Thank you for considering a role with Cambridgeshire Fire and Rescue Service.

At CFRS, our purpose is simple and meaningful: to protect, prevent, and respond. Whether you're working on the frontline or in a professional support role, this shared mission connects every member of our team. It's what drives us to keep communities safe, reduce risk, and be there when it matters most.

Being part of CFRS, regardless of the role you play, is more than responding to emergencies. It's about making a difference every day, being part of something bigger and contributing to a Service that people trust and value.

We're proud of the culture we've built. In our most recent engagement survey, 88% of our people said they're proud to work for CFRS, and 84% agreed that everyone is welcome. Our teams describe the organisation as welcoming, supportive, and inclusive and we work hard to make that a reality, every day, for everyone.

People join CFRS for different reasons - whether it's a desire to help others, give back to the community, develop new skills, or be part of a close-knit team. Whatever your motivation, you'll find a place here where your contribution matters and where you're supported to grow and thrive.

If you share our commitment to protecting people, preventing harm, and responding with care and professionalism, we'd be proud to have you as part of our team.

Matthew Warren

A handwritten signature in black ink, appearing to read 'Matthew Warren'. The signature is fluid and cursive, written over a light grey background.

Chief Fire Officer

Our values

Being part of CFRS means joining a team that cares - about the work we do, the people we serve, and each other.

Our Service Values of Welcoming, Respectful and Professional are not just words. They shape how we treat one another, how we serve our communities, and how we carry out our work each day.

We welcome difference, treat people with respect, and take pride in doing things properly. Whether you're responding to an emergency, delivering fire prevention advice, or supporting others behind the scenes, these values guide how we protect people, prevent harm, and respond when it matters most.

If our values connect with you and you're looking for a career where your contribution matters, you'll thrive in a role that's built on trust, respect, and purpose.

Values and Behaviours



 Welcoming	 Respectful	 Professional
I am welcoming and inclusive.	I treat everyone with dignity and respect.	I always act with integrity and am accountable for my behaviour, actions and words.
I consider and support my colleagues' wellbeing.	I embrace diversity and difference.	I communicate clearly and listen attentively.
I appropriately address language and behaviours that are not in line with our values.	I am mindful of my impact on others.	I am open and receptive to feedback.

What we do

At CFRS, our purpose is clear and powerful: to protect people, prevent harm and respond when we're needed most. It's more than a saying - it shapes everything we do.

- Protect – We work with our communities to identify and reduce risks, safeguard vulnerable people, and support resilience across homes, businesses, and public spaces.
- Prevent – Through education and outreach, we aim to stop incidents before they happen - from fire safety visits to road safety campaigns and community engagement.
- Respond – When emergencies do happen, we act swiftly and professionally - whether it's fires, road traffic collisions, floods, or other incidents.

This purpose unites everyone at CFRS - from firefighters on the frontline to those behind the scenes. No matter your role, you'll be helping to deliver a trusted public service that saves lives, reduces harm, and supports our communities to thrive.

Prevent

We're always available to respond if there's an emergency, but our work focuses on stopping fires from happening in the first place. Our community safety work is a priority and we help those most at risk of a fire in the home.

Protect

It's not just in the home where fire safety is important. All non-domestic premises by law must have fire risk assessments carried out by the owners or a responsible person. This is to ensure that employees and any visitors are as protected as they can be from fire and that they could evacuate safely.

Respond

Our crews of highly trained firefighters are ready to respond when needed - not just to fires, but to a wide range of emergencies. Each year, we attend around 1,500 fires, 400 road traffic collisions, and over 600 other incidents, including flooding, animal rescues, chemical spills, and water rescues.



JOB ADVERT: **Business Support Assistant**

Salary: £26,403- £28,142 pa (pro rata for part time)

Hours: 37 Per week

Contract type: Fixed Term 1 Year

Location: 1 post Service Headquarters, Huntingdon & 1 Post Dogsthorpe

ABOUT THE CAMBRIDGESHIRE FIRE AND RESCUE SERVICE (CFRS)

CFRS is one of the best fire and rescue services in the UK – but don't take our word for it. Our recent His Majesty's Inspectorate for Constabulary and Fire and Rescue Services (HMICFRS) highlighted our positive culture, our dedication to developing our people and the things we do to promote inclusion across the service.

The Service is dedicated to delivering an outstanding service to the communities we are proud to serve. We are currently looking for two Business Support Assistants to join our welcoming, forward-thinking fire and rescue service.

About the Role

Are you passionate about customer service and looking for something different? Following exciting promotions for our current team members we have two opportunities to join our fun, forward-thinking Fire and Rescue Service.

If you like every day being different and want to work with our dynamic front line colleagues, support teams and the community then either of these roles would be great for you! Both are key roles at the heart of Cambridgeshire Fire and Rescue Service. You will be joining our well-respected business support function, contributing to the effective provision of administration support services, while ensuring they are delivered to a high standard.

This is an exciting opportunity to work in an agile, dynamic environment, supporting a service that truly impacts the community.

About You

We welcome applications from all backgrounds and experiences, but the ideal person will have:

- Customer service/reception skills
- Previous administrative experience
- Accuracy and attention to detail
- Good interpersonal skills

If you do not fully meet all of these requirements but believe that you can clearly demonstrate in other ways the range of valuable skills, experience, and knowledge recognised as relevant and important to this role, we would welcome hearing from you.

JOB ADVERT: **Business Support Assistant**



WORKING LIFE AT CAMBRIDGESHIRE FIRE AND RESCUE SERVICE:

You don't have to wear a firefighter's uniform and run into burning buildings to play an important role in the Service. A role in our support functions offers the chance to build a challenging, rewarding career and the opportunity to give something back to the community. We're a modern and progressive place to work and promote the right values and welcoming culture by:

- Ensure transparency and fairness in everything we do.
- We're proud to be a Disability Confident employer.
- We provide health and wellbeing support for everyone in the service.
- We have inclusion ambassadors and established working groups for protected characteristics and menopause.

ABOUT THE REWARDS/BENEFITS WE OFFER:

- Employee Assistance Programme
- Access to Health Cash Plan
- A competitive pension scheme
- Access to Blue Light Discount at hundreds of stores and events
- Access to Health Shield Perks discounts
- Family friendly policies – including flexible working
- Great learning and development opportunities
- 28 days annual leave each year plus bank holidays, increasing with long service
- Parking (site specific)
- Flexible, agile, hybrid working

Make the move. Make a difference. Join CFRS today:

To apply for this opportunity please review the Recruitment Pack, complete an [EDI Form](#) and send your CV and covering Letter (detailing your suitability for the role in line with the person specification held in the recruitment pack) to recruitment@cambsfire.gov.uk

*Please note any CVs submitted without a Covering Letter will not be considered.



JOB DESCRIPTION: **Business Support Assistant**



DIRECTORATE: RESOURCES

ROLE: BUSINESS SUPPORT ASSISTANT

Responsible to: Business Support Group Team Manager

Responsible for: No line-management responsibility

Job Purpose

To contribute to the effective provision of administration and financial, support services, to ensure that business support services are delivered to a high standard.

Main Duties & Accountabilities

Management Support

- To arrange meetings by co-ordinating diaries and recording and distributing relevant information.
- Generate and deliver documents, including letters, reports and presentations.
- Contribute to the continuous business improvement of the service.
- Arrange travel and hotel bookings.

Office Support

- Receive visitors, process and respond to incoming communication (post, telephone and email), take messages, copy and distribute information as necessary.
- Deliver an efficient and customer focused service.
- Maintain the Service's business systems and ensure accuracy and privacy of data.
- Ensure an accurate, confidential and effective service by maintaining up-to-date filing systems (paper and electronic), and security of information in accordance with the policies and procedures of the Service and relevant legislation.
- Update the Service intranet and internet pages as requested by relevant staff.
- Assist in effective maintenance of stores and supplies to office and operational stations including stationery, PPE, scrap cars, uniform returns, MFDs etc.
- Undertake general clerical and administrative tasks to support the service as required.

Financial Support

- Raise purchase orders, goods receive and check deliveries on behalf of the team and wider Service.
- Ensure Business Support Team Manager is alerted to any discrepancies.

CORPORATE ACCOUNTABILITIES (applicable to all personnel)

Equality, Diversity and Inclusion & Safeguarding

- Support and promote the Service's statement, policies and procedures on Safeguarding, Equality, Diversity and Inclusion in employment and service delivery.

Health, Safety and Risk

- Ensure that health, safety and risk issues are factored into all areas of activity
- Support and promote the Service's Health and Safety policies and procedures to maintain a safe and healthy working environment.



JOB DESCRIPTION: **Business Support Assistant**



Development

- Responsible for updating own practices and professional knowledge.
- Undertaking personal development activities as agreed with line manager.

General

- To undertake such other duties as may be required from time to time, commensurate with the grade and positioning of the post.

OTHER GENERAL REQUIREMENTS OF THE JOB

CPD

- The post holder must be willing to continuously develop their professional knowledge, experience and understanding.

TRAVEL

- Travelling across the county may be required to facilitate the effective delivery of the role and to participate in meetings etc.



PERSON SPECIFICATION: BUSINESS SUPPORT ASSISTANT



CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
QUALIFICATIONS/ EDUCATION	General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard		x	Application form
	ECDL/GNVQ/NVQ level 2 in Business, Customer Service or Office Administration		x	Application form
KNOWLEDGE/ EXPERIENCE	Clerical/Customer Service experience	x		Application form and selection process
	Experience of handling and maintaining computerised records / data files	x		Application form and selection process
	Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and Office packages	x		Application form and selection process
	Understanding of requirement for confidentiality	x		Selection process
	Knowledge of office systems/procedures			x



PERSON SPECIFICATION: OPERATIONAL POLICY OFFICER



CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
SKILLS	Good typing/word processing skills	X		Application form
	Approachable and adaptable - able to work flexibly to meet demands of service	X		Application form and selection process
	Able to work as part of a team to deliver services	X		Application form and selection process
	Confident telephone manner	X		Application Form
	Able to prioritise workload and complete in a timely manner.	X		Application form and selection process
	Articulate communicator, able to present and explain issues verbally and in writing.	X		Application form and selection process
	Excellent interpersonal skills with the ability to develop effective working relationships and maintain rapport with others - able to communicate in a friendly, open and constructive manner	X		Application form and selection process
PERSONAL ATTRIBUTES	Enthusiastic, flexible and motivated whilst working towards the goals of the organisation	X		Selection process
General	Full, current driving licence*	X		Application form
	Ability to act as a role model of the Service's values and behaviours	X		Application form and selection process
	Successful applicants will be required to complete a standard or enhanced Disclosure and Barring Service (DBS) check as part of the pre-employment checks	X		Pre-employment checks

*Reasonable adjustment will be made for those candidates who may have a disability under the Equality Act 2010. However, it is essential that the successful candidate can travel to any part of the county when required



Terms & Conditions



The salary scale and conditions of service are determined by collective agreements covering Local Government employees made at the National Joint Council, Eastern Provincial Council and locally between this Authority and the recognised unions, and as supplemented by the decisions of the Authority.

Location

The successful applicant will be based in Huntingdon but will be required to travel to other sites in Cambridgeshire and out of County.

Salary

£26,403- £28,142 pa pa plus excellent benefits

Payment is normally made 7 days before the last working day of the month by BACS transfer to your bank or building society account.

Type of Contract

Fixed Term Contract

Hours

37 hours per week

A flexible approach can be taken when making local agreements around working hours. This will be agreed with the line manager.

Probation Period

There is usually a probationary period of 6 months

Offer Subject to

Completion of Medical Questionnaire/Medical Examination.

Receipt of references satisfactory to the Authority.

Evidence of right to work in the UK (including Settled Status or Pre-Settled Status for most EU citizens)

Requirement to complete a standard or enhanced Disclosure and Barring Service (DBS) check



Terms & Conditions cont.



Pension

Membership of the Local Government Pension Scheme, this is funded by contributions both from you and the Fire Authority. Your contribution is dependent upon salary and will be between 5.5% and 7.5% of your salary. Transfer of contributions from previous employment is possible under certain circumstances. You will receive an explanatory booklet if appointed

Annual Leave

The annual leave year runs from 1 April to 31 March. The leave entitlement for full time staff is 24 days per annum; annual leave for part-time staff is given on a pro-rata basis. If you are new to local government your entitlement in your first year will be calculated on a pro rata basis. After five years Local Government Service you will be entitled to five extra days' annual leave. After 10- and 15-years' service in this Service you will receive an extra 1 day of annual leave, giving a maximum of 30 days. In addition, you will receive paid leave on eight public holidays if you normally work on that day (pro-rata for part-time employees).

Other leave: Special leave arrangements exist covering bereavement, nursing sick relatives, adoption, paternity, maternity and parental leave, and jury service. Subject to operational requirements special leave arrangements also exist covering certain public duties, e.g. magistrate, school governor, etc.

Sickness

The Authority operates a nationally agreed scheme, which provides for varying periods of sickness absence on full pay followed by half pay, according to the length of recognised continuous Local Government service. There is a minimum of one month on full pay and one month on half pay, rising to a maximum of six months on full pay and six months on half pay after five years' service.

Training & Development

Training and Development has a high priority in the Authority. It is seen as a continuous process and you will be encouraged to develop relevant skills. You may be offered financial or other assistance where appropriate and subject to affordability

Equal Opportunities

The Fire Authority is committed to providing equality of opportunity in employment and service provision.



Thank you for your interest in joining Cambridgeshire Fire and Rescue Service.

We're proud to be a Service that values dignity, respect, and equal opportunity for all. If you have any conditions - whether diagnosed or not - that may affect any part of the recruitment process, please let us know. This could include physical or mental health conditions, or anything related to neurodiversity.

Sharing this information is completely confidential and will not affect how your application is assessed. It simply helps us ensure that any reasonable adjustments can be made to support you through the process.

If you're successful, you won't just be joining a Service - you'll be joining a team that makes a real difference every day.

We wish you the very best of luck.

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**CAMBRIDGESHIRE
FIRE & RESCUE SERVICE**
Working together to improve community safety