



**CAMBRIDGESHIRE
FIRE & RESCUE SERVICE**

MAKE A DIFFERENCE. BE THE DIFFERENCE.

**COMMUNICATION AND
ENGAGEMENT ASSISTANT
(ONE YEAR FIXED TERM
CONTRACT)**

**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', written in a cursive style.

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

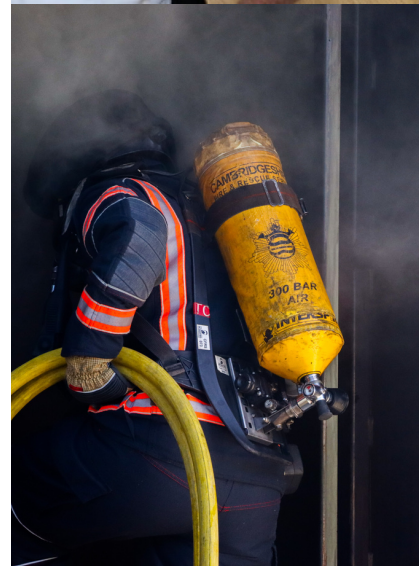
We're always available to respond if there's an emergency, but our work focuses on stopping fires from happening in the first place. Our community safety work is a priority and we help those most at risk of a fire in the home.

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 DESCRIPTION: **Communication and Engagement Assistant**



Responsible to: Communication Officer

Job Purpose:

To assist the communication officers and head of group to deliver the communication and engagement objectives aligned to the corporate plan, completing work in an effective and efficient manner, adding value to the Service.

To assist with day to day internal and external communication, particularly responding to media queries, publishing incident details and producing creative and engaging content for social media channels.

To ensure CFRS is recognised and promoted as a professional, inclusive and valued emergency service with all stakeholders.

Main Duties and Accountabilities

- Update the website daily (Mon-Fri) with incident details and respond to simple media queries.
- Write news releases to communicate fire and road safety messages and promote the work of the Service, and support the external communication officer with media events.
- Take photos and video footage to support the communication officers with daily content and campaigns, editing videos to produce short clips and films.
- Produce content and assist with the management of the Service's social media channels.
- Manage the pressoffice email inbox, ensuring all emails are allocated to a member of the team to action and respond to each email appropriately.
- To design graphics for content for social media or internal use using Canva and/or other similar programmes.
- Manage the team's photo library ensuring everything is appropriately tagged and filed.
- To undertake such other duties as may be required from time to time, commensurate with the grade and positioning of the post.





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.

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.





CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
QUALIFICATIONS / EDUCATION	General Education to GCSE standard with an A-C grade in English or equivalent standard	X		Application
	2 A Levels	x		Application
	Degree or professional qualification in a related subject		X	Application
KNOWLEDGE	Proficient in posting on social media channels, understanding hashtags and choice of language, trends etc. Including Facebook, Twitter, Instagram, LinkedIn, TikTok, YouTube and NextDoor, recognising different audiences and how they use each channel.	X		Application & Selection Process
	To enable error-free and grammatically correct written work	X		Application & Selection Process
	A good grasp and understanding of Microsoft 365 including Sharepoint and Teams		X	Application & Selection Process
	A working understanding of the General Data Protection Regulations to ensure personal data is kept secure		X	Application & Selection Process





CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
SKILLS	To write engaging written work appropriate to audience and communication channel. Has attention to detail and ability to proof read.	X		Application & Selection Process
	The ability to work well in a team and contribute to team meetings, but also able to work independently using initiative.	X		Application & Selection Process
	The ability to self-manage a busy workload and juggle priorities, ensuring deadlines are met.	X		Application & Selection Process
	The ability to work under pressure and outside of normal working hours when required (some evenings and weekends required for events or covering training exercises).	X		Application & Selection Process
	Proven creative mind to get messages across in a way that engages the audience both visually and in written word.	X		Application & Selection Process
	Ability to work well with people, build trusted relationships.	X		Application & Selection Process
	Competent in Microsoft 365 packages including Outlook, Word, Powerpoint and Excel.		X	Application & Selection Process
EXPERIENCE	Assisting with a variety of communication and engagement functions.		X	Application & Selection Process
	Experience of dealing with journalist enquiries and responding appropriately to basic queries.		X	Application & Selection Process
	Creating engaging content in various formats to maximise engagement		X	Application & Selection Process





CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
GENERAL	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 Stage
	Full, Clean UK Driving Licence*	X		Application

*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

£31,537 pa plus excellent benefits and hybrid working

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

12 month Fixed Term

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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BE THE
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**CAMBRIDGESHIRE
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Working together to improve community safety