CAMBRIDGESHIRE
FIRE & RESCUE SERVICE

# MAKE A DIFFERENCE.

# BE THE DIFFERENCE.

## SERVICE AND MAINTENANCE HUB TEAM LEADER

### TWO YEARS 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**



**Chief Fire Officer**

# Why work for Cambridgeshire Fire and Rescue Service (CFRS)?

**Thank you for your interest in the above vacancy.**

Please ensure you read all documents within this pack to provide you with a good understanding of the role and the Service.

To apply for this opportunity please complete this EDI Form and send your CV and Covering Letter detailing your suitability for the role in line with the person specification to recruitment@cambsfire.gov.uk

**We promote the right values and an inclusive culture by:**

ensuring fairness, promoting diversity and developing colleagues to achieve their potential
·being Disability Confident employer
·providing health and well-being support
·offering flexible, agile hybrid working
·having Inclusion ambassadors, a network and working groups for protected characteristics
·supporting anyone going through or affected by the menopause.

**Our Offer:**

Employee Assistance Programme
·Access to Health Cash Plan
·A competitive pension scheme
·Access to Blue Light Discount at 100s of stores & events
·Access to Health Shield Perks Discounts
·Family friendly policies – including flexible working
·Great Learning & Development Opportunities
·24 / 28 days annual leave each year plus bank holidays, increasing with long service
·Parking (site specific)
·Flexible, agile, hybrid working

To find out more about working for us please click here: Cambsfire.gov.uk

# 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.

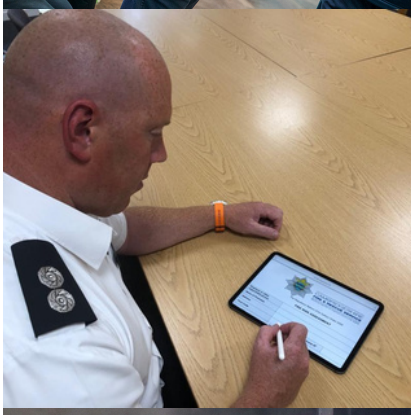
## Prevent

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

DIRECTORATE: Operational Support
ROLE: Service and Maintenance Hub Team Leader
Responsible to: Fleet and Equipment Manager
Responsible for: Line Management responsibilities

**Job Purpose**

To be responsible for the line management of the 'Service and Maintenance Hub' and be the first point of contact for any workshop & fleet matters/ enquiries that cannot be resolved through Myquest or service reception. To support employees in day-to-day delivery of the workshop's functions. Allocating and reviewing workloads on the fleet pressures and deputising for Head of group in absence.

Also, to ensure all workshop duties are carried out to Service standards and supporting any further work provided by Head of Group.

**Main Accountabilities**

1. Provide line management to Service and Maintenance Hub employees and carry out hands on practical duties. Monitor and maintain employee's performance & development e.g. updating PDR's, 1:1's and any other relevant management duties (sickness, induction/recruitment, attendance, capability, disciplinary, identify training needs etc).

2. To undertake team briefings, allocating daily workloads to Service and Maintenance Hub employees both pre-planned and ad-hoc. Ensuring the team is aware of the expected outcome and assisting with any difficulties/ queries throughout.

3. Ensure compliance across the department ensuring relevant paperwork, servicing arrangement and asset database is updated.
4. To be the first point of contact for Service and Maintenance Hub queries and initiate actions to resolve, liaising with fleet and equipment manager or Head of assets if required. Promote use of job management system to allow for self-service for common queries and data reporting to monitor performance of the team

5. Maintain and undertake Service and Maintenance Hub duties to ensure the department meets service needs e.g. Plan Maintenance and react to defects and breakdowns.

**Main Accountabilities continued**

6. To coordinate and oversee the out of hours provision of the emergency call out service both overnight, at weekends and public holidays on a rota basis to provide 24 x 7 x 365 support.

7. Provide resilience and deputise for the fleet and equipment manager by attending meetings and any other responsibilities where required

8. Raise purchase orders where required and feed into fleet and equipment manager for budget insights and high value spends.

9. Promote and monitor the management of Health and Safety within the workshop environment. Ensuring all parts and materials meet the required standards, liaising with Health and Safety as appropriate. Conduct regular reviews and report findings back to the fleet and equipment manager/ head of assets.

10. To coordinate and oversee installation and removal of fleet vehicle comms equipment e.g. radios, MDT, blue lights

11. Liaise with suppliers ensuring service requirements understood and warranty work carried out where required.

12. To coordinate and oversee installation and maintenance of fleet vehicle CCTV. Access to recordings (restricted) if required.

To undertake such other duties as may be required from time to time, commensurate with the grade and positioning of the post. Provide cover to the fleet and equipment manager where required during absence.

**CORPORATE ACCOUNTABILITIES (applicable to all personnel)**

**Equality, Diversity and Inclusion & Safeguarding**

Support and promote the Service's statement, policies and procedures on Safeguarding, Equality 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.

**Personal 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

| CORE COMPETENCIES | CRITERIA | ESSENTIAL | DESIRABLE | MEASUREMENT |
|---|---|---|---|---|
| QUALIFICATIONS | City and Guilds NVQ - Motor Vehicle Technology Level 3 HGV or equivalent | X | | Application form |
| | City and Guilds NVQ - Vehicle electrics or equivalent (level 3) | | X | Application form |
| | CPC -Transport manager or equivalent | | X | Application form |
| SKILLS | A level of organisational skills and an ability to think methodically. strong self-motivation and a positive "can Do" attitude, tenacity and solution finding | X | | Application form and selection process |
| | The ability of managing conflicting demands & workloads and prioritise works well under pressure. An understanding of Health & Safety requirements within the w/shops environment | X | | Application form and selection process |
| | Able to communicate with internal & external stakeholders and adjusting priorities to suit the service requirements | X | | Application form and selection process |
| | Ability to communicate orally and in writing in a clear, concise and articulate manner with internal & external stakeholders/ contractors | X | | Application form and selection process |
| | Able to motivate a team to deliver high standards of work | X | | Application form and selection |
| | Basic I.T skills & ability to use diagnostic tools & problem resolving | X | | Application form |
| KNOWLEDGE AND EXPERIENCE | Experience 24/7 breakdown recovery | X | | Application form |
| | Practical knowledge and experience to undertake workshop duties to support the team | X | | Application form and selection process |
| | Public sector procurement | | X | Application form |
| | Basic knowledge of Procurement | | X | Application form |
| | Previous line management of a team | | X | Application form and selection |
| | Previous experience in an office/workshop practical role and use of an asset database system | X | | Application form and selection process |
| GENERAL | Flexible approach with the ability to travel throughout the County to carryout requirements of job, potentialy at short notice* | X | | Selection process |
| | Successful applicants wi l 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 |
| | Understanding of and commitment to Equality & Inclusion in the workplace | X | | Evidence in interview |

*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 Dogsthorpe, Peterborough but will be required to travel to other sites in Cambridgeshire and out of County.

**Salary**

£41,048 - £45,793 pa (plus additional payments for out of hours rota cover)
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 for Two Years

**Hours**

37 hours per week (plus additional out of hours rota cover)
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 1 month

**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 28 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 DIFFERENCE.**

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