



**CAMBRIDGESHIRE
FIRE & RESCUE SERVICE**

**MAKE A
DIFFERENCE.**

**BE THE
DIFFERENCE.**

DATA QUALITY OFFICER

**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

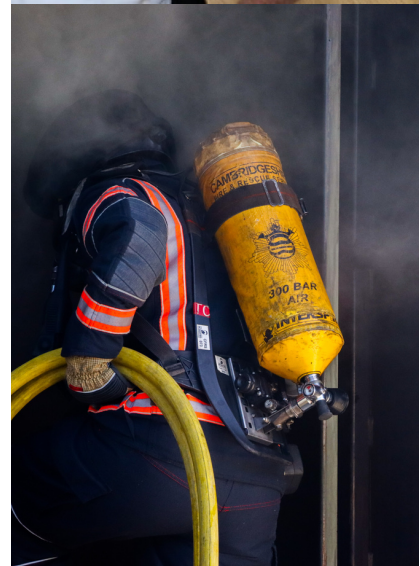
We're always available to respond if there's an emergency, but our work focuses on stopping fires from happening in the first place. Our community safety work is a priority and we help those most at risk of a fire in the home.

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: DATA QUALITY OFFICER

Directorate/ Service area: Service Transformation

Reports to: Head of Data & Intelligence

Job Purpose

This role is to enhance the accuracy, consistency and reliability of the organisation's data by delivering dedicated support, investigation and expert guidance to staff at all levels.

The role exists to proactively identify, analyse and resolve data quality issues at their source, ensuring that information captured across the Service is robust, timely and fit for purpose. By strengthening confidence in core systems, improving data governance practices and embedding high standards of data management, the role enables evidence-based decision making, supports operational effectiveness, and contributes directly to organisational performance and accountability.

Main accountabilities

Monitor and improve data quality across the organisation by regularly reviewing Data Quality Audit dashboards produced by the Business Intelligence Analysts. Provide targeted support to Data Owners and Data Stewards to help them understand results, address issues, and demonstrate sustained progress against agreed measures.

Collaborate with the Head of Data & Intelligence and the Information Governance Manager to design, implement and embed a Data Quality Improvement Plan. The plan will encompass how data issues will be identified, addressed, and monitored to ensure data is accurate, consistent, reliable, and fit for decision making and operational use.

Work closely with internal digital and technical teams to identify existing or emerging data sources that require formal data definitions, validation rules, business logic, and metadata standards. Support the creation and maintenance of these assets to promote consistency and interoperability across the organisation.

Coordinate data quality assessments across directorates, ensuring a structured, repeatable approach that evaluates completeness, accuracy, timeliness, uniqueness and validity of key datasets. Work with data stewards to provide actionable insights resulting from the assessment process.



JOB DESCRIPTION: **DATA QUALITY OFFICER**

Develop and deliver training materials and awareness sessions for staff at all levels, emphasising the role of high quality data in supporting Service operations, compliance and performance. Draw on external frameworks—including NFCC data quality methodology—to build staff understanding and embed best practice.

Works alongside teams when data issues arise, guiding and supporting them through to resolution, maintaining momentum and overseeing the issue through to a resolved outcome - ownership exercised through influence rather than direct line authority. Investigate root causes by engaging directly with users and stakeholders, undertaking system checks, and conducting technical analysis (including SQL-based queries) to identify anomalies and recommend corrective actions.

Maintain accurate issue logs and monitor resolution times, ensuring transparency and accountability. Produce regular summaries of trends, risks and outstanding issues for internal tactical meetings—such as the Digital Working Group—and contribute to external reporting if required.

Lead proactive engagement with users across teams, stations and functions to promote the importance of Data Quality and demonstrate the operational and strategic impacts of poor-quality information. Prioritise face-to-face engagement wherever possible. Develop practical examples, case studies and supporting materials as this aspect of the role evolves.

Undertake additional duties as required, commensurate with the grade and responsibilities of the post, contributing flexibly to the broader objectives of the Data & Intelligence function.



JOB DESCRIPTION: **DATA QUALITY OFFICER**



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	GCSE English (C or above) GCSE Mathematics (C or above)	X		Application
KNOWLEDGE	Understanding of accuracy, completeness, consistency, timeliness and validity, and how poor data impacts reporting and decision-making.	X		Application & Selection Process
	Awareness of how data is stored, organised and retrieved, including familiarity with fields, records and simple relational concepts.	X		Application & Selection Process
	Awareness of the importance of lawful, secure data handling, including the value of audit trails and accountability.	X		Application & Selection Process
	Ability to communicate clearly, guide users through steps to resolve issues, and recognise when to escalate more complex problems.	X		Application & Selection Process
	Understanding of how processes link together across teams and how errors can arise through unclear instructions or inconsistent system use.	X		Application & Selection Process
	Basic ability to review information, compare data, and identify errors or unusual patterns, with a willingness to develop technical skills further.	X		Application & Selection Process
	Awareness of the types of data used across Prevention, Protection, Response and People functions, and why reliable data supports safe and effective service delivery.		X	Application & Selection Process



PERSON SPECIFICATION: **DATA QUALITY OFFICER**

CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
KNOWLEDGE	Experience using or supporting sector-specific systems such as incident recording tools, mobilising platforms or HR/training systems.		X	Application & Selection Process
	Some exposure to basic coding, data querying or Excel, with a genuine willingness to develop these skills.		X	Application & Selection Process
	Understanding of how small workflow or process changes can enhance data quality and system use across teams.		X	Application & Selection Process
	A desire to learn a programming language as part of ongoing development in data handling and analysis.		X	Application & Selection Process
SKILLS	Able to translate and articulate data issues to all levels, from chief officer to front-line user; to train and guide users; and to influence departments to improve data practice.	X		Application & Selection Process
	Demonstrate experience of conducting research and user engagement activities to uncover underlying causes of data anomalies. Evidence-based reasoning, pattern recognition and attention to detail are necessary attributes.	X		Application & Selection Process
	Information should be presented in a structured and engaging manner to affirm and develop the knowledge or skills of the audience. Clear communication, demonstrating an ability to explain concepts of varying complexity and tailor delivery to the audience. There should be an emphasis on linking learning directly to on-the-job application.	X		Application & Selection Process
	The ability to clearly define a problem. Use a logical approach and ability to demonstrate critical thinking. Have the confidence to explore creativity or innovative approaches, if standard approaches have not resolved an issue. The post-holder will demonstrate initiative, ownership and risk-awareness.	X		Application & Selection Process

PERSON SPECIFICATION: **DATA QUALITY OFFICER**

CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
EXPERIENCE	Experience in checking information for accuracy, completeness, and consistency. It requires an eye for detail, noticing errors or unusual patterns and ensuring records are reliable before they are used.	X		Application & Selection Process
	A sound understanding of the importance of data integrity and quality, and why reliable data matters to safe and effective service delivery.	X		Application & Selection Process
	Supporting users in understanding systems and taking responsibility to resolve basic issues or highlight training needs. It involves patience, clear communication, and the ability to explain steps in simple terms.	X		Application & Selection Process
	Able to evidence recognising where tasks could be made clearer, quicker, or more consistent. It involves observing how work is done, suggesting adjustments, and supporting small changes that help teams work more efficiently.	X		Application & Selection Process
	Able to guide and support users through a process face-to-face, particularly when problems arise, with the ability to understand and retain process detail. Experience in a customer-facing, service-desk or user-support role is desirable evidence of this.	X		Application & Selection Process
	Experience of using systems, applications or processes; or supporting users of such systems in a training capacity. Able to demonstrate the ability to learn system logic quickly and apply it in practical situations.		X	Application & Selection Process
	Understanding of and ability to evidence knowledge of the core T-SQL commands and their appropriate application.		X	Application & Selection Process
GENERAL	Flexible approach with the ability to travel throughout the County to carryout requirements of job, potentially at short notice*	X		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
	Understanding of and commitment to Equality & Inclusion in the workplace	X		Evidence in interview

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

£38,510 - £40,444 pa

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

Permanent

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
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Working together to improve community safety