



Driver & Vehicle
Standards
Agency

Enforcement Quality Lead

Reference: 371224

Closing Date: 30 October 2024

Location: Bexleyheath, Bury St Edmunds, Hayes, Leatherhead, Llantrisant, Swansea

Salary: £32,603

External recruits will almost always be brought in on the minimum salary scale. Cross civil service transfers and promotions are subject to separate provisions.



Helping you **stay safe** on **Britain's roads**

DVSA - who we are

Great Britain's roads are among the safest in the world.

At the Driver and Vehicle Standards Agency (DVSA), we play a vital role helping millions of people stay safe on our roads – our vision is safer drivers, safer vehicles and safer journeys for all.

What we do

We help millions of people every year. We make sure learners are safe to drive, by approving driving instructors and conducting driving and theory tests. We help people keep their vehicle safe to drive by approving MOT testers and inspecting vehicles. And our teams help protect the public from unsafe vehicles and drivers through roadside enforcement activities.



1.9 million

driving tests each year



38.5 million

MOT certificates issued each year



2 million

theory tests each year



31,958

defective vehicles discovered each year

Why join DVSA?

“To make our vision a reality, we need you to join us. Our ambitious plans rely on skilled people like you.”

This is an exciting opportunity to join the Driver and Vehicle Standards Agency (DVSA), and help us to help everyone stay safe on Britain’s roads for a life time of driving.

With the recent launch of the Enforcement strategy, this is an exciting time for you to join one of DVSA’s Enforcement teams.

There are several varied functions that make up Enforcement which range from front line activities, to office-based function support. Our approach is being clear about road safety standards. We use intelligence and data to target non-compliance across all the schemes we enforce so that our enforcement activity helps everyone stays safe on Britain’s roads. We value our staff and we know the importance of the work we do and we are proud of our contribution to road safety.

At the heart of our strategy is our ambition is that all enforcement activity is delivered by our well-trained, highly-skilled people who are trusted and respected throughout the industry. We are focusing on our current training and development programme to ensure that everyone has the skills and capability to undertake their roles.

We have several options available including an extensive apprenticeship programme and access to learning and development opportunities to progress your career. We offer attractive pension options, a work and life balance and a number of wellbeing initiatives.

If you feel you can make a difference in Enforcement please apply, we look forward to you joining us in ‘making every journey safer’.



Marian Kitson

Director of Enforcement

Working at DVSA

We offer a wide range of employee benefits, such as:

Personal development	Rewards	Great work/life balance
Access to in-role apprenticeships up to level 7	Employer pension contribution rate of up to 30.3%	Fast, modern IT kit and phones enabling seamless working from home and collaboration across the agency
Study leave	Tax free childcare scheme	Generous parental and carer schemes
3 paid volunteer days per year	25 days annual leave, increasing on a sliding scale up to 30 days. Plus 8 public holidays and one further day of paid privilege entitlement to mark the King's Birthday.	Flexible working, including part-time working and job share options
Individual Personal Development Plans	Special recognition awards	Free health checks including workplace adjustments
Minimum of 5 funded training days per year, plus 6-month development opportunities	Cycle to work scheme	Help and support with your home and work life, and wellbeing

You can find out more about working with us on the Department for Transport careers website: <https://careers.dft.gov.uk/our-dft-family/driver-vehicle-standards-agency/>

Diversity and equality

The Civil Service is committed to becoming the most inclusive employer in the UK.

At DVSA, you'll be part of an innovative organisation that invests in all our people, ensuring we have the diverse skills to deliver transport that moves Britain ahead now and into the future.

We welcome applications from every part of the community. We're particularly interested to hear from Black, Asian, and Minority Ethnic people, women, disabled people and those who identify as LGBT+. We believe everyone is involved in making DVSA an inclusive and great place to work.

The Civil Service strives to have diversity and promotes equal opportunities for all. There is a Disability Confident Scheme (DCS) for candidates with disabilities who meet the essential criteria.

For more information on Civil Service Recruitment Principles, see the [Civil Service Commission](#) website.

Why DVSA?

Our vision is to support and develop everyone who works for us. Our passion for diversity and equality helps us create a positive working culture for all employees, and we're friendly, welcoming, respectful and full of opportunities for professional and personal development.

As well as being a DCS employer, we are proud to be members of the Business Disability Forum, The Prince's Responsible Business Network, ENEI and Employers for Carers.



The Prince's
Responsible
Business Network



About the job

The Quality Lead will work within the Enforcement Directorate. They will be supporting the Directorate to ensure that Quality for casework, investigations and prosecutions is maintained and support Managers and colleagues to provide high quality Enforcement to the public.

This role will have a specialist Enforcement Network area and all six team members will work to improve quality within Enforcement together.

This role will champion good attitudes and behaviours towards Quality Control and lead the drive for Networks and Teams to improve performance and strive for excellence in our delivery of high quality and successful prosecutions. This role will be the Subject Matter Expert (SME) for the Networks providing quality technical support and guidance.

They will produce high quality feedback and support the development of improvement plans. They will coach individuals to develop, providing support and guidance, linking with Policy and Learning and Development to ensure the best available support is provided and that learning opportunities are fit for purpose.

They will champion customer service and working as part of team, work towards Customer Service Excellence accreditation.

Activities may include:

Quality Control 20%

- Undertake quality assurance checks of first line managers in Enforcement, providing feedback and coaching to aid improvement and development.
- Undertake quality assurance checks of casework to identify trends, ensure consistency and promote best practice.
- Upon the request of the line manager undertake additional first line checks.
- Complete and deliver reports to a high standard, using clear language retaining all records in line with scheme requirements and GDPR.
- Provide feedback on results of checks, providing advice and guidance.
- Sample records for review to ensure that standards are consistent and of the required standards.
- Ensure the maintenance of Enforcement Quality Management System.
- Work with the Enforcement Leadership teams to develop and improve the Enforcement quality reporting processes.
- Work with team members to identify quality trends and look at improvements to reduce risk.

- Based on Enforcement Delivery requirements, undertake the required number of roadside checks / garage visits per year to retain practical knowledge, to aid development of improvements and to be able to support the Directorate, if required.
- Working with the Frontline Delivery managers, support with the new entrant quality checks to ensure new entrant standards are being maintained.
- Monitor and contribute to the planning of quality control activities; ensuring they are appropriately targeted, robust, and fair.

Leadership, Coaching and Support 55%

- Provide support to the agency to recruit, induct and onboard new staff with the right knowledge, skills, and behaviours in respect to technical expertise and that training is learning focused providing the best outcome for the individual and the business.
- Provide independent, objective, and practical support and advice to management and partners on Quality Management.
- Be a knowledge lead for Enforcement Quality Assurance and individual scheme standards requirements (Commercial Vehicle and MOT).
- Provide one to one coaching support to managers to enable them to deliver high quality control checks.
- Provide support and coaching to managers and front-line teams to improve the quality of casework.
- Provide leadership, coaching and support to the manager in developing and mentoring staff to correct unsatisfactory procedures providing targeted and timely advice to ensure scheme consistency and to enable them to give high level support to their team to ensure improvements are made and maintained.
- Provide advice and guidance to Managers to assist the development of their understanding of Quality and Standards requirements.
- To attend working groups as a subject matter expert representing the team, reporting outputs to other team members.
- To work collaboratively to set the direction of future developments in quality assurance and standards assessment.
- To lead on continuous improvement driving development of standards and skills forward.
- Support the implementation of new casework practices and revised guidance by ensuring that there is appropriate visibility of supporting materials to aid local team meetings, attending if required to support understanding.
- Support the development of improvements in documentation of quality checks working with key stakeholders to provide specialist support.
- Collaborate in the development of CPD framework, training, and evaluation.
- Model attitudes and behaviours aligned to the required culture of the organisation and provide feedback and challenge, where necessary.
- Champion corporate messages ensuring that consistent messages are cascaded in a timely manner.
- Identify and provide feedback to Learning and Development on gaps in training to ensure that future learning activities reach the required outcomes to develop a high level of understanding and consistency.
- Demonstrate leadership by providing guidance to staff to support the delivery of objectives.
- Manage and engage with honesty and integrity, and upholding the reputation of the Agency, Department and Civil Service.

- Work in collaboration with other managers across all functions for the good of DVSA and to create a high performing and well-respected Agency.

Reporting and risk mitigation 15%

- Review and analyse the outcomes of quality control activities, highlighting trends in quality failures and recommending appropriate corrective action.
- Work with local management to address specific risks and issues with quality and standards.
- Work with both local and national management to look at high pressure areas to balance risk with demand putting in additional checks and measures to ensure that standards remain high to maintain Enforcement standards.
- Attend Network and national meetings to discuss Quality Control measures and standards.
- Prepare reports in a high quality and standardised way to have consistency of service across the Directorate.
- Provide good quality data to managers.
- Work with managers to identify trends looking of ways to mitigate or improve these areas.
- Work with line management to present national pictures to continue to drive up standards within the Enforcement Directorate.
- Work with stakeholders to develop and review policies and procedures, e.g. Quality Risk Register in Enforcement

Specialist Duties display 10%

- Provide accurate and consistent advice to DVSA colleagues and senior managers.
- Assess the current and future technical and procedural needs of DVSA colleagues.
- Coordinate and contribute to Directorate and Agency comms regarding Quality Improvements, Quality standards and guidance documents

Internal and External Relationships

- Liaise with relevant internal and external departments to ensure that internal and external customer needs are met and that these requirements are fully communicated throughout the business.
- Ensure good relations and communications with all members of the team and responding politely and in a timely fashion to internal and external customers.
- Communicate with all major stakeholders (internal and external) to achieve business objectives.
- Represent the Agency externally, where required as subject matter expert, (e.g., at networking events, conferences, and exhibitions) to enhance and strengthen the Agency's profile.

Interested? Complete your application now at: www.civilservicejobs.service.gov.uk

Person specification

Please read this section carefully before applying. We will assess your application against the evidence you have provided within your personal statement against the Job Description and Person Specification.

Essential skills and Essential experience

- Substantial experience carrying out vehicle inspections as a Vehicle Examiner, Traffic Examiner, or an industry relevant role.
- A good understanding, and experience of quality assurance processes.
- Excellent, effective communication skills (written & oral) to develop good working relationships.
- Experience of coaching, developing, and supporting people to achieve best results.
- Analytical and problem-solving skills.
- Sound computer literacy skills e.g. Microsoft Applications.

Further Information:

This role can be based in Bexleyheath, Bury St Edmunds, Hayes, Leatherhead, Llantrisant or Swansea. Your presence at one of these locations will form part of the working arrangements agreed with you. We operate a hybrid working model giving you greater flexibility about where and when you work. Our expectation is that you will spend a minimum 60% of your time at your base location. Visits to other DVSA sites or work locations count towards this.

Please note the following regarding the advertised locations.

The Bexleyheath position is based in Belvedere.

The Bury St Edmunds position is based in Elmswell.

The Hayes position is based in Yeading.

Some travel will be required to other DVSA locations throughout the UK and this will include some overnight stays. This will always be scheduled and planned in advance.

Whilst we welcome applications from those looking to work with us on a part time basis, there is a business requirement, for the successful candidate to be able to work at least 34 hours per week.

Please take note that DVSA does not hold a UK Visa & Immigration (UKVI) Skilled Worker License sponsor and are unable to sponsor any individuals for Skilled Worker Sponsorship.

Success profiles

We assess candidates using specified [Success Profiles](#).

You will be expected to demonstrate the following [Civil Service Behaviours](#) during the selection process.

- Leadership
- Changing and Improving
- Communicating and Influencing
- Managing a Quality Service

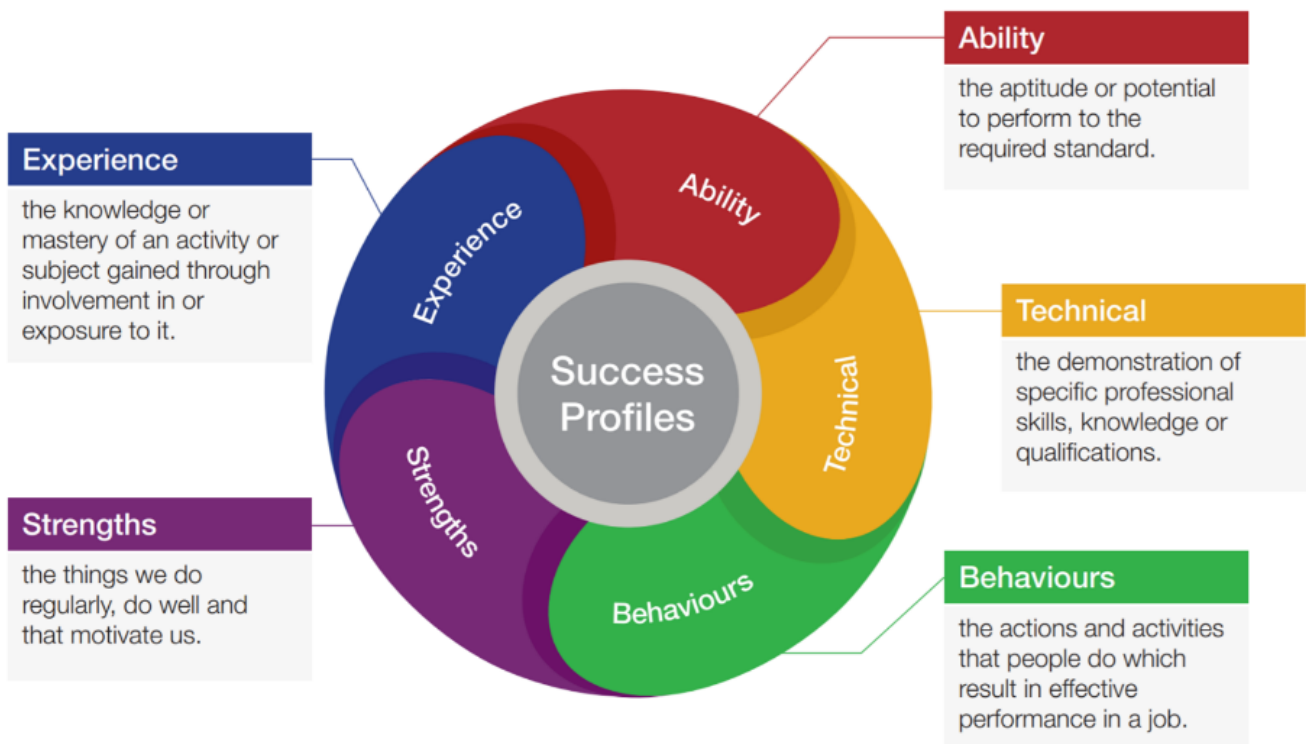
Success Profile Level 3

Success profiles

Here at The DVSA we use Success Profiles to assess applications and throughout our entire interview selection process.

Success Profiles were introduced to help attract and retain individuals from a wide range of professions to ensure a diverse and skilled workforce, in line with The Civil Service mission in becoming the most inclusive employer in the UK.

What are the elements of the Success Profile?



For further details please see [Level 3 of Success Profile Civil Service Behaviours](#)

The application process: what to expect

Application

You need to submit your application via the Civil Service Jobs website - www.civilservicejobs.service.gov.uk, you'll need to complete:

- A personal statement (1000 words) utilising the word count given, demonstrating your experience and suitability for the role.

Should you encounter any issues with your online application or if you have issues with the online jobs portal, please contact us (details on final page) within 48 hours.

Shortlisting

We will assess your application against the evidence you have provided within your Personal statement against the Job Description and Person Specification.

All applicants will be notified of the outcome.

Interview and assessment

Interview

You will be invited to attend a panel interview to discuss of your previous experience and professional competence.

We've designed the selection process specifically for this role.

Full details of the assessment process will be made available to shortlisted candidates.

Timeline: Key dates and indicative timeline

Please note that these dates could be subject to change. The anticipated timetable is as follows:

Closing date: 30 October 2024

Shortlisting: 31 October - 01 November 2024

Interviews: week commencing 18 November 2024

Offer: These are made in strict merit order. Regardless of the outcome, we will notify all candidates as soon as possible.

Reserve List: A merit list may be created after interviews. If you are successful at interview, you will be placed on the merit list for up to 12 months.



Find out more about working with us

If you want to learn more about what we do, our culture, and what it's like working with us, please see below.

To apply for this role, and to see other vacancies at DVSA, visit Civil Service Jobs:
www.civilservicejobs.service.gov.uk

Find out more about working with us on the Department for Transport careers website:
<https://careers.dft.gov.uk/our-dft-family/driver-vehicle-standards-agency/>

Get more information about DVSA, our work and services, at GOV.UK:
www.gov.uk/dvsa



You can also follow us on social media:



Twitter – [@dvsagovuk](https://twitter.com/dvsagovuk)



Facebook – [DVSAgovuk](https://www.facebook.com/DVSAgovuk)



LinkedIn – [Driver and Vehicle Standards Agency](https://www.linkedin.com/company/dvsa)



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www.gov.uk/dvsa

If you have questions about the role please contact: stephanie.ezechukwu@dvsa.gov.uk

If you have problems with the online portal or application process please contact:
dftrecruitment.grs@cabinetoffice.gov.uk