



Driver & Vehicle  
Standards  
Agency

# Service Operations Officer

Reference: 347042

Closing Date: 16<sup>th</sup> April 2024

Location: Newcastle or Swansea

Salary: £23,847

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?

**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.**

Our teams play a central role in helping people stay safe on Britain's roads.

**We help put customers at the heart of everything DVSA does. And we protect and enhance DVSA's reputation and relationships – making it easier for people to do business with us and for us to achieve our front-line outcomes.**

Across the range of roles we have you could be working with people who:

- Promote our work and our contribution to road safety through effective internal and external communications that changes attitudes and behaviours
- Use our insight and expertise to guide and support effective engagement with our staff, customers, and stakeholders
- Plan and manage ministerial and Parliamentary requirements and engagement

Or you could be working on our new plan to help ensure our customers:

- Do the right thing for themselves, first time round
- Are more likely to use or recommend our services
- Trust our information, guidance and advice
- Find it easier and quicker to engage, reducing the effort they have to make
- Recognise us as a modern, customer focused organisation

We'll invest in you and your talent and help you to bring the best of yourself to work.

Thank you for your interest in working with us.

**Good luck with your application.**



**Adrian Long**  
Director of Corporate Affairs and Commercial

# 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	<b>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 Queen's Birthday.</b>	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 and champion Stonewall Diversity, Business Disability Forum, The Prince's Responsible Business Network, ENEI and Employers for Carers.





# About the job

**As a Service Operations Officer, you will: be responsible for reporting, data, technical and admin support within the Service Operations team. You will undertake Admin reporting responsibilities and resolve Agent technical problems, reporting issues where necessary. You will monitor call and email queues and identify actions to improve service**

## Activities may include:

### Reporting, Analysis & Real Time Management – 70%

- Produce Ad hoc statistics for customer services management team and DVSA stakeholders
- Providing data showing trends and key information to identify improvement opportunities
- Produce root cause analysis data from Speech Analytics, identifying trends, areas to focus upon and make recommendations for further analysis
- Ensure Workforce Management has accurate information in relation to staffing and shift patterns.
- Monitor call/email queues and IVRs to support customers, identifying actions to improve service
- Monitor and track Agent adherence against planned activities using the Verint Workforce management tool – provide data for Team leaders to action
- Report on Customer Satisfaction using Verint Customer Feedback tool
- Process Agent requests for changes to shifts and leave allocation / changes, ensuring that the required resources levels are achieved
- Provide assistance with the creation/maintaining of performance reporting

### Admin and Technical Support – 30%

- Technology maintenance – fault reporting, liaising with contract providers, liaising with DVSA Service Desk
- Resolve Agent technical problems, reporting issues via ServiceNow where necessary and ensuring action is taken
- Purchase & repair of headsets
- Fault reporting via ServiceNow for all Handset related issues
- Process stationery orders and allocation of lockers

### Self-Management

- Ensure all tasks are completed and recorded accurately
- Keep up to date with current procedures and legislative requirements
- Ensure adherence to DVSA policies including H&S, IT and data handling

### Collaborating

- Work effectively as part of a team, actively participate in team meetings and contribute towards staff engagement plan
- Promoting and respecting team-working ethics by building good working relationships using co-operation and discussion.
- Contribute to the continual improvement of working practices as part of DVSA's Business Excellence Model

### **Changing and improving**

- Co-operate with and be open to the possibilities of change and consider ways to implement and adapt to change in own work role

### **Internal and External Relationships**

- Liaise with relevant internal departments to ensure customer needs are met
- Ensure good relations and communications with all members of the team, responding politely and in a timely fashion to internal and external customers
- Support the department by contributing towards the staff engagement plan

**Interested?** Complete your application now at: [www.civilservicejobs.service.gov.uk](http://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

- Ability to prioritise workloads to aid productivity within Customer Services
- Manage time effectively
- Taking ownership of tasks and issues
- Good written and verbal communication skills
- Sound computer literacy skills e.g. Microsoft Applications
- Experience of working in a customer facing environment

## Further Information:

It may be necessary to travel to another site in Great Britain, including occasional nights away from home. In particular, you may be asked to visit sites at Newcastle or Swansea.

*This role can be based in Swansea or Newcastle 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.*



# Success profiles

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

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

- **Managing a Quality Service**
- **Making Effective Decisions**
- **Changing and Improving**
- **Working Together**

Interviews will include a blend of [Behaviour](#) and [Strength](#) questions.

## Success Profile Level 1

# 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 1 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](http://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.

Interviews will be a blend of Interviews will include a blend of [Behaviour](#) and [Strength](#), questions.

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

You're encouraged to become familiar with the role profile, as you may be assessed against any of the criteria recorded within.

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.

**Closing date:** 16<sup>th</sup> April 2024

Shortlisting: from 17<sup>th</sup> April 2024

**Interviews:** from 1<sup>st</sup> May 2024

Offer: 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](http://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](http://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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DVSA

4th Floor, The Axis Building  
112 Upper Parliament Street  
Nottingham, NG1 6LP

[www.gov.uk/dvsa](http://www.gov.uk/dvsa)

If you have questions about the role please contact: [Rachel.Love@dvsa.gov.uk](mailto:Rachel.Love@dvsa.gov.uk)

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

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