



Driver & Vehicle
Standards
Agency

Social Researcher

Reference: 317424

Closing Date: 06 October 2024

Location: Birmingham, Bristol, Leeds, Newcastle-upon-Tyne, Nottingham, Swansea

Salary: £40,808

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

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 successful Social Researcher will manage a programme of work across a number of policy areas including driver policy, motorcycle policy and vocational vehicles.

This includes managing research and evaluation projects targeted on policy questions, but also work with policy colleagues and other analysts to quickly draw on or gather new evidence for decisions.

The role holder will be provided with an excellent opportunity to gain a deep understanding of the policy process, and experience of making an impact with evidence.

The role may include a combination of managing externally commissioned research or evaluation projects; advising policy colleagues who directly manage commissioned research; identifying evidence needs and designing solutions; and drawing on and disseminating research for it to be used in decisions.

DVSA is open to new approaches to doing things, and there are lots of opportunity to offer leadership and develop new ways of working.

This role will have close links with professional contacts within the Department for Transport (DfT) and the cross-government community. The successful applicant will have the opportunity to be an active participant of the Driver Policy senior leadership team.

Activities may include:

Research

- Design, specify, commission, deliver and disseminate social research and evaluation projects to inform policy. Engage widely with various customers (policy, analysts, external) to identify evidence needs, shape work and deliver evidence or advice. This may vary across all of the specialist teams working within the Driver Policy teams for example motorcycle policy or Approved Driving Instructor policy areas.
- Communicate evaluation and social research evidence for maximum impact, including by developing bespoke research briefings for policy colleagues and Ministers.
- Collate insights from the evidence base to answer emerging policy questions.
- Provide quality assurance and analytical scrutiny on social research and evaluation projects and ensure these are focused on delivering insight and evidence on the questions which are most relevant to achieving the organisations objectives.

- Provide technical advice to policy colleagues on evaluation and social research methods, including on the relative robustness of evidence sources, and the interpretation of findings, so that they can be used appropriately in policymaking.
- Engage with wider Government Social Research (GSR) community attending conferences, webinars and events and engage with other DfT/DVSA analysts to promote community of practices and share knowledge.
- Take individual responsibility for providing timely, high-quality advice, research, analysis and briefing of both driver policy and legislation.

Management

- Execute management responsibilities effectively and in line with DVSA policies and processes, working with, leading, and acting as a role model for team members and colleagues in line with Civil Service values (as required).
- Determine and plan their team requirements, including allocating resources and prioritising activities, over the short to medium term by fully understanding the business environment in which the team operates, the overall team objectives, ensuring their team fully understands and works to these requirements.

Leadership

- 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.

Internal and External Relationships

- Manage relationships with external suppliers to ensure research projects remain on track and are focused on delivering evidence on the questions which are most relevant to achieving the department's objectives.
- Manage relationships with the analyst community within DfT and the wider Civil Service
- Liaise with relevant internal 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.
- Work closely with the DVSA Colleagues to manage key customers (existing and new), thereby improving Agency key stakeholder relations.

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 CV and personal statement against the Job Description and Person Specification.

Essential skills and Essential experience

- Experience of designing, managing and / or implementing a complex social research or evaluation project to ensure the delivery of robust results on time.
- Experience of using your leadership, communication, and collaboration skills to achieve impact from a piece of research or evaluation findings.
- Experience of analysing a range of information and evidence from diverse sources to form conclusions and make recommendations.
- Detail of your relevant qualifications, including any social research modules taken as part of your degree or any relevant professional qualifications you hold (e.g. MRS Advanced Certificate or equivalent), or your experience of working as a professional social researcher or analyst, with required skills in social research, evaluation, and data analysis.

Qualifications:

The expectation is that candidates will have the same qualifications as GSR (Government Social Research) members.

Qualification requirements are dependent on whether candidates are eligible for GSR professional membership under the qualification route or the experience route:

Qualification route:

- Applicants must hold an undergraduate degree at a minimum of 2:1, or 2:2 with an additional postgraduate degree.
- The degree must include a substantial research methods component, comprising around 30% of the modules taken on the course.

Experience route:

- Applicants must hold an undergraduate degree at a minimum of 2:1, or 2:2 with an additional postgraduate degree, in any subject; OR a degree equivalent such as the MRS Advanced Certificate in Market and Social Research Practice.
- In addition to the above qualification, applicants must also have at least 4 years' experience of social research practice, which may consist of working in a research agency, market research agency or a specialist research team.

In your application, please remember to include details on:

- Any social research modules taken as part of your undergraduate or postgraduate degree.
- Any relevant professional qualifications you hold, such as the MRS Advanced Certificate or equivalent.

You will be asked to provide proof of qualifications should you be successful at sift.

Further Information:

Please note that there is a requirement for frequent UK travel, including overnight stays as part of this role.

This role can be based in [Birmingham](#), [Bristol](#), [Leeds](#), [Newcastle](#), [Nottingham](#) 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 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.

- **Communicating and Influencing**
- **Delivering at Pace**
- **Managing a Quality Service**

As part of the [Technical](#) assessment for this role you will be assessed against:

The [Government Social Research Technical Framework](#)

- Government Social Research Technical Framework - Knowledge of research methods, techniques and applications of these in more complex projects
- Government Social Research Technical Framework - Identifying research needs, designing and specifying research
- Government Social Research Technical Framework – Analysis and interpretation
- Government Social Research Technical Framework - Managing and commissioning social research.

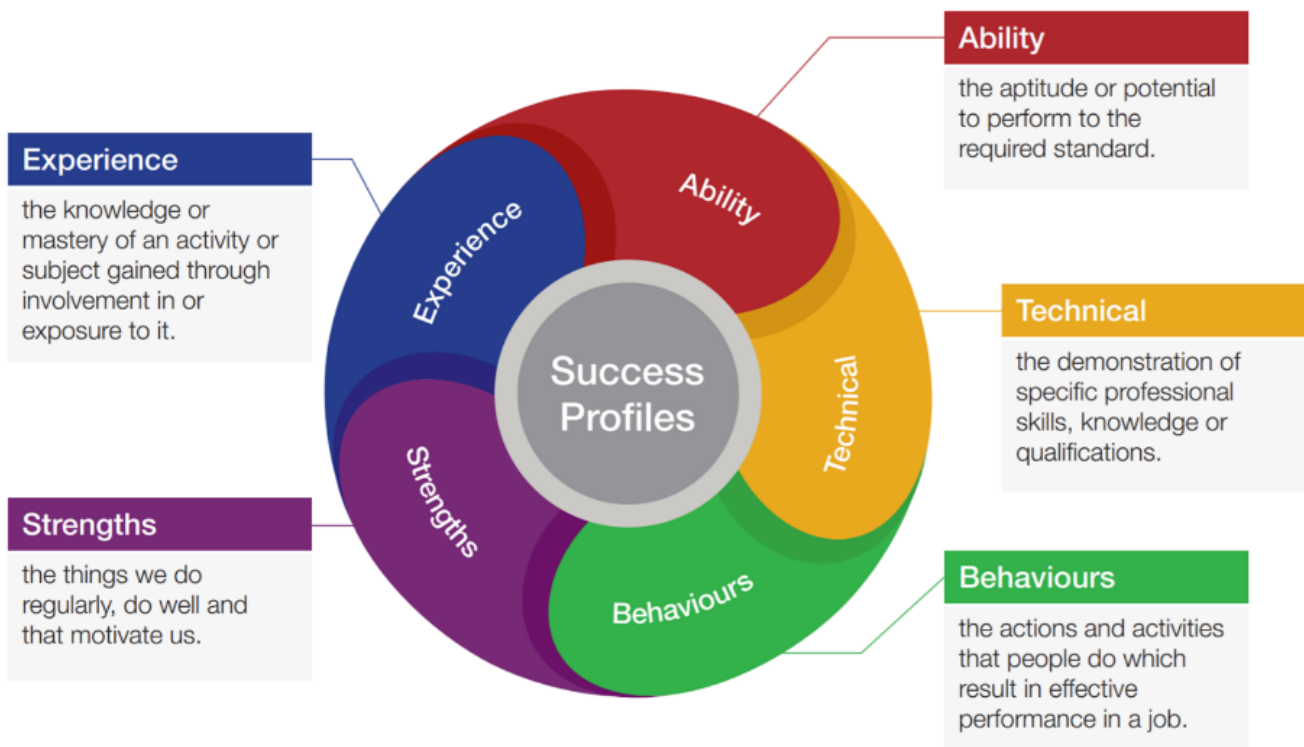
Success Profile Level 3

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 CV setting out your career history, with key responsibilities and achievements
- A personal statement (750 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 CV and 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.

Closing date: 06 October 2024

Shortlisting: 07 - 08 October 2024

Interviews: 21, 24 and 25 October 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

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)



Driver & Vehicle
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Agency

DVSA
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Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: lianne.parkinson@dvsa.gov.uk

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