



Driver & Vehicle  
Standards  
Agency

# Head of Driver Policy

**Reference: 371205**

**Closing Date: 14<sup>th</sup> October 2024**

**Location: Birmingham, Bristol, Leeds, Newcastle-Upon-Tyne, Nottingham, Swansea**

**Salary: £64,108**

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
<b>Access to in-role apprenticeships up to level 7</b>	Employer pension contribution rate of up to 30.3%	<b>Fast, modern IT kit and phones enabling seamless working from home and collaboration across the agency</b>
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 King'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
<b>Minimum of 5 funded training days per year, plus 6-month development opportunities</b>	Cycle to work scheme	<b>Help and support with your home and work life, and wellbeing</b>

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 Business Disability Forum, The Prince's Responsible Business Network, ENEI and Employers for Carers.



# About the job

**As the Head of Driver Policy, you will:** The role of Head of Driver Policy is to provide policy leadership on all relevant policies which relate to DVSA's driver testing, compliance and enforcement services. They will provide professional advice and guidance to the Director, Executive and CSL teams, so they are able to make informed strategic decisions for the Agency.

The post holder is a Policy, Digital & Data Directorate SMT lead with ownership of DVSA's driver policy leadership with subject matter expertise related to defining DVSA driver policy and services. Within the context of the Agency's five-year strategy, the post holder will assess any socio-economic, technology and political developments which may change the policy and service requirements the Agency is expected or may be able to deliver, or the Agency's approach to delivery of services. In the light of such assessments, recommend any changes to the Agency's five-year strategy or policies as may be necessary to ensure the Agency is proactive in its policy and service offerings.

The post holder is responsible for defining policy development for these services which contribute to the vision and strategic direction of DVSA. The post holder will work alongside Department for Transport policy development and collaborate with key stakeholders in developing new or improved policies and is accountable for translating these policies into standards and guidance for the business, to ensure operational and digital delivery is successful, affordable and meets user needs.

There is a requirement to design and deliver evidence-based driver policies and associated legislative changes, which are fit for the future and ensure that:

- Road safety policy objectives are achieved
- Driver services are sustainable and deliver value for money
- Evolving customer/user needs are understood and met.

The post holder will be responsible for the leadership and management of the G7 heads of driver policies, including the Approved Driving Instructor (ADI) Registrar, the Chief Driving Examiner, and Economic Advisor and their teams.

**Activities may include:**

**Policy Development**

- Oversee DVSA legislative and regulatory matters to ensure that the Agency's interests are appropriately considered and delivered. In doing so, ensure that DVSA has appropriate powers for its activities and, where appropriate, work with lawyers, across the Agency and DfT to identify and agree the way forward.
- Oversee and ensure DVSA and DfT high level legislative and policy objectives are delivered and implemented through a range of driver products and services, from inception through to delivery, and if necessary, closure.
- Lead on policy and legislative changes and associated regulations, including clearance of impact assessments, public consultations, and ministerial reporting.
- Work in partnership with the Directors of Operations and Enforcement, or third-party providers to ensure the driver policy standards are translated into coherent operational and digital delivery processes.
- Influence policy development at a senior departmental level and ensure policies are fully and effectively translated into operational and digital delivery requirements for efficient service delivery.
- Proactively assess any socio-economic, technology and political developments which may impact driver services. Collaborate with key stakeholders, including DfT, to continually develop new or improved policies in anticipation.
- Safeguard the professional identity of our policies and standards by ensuring they are of a high quality and benefit from customer engagement, are affordable and sustainable.
- Provide expert advice and guidance to the Director of Strategy & Policy and Executive Committee on all driver policies to ensure a good understanding of emerging and developing issues with the services and on future policy development.
- Identify, commission, and provide oversight where necessary, into research on potential service improvement and transformation, for example on new technologies, and how they can or need to be exploited for all driver services.
- Accountable for ensuring the integrity of driver testing, compliance and enforcement policies is maintained and that DVSA carries out its statutory responsibilities to the highest standards and continues to be an effective and efficient service provider and regulator.

## **Service Development**

- Set the standards of the services, ensuring they operate within funding and affordability constraints and best meet customer and stakeholder needs.
- Work closely with the Directors of Operations and Enforcement, ensuring service developments align with their evolving operational aims and objectives
- Maintain relationships with key stakeholders, including provision of advice to industry, customers, DVSA teams and external bodies on legislative changes and policy initiatives for all driver services and safeguard DVSA reputation in relation to driver services.
- Act as expert and voice of DVSA for all driver services by networking with key stakeholders and customers at a senior level to raise DVSA's profile nationally and when appropriate internationally.
- Future proof services by working with internal and external stakeholders to recommend any changes to the Agency's rolling five-year strategy.

## **Management**

- Execute management responsibilities effectively, working with, leading and acting as a role model for team members and colleagues, ensuring capabilities to achieve successful delivery of business performance whilst maximising the efficiency and effectiveness of the financial resources delegated in line with the Civil Service values

## **Leadership**

- Demonstrate leadership by providing influence, direction and guidance to staff to support the delivery of objectives. Establishes a strong direction and a persuasive future vision; managing and engaging with honesty and integrity, and upholding the reputation of the Agency, Department and Civil Service.
- Work in collaboration with fellow CSLs across all functions for the good of DVSA and to create a high performing and well respected Agency

## **Relationships**

- 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.
- Communicate with all major stakeholders (internal and external) to achieve business objectives.
- Work closely with the Head of External Relations to manage key customers (existing and new), thereby improving Agency key stakeholder relations.
- Represent the Agency externally as requested/required as a subject matter expert (e.g. at networking events, conferences and exhibitions) to enhance and strengthen the Agency's profile.
- Maintain an awareness of external factors (including government business initiatives and current and proposed legislation in relation to commercial activities) which impact the business. Communicating such information and any subsequent changes to the Chief Executive and Directors.

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

## Essential skills and Essential experience

- Experience of leading and delivering legislative change
- Significant experience of leading the policy development process, and managing the input of relevant analytical, technical, and legal experts to present policy recommendations
- Demonstrable background in the development and delivery of policy objectives, standards and requirements, with evidence of leading strategic change
- Significant experience of working collaboratively across team and organisational boundaries

to build evidence-based policy and efficient and effective operational and digital services fit for the future

- Proven aptitude for leadership, with an ability to build effective working relationships with teams and a wide range of stakeholders that creates space for constructive, open, and transparent engagement contributing to a culture of inclusion
- Excellent understanding of the UK political and Civil Service policy environment and experience of working within a parliamentary framework

## Further Information:

The Head of Driver Policy will join the existing postholder in a job-share partnership. The intention would be for both job-share partners to work three days a week, with one day's overlap. We expect this to be in a block at either the start or end of a week, rather than spread through the week.

Please note that this role will require regular travel to London with occasional travel also being required to other DVSA offices for team meetings and line management responsibilities.

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 & Technical](#):

## Behaviours

- **Seeing the Big Picture**
- **Communicating and Influencing**
- **Delivering at Pace**

## Technical

You will be assessed against the Technical element of the Success Profile Framework. Two Policy Profession Standards are being assessed: [Policy profession standards - GOV.UK](#) ([www.gov.uk](http://www.gov.uk))

### **1. Strategy      1.1. Policy Context and Purpose      Level 1: Developing**

- Define the sought impacts and outcomes of a policy.
- Recognises the importance of understanding the question that underpins the problem to be solved.
- Understands the policy outcomes and what successful delivery of the policy would look like.

### **2. Democracy      2.1. Working with Ministers      Level 1: Developing**

- Deliver effective internal communication. Write for different audiences and purposes, including scrutiny.
- Understands that information needs to be presented according to its audience and possible application
- Selects and presents it so that someone else can understand a particular subject quickly (“briefing”).

- Demonstrates the ability to write accurately, briefly and clearly, using correct grammar and punctuation.

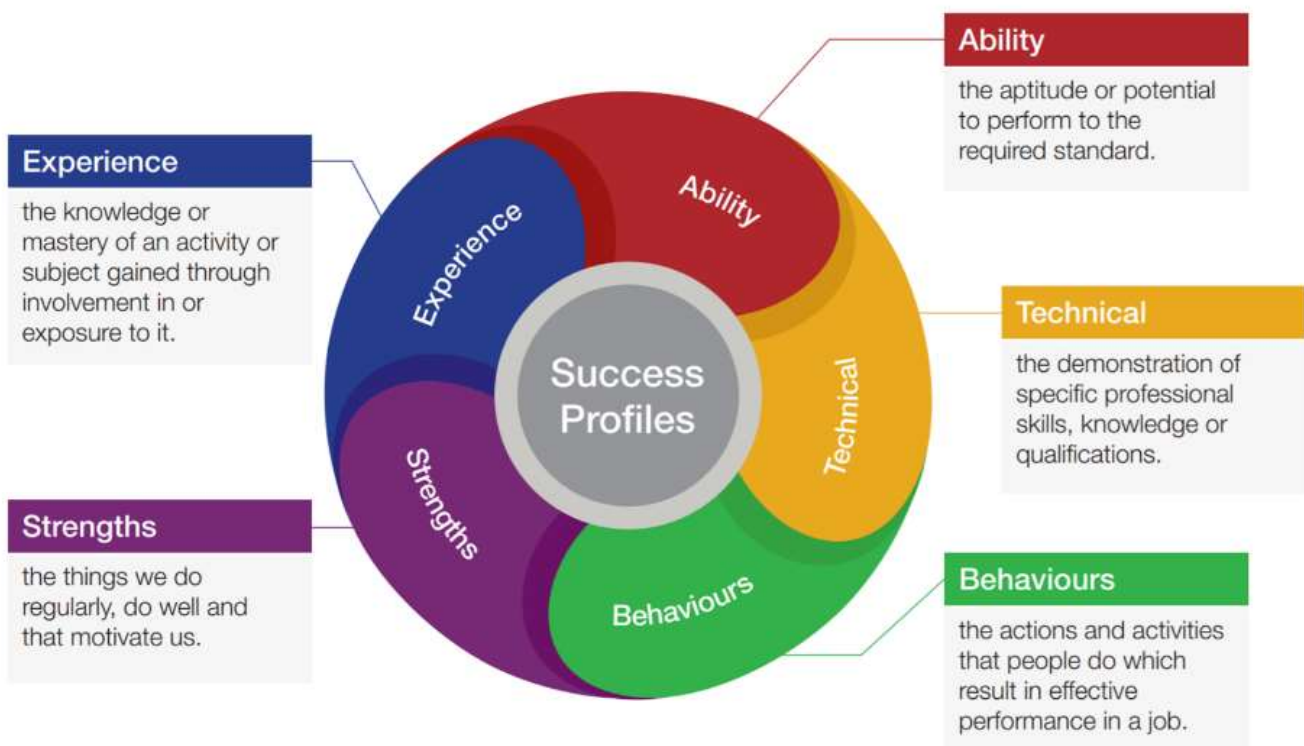
#### **Success Profile Level 4**

# 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 4 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 CV setting out your career history, with key responsibilities and achievements
- 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 CV/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:** 14<sup>th</sup> October 2024

Shortlisting: 15<sup>th</sup> & 16<sup>th</sup> October 2024

**Interviews:** Week commencing 28<sup>th</sup> 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](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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[www.gov.uk/dvsa](http://www.gov.uk/dvsa)

If you have questions about the role please contact: [becky.thomas@dvsa.gov.uk](mailto:becky.thomas@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**