



Driver & Vehicle  
Standards  
Agency

# Public Liaison Officer – Correspondence Management

Reference: 322498

Closing Date: 10 December 2023

Location: Bristol, Newcastle-upon-Tyne, Nottingham, 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?

**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
<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

**The Public Liaison Officer is responsible for managing the processing of responses to complaints received into the Agency about any of our business functions. They also manage the out-of-pocket expense claims processing in line with procedures. Accuracy and timeliness are important for both functions.**

**In addition to this, the Public Liaison Officer might also be involved in handling FoI requests and Data Protection requests under the DP Act 2018 and GDPR.**

**Activities may include:**

**Managing Correspondence (60% of time)**

**For lead role position, this is likely to take 60% of time per group of activities.**

- Manage the provision of responses to correspondence, ensuring that they are accurate and delivered in accordance with agreed timescales.
- Ensure the right information is collection subject matter experts (SMEs) to enable the quick resolution of complaints.
- Where necessary, draft accurate and concise draft responses to escalated complaints, and those involving senior stakeholders with support from SMEs within department timeframes.
- Liaise with colleagues and management team about casework as appropriate to improve the chances of early complaint resolution and avoid the escalation of complaints.
- Manage provision of Out of Pocket Expense claim payments, ensuring payments are correctly approved and authorised.
- Produce/oversee monthly statistics showing correspondence volumes and advise Public Liaison manager of any trends.
- Work closely with Theory Test provision team to ensure we have correct information available to answer those complaints and feedback on trends.
- Ensure that the continuous improvement philosophy is embedded in the team by ensuring processes and procedures are regularly reviewed.

- Direct staff management of up to four staff

### **Leadership and management (20% time)**

- May have some direct line management responsibilities
- 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 financial resources deleted in line with the Civil Service values
- Work in collaboration with other Corporate Reputation managers for the good of DVSA and to create a high performing and well-respected team
- Support the Public Liaison manager in ensuring overall delivery of services
- 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.
- 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. 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.

### **Cross over cover for FoI/DP**

- When time allows, learn how we handle FoI/DP requests, in order to act as support to other managers when required.

### **Relationships Internal External (20% time)**

- Daily and weekly contact with corporate senior leaders throughout DVSA to provide advice and guidance on all public liaison policies and processes.
- Promotion of Corporate Reputation principles to key stakeholders across the organisation.

- Working with key stakeholders across the organisation to understand and be aware that all key interventions are strategically aligned to the Anecy's future plans and projects.
- Ensuring good relations and communications with all members of the team and responding politely and in a timely fashion to internal and external customers.
- Communicating with all major stakeholders (internal and external) to achieve business objective.

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

## Essential skills and Essential experience

- Excellent written and oral communication skills
- Experience of resolving complaints or processing of high-level correspondence or appeal/dispute resolution
- Able to continually manage/prioritise work streams.
- Experience of managing and leading staff in delivering high quality, time driven, customer focused responses to complaints
- Experience in dealing with internal and external Stakeholders.

## Further Information:

The role will require travel to the other main DVSA administrative sites for team meetings, training and cooperative working where required.

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 32 hours per week; ideally spread equally over five days.

For this role you will be attached to one of our core locations in [Swansea](#), [Nottingham](#), [Bristol](#), or [Newcastle](#), where presence at one of these sites will form part of the working arrangements agreed with you. We operate a hybrid working model that allows you to work between home and office locations, giving you greater flexibility about where and when you work.

# Success profiles

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

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

- **Seeing the Big Picture**
- **Changing and Improving**
- **Working Together**
- **Leadership**

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

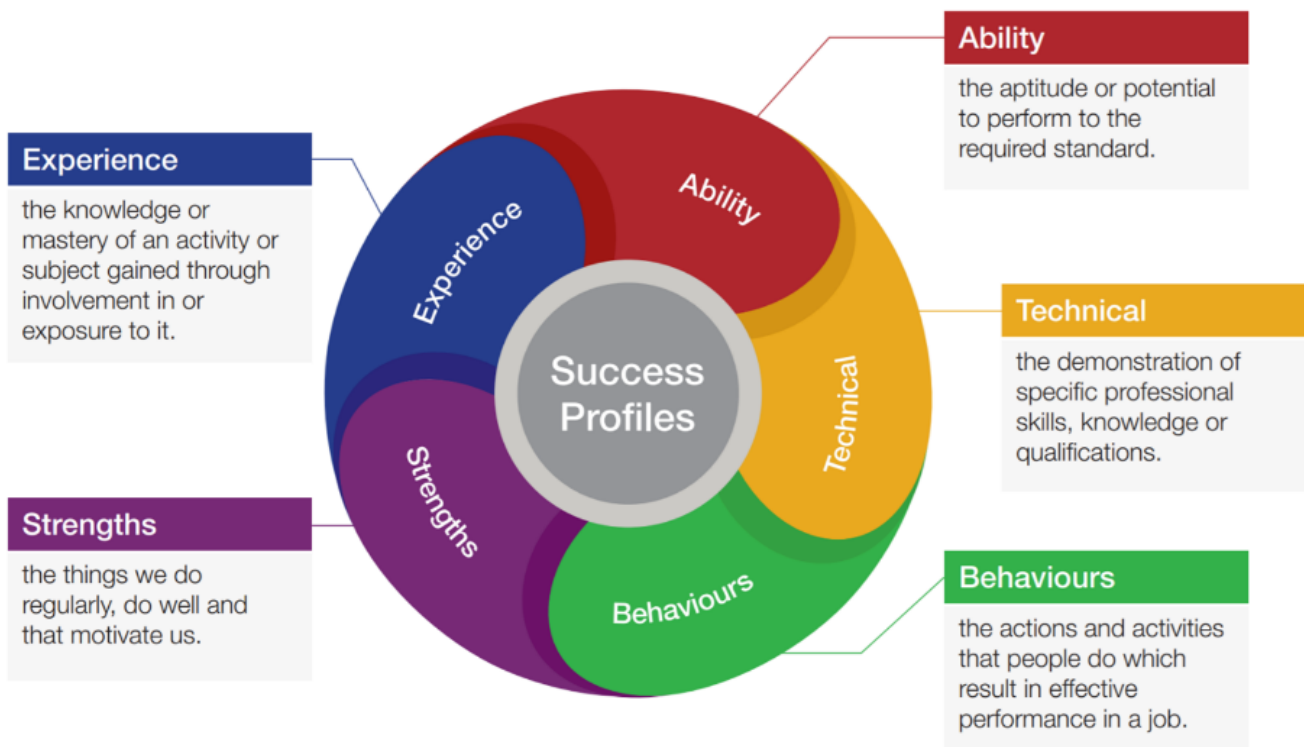
## Success Profile Level 3

# 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](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 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.

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

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

You're encouraged to become familiar with the role, 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:** 10 December 2023

Shortlisting: week commencing 11 December 2023

**Interviews:** week commencing 08 January 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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Nottingham  
NG2 1AY

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

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