



Driver & Vehicle  
Standards  
Agency

# Customer Service Centre Agent

Reference: 330642

Closing Date: 14<sup>th</sup> January 2024

Location: Newcastle

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 lifetime of driving.

The Operations Directorate vision is for safer drivers, safer vehicles and safer journeys for all. We help people through a lifetime of safe driving by providing driving and riding tests to make sure new drivers have the skills to be safe on the road. We also help people keep vehicles safe to drive by providing vehicle tests.

## DRIVER

Our driving examiners test learner drivers for a variety of vehicles including cars, motorbikes, large good vehicles and passenger carrying vehicles like buses and coaches. They work in small teams from our driving test centres across the country.

The work that driving examiners do is vital to keeping people safe on Britain's roads. This is especially important as we respond to changes in vehicle technology, such as driverless cars and electric vehicles.

## VEHICLE

Our vehicle standards assessors carry out technical examinations on vehicles to ensure they meet legal roadworthiness requirements. The vehicles they examine include lorries, buses, coaches and trailers. They work nationwide out of customer premises called authorised testing facilities. There are also specialist vehicle standards assessors who conduct more specialist examinations, such as on vehicles that have been modified, and they work from DVSA sites across the country.

The work that vehicle standards assessors do is vital to keeping people safe on Britain's roads. This is especially important as we respond to changes in vehicle technology, such as driverless cars and electric vehicles.

We're committed to making the Operations Directorate a great place to work, and we want everyone in the directorate to be the best they can be. This means working in an environment where they feel valued and able to share ideas, are busy but not stressed, and where each person's potential is fully realised.



**Peter Hearn**  
Director of Operations (North)



**Rich Hennessy**  
Director of Operations (South)

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



The Prince's  
Responsible  
Business Network



# About the job

**To provide a quality support, advice and guidance service to both internal and external customers contributing to the improvement of road safety, environmental standards and the reduction of vehicle crime.**

**Activities may include:**

## **Customer Service**

- Handle inbound customer contact consisting of telephone calls and e-mail correspondence.
- Deliver a consistent and productive service to both internal and external customers.
- Support the promotion of DVSA's digital services.
- Use judgement to action DVSA/customer requirements in line with current procedures and practices.

## **Self Management**

- Ensure all administrative work is completed and recorded accurately.
- Use information resources to support customer service.
- Keep up to date with current procedures and practices.

## **Collaborating**

- Work effectively as part of a team, 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
- Execute own responsibilities effectively and in line with DVSA policies and processes, ensuring that daily tasks and activities are delivered against agreed objectives.

## **Leadership**

- Act with honesty and integrity upholding the reputation of the Agency, Department and Civil Service.
- Where necessary work in collaboration with colleagues across all functions for the good of DVSA and to create a high performing and well respected Agency.

## **Relationships Internal External**

- Liaise with relevant internal departments to ensure customer needs are met.
- Ensure good relations and communications with all members of the team and responding politely and in a timely fashion to internal and external customers.
- Support the department by contribution 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**

- Good written and communication skills.
- Ability to handle challenging enquiries.
- Prioritise workloads to aid productivity.
- Manage time effectively.
- Basic computer literacy skills e.g. keyboard, word processing skills and Microsoft applications.
- Working as part of a team.

## **Further Information:**

Whilst we accommodate a hybrid working model, for your first two months, 100% of your time will be spent in our office. Once you have successfully completed two months and passed the requirements, you will be able to utilise our hybrid working model explained below.



# Success profiles

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

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

- **Working Together**
- **Communicating and Influencing**
- **Making Effective Decisions**

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 (750 words) utilising the word count given, demonstrating the following:
  - When you have used your written and verbal communication skills to deliver a key message.
  - Handled a challenging enquiry.
  - Prioritised workloads to aid productivity.

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 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 candidate pack, 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. The anticipated timetable is as follows:

**Closing date:** 14<sup>th</sup> January 2024

Shortlisting: 16<sup>th</sup> & 17<sup>th</sup> January 2024

**Interviews:** Week commencing 29<sup>th</sup> January 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](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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Agency

DVSA  
1 Unity Square  
Queensbridge Road  
Nottingham  
NG2 1AY

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

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