



Driver & Vehicle  
Standards  
Agency

# Publications Manager

**Reference: 349078**

**Closing Date: 01 May 2024**

**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

**As the Publications Manager, you'll be responsible for writing, editing and illustrating DVSA's official learning materials. You'll help people to prepare for their Driver and Vehicle Standards Agency (DVSA) tests and to become safe and responsible drivers and riders.**

**You'll maintain and develop the database of theory test revision questions, case studies and associated images. And you'll specify and commission high-quality and effective photography and illustration, understanding legal requirements like the General Data Protection Regulations and copyright.**

**You'll manage a content designer, working closely with DVSA's official publisher to produce commercial products on time, within budget and to appropriate standards.**

**You'll ensure that:**

- content meets evidenced customer needs
- content is accurate, timely, accessible, and useful, based on available evidence
- customers can understand and act on DVSA information, education and advice
- customers have the information they need to remain safe and comply with the law and DVSA national standards
- content meets our principles of customer service and user-centred design
- theory test revision materials are up to date, fit for purpose, and relate appropriately to official source materials and tests
- Crown copyright licensees receive question bank updates as agreed with DVSA's intellectual property manager

**Activities may include:**

## **Writing and illustrating official publications**

- Role holder is a subject matter expert in driving/riding standards, including instruction, training and testing

- Writing and updating DVSA's official guides and commercial learning resources, calling on personal expertise and experience in DVSA national standards and on subject matter experts in DVSA and among its partners
- Specifying and commissioning photographs and illustrations, including organisation of shoots, models, vehicles, equipment, logistics and locations
- Overseeing the work of the EO content designer and of commissioned authors, photographers and illustrators
- Meeting content deadlines and managing colleagues, suppliers and partners to do so

### **Production**

- With the official publisher, meeting production deadlines, maintaining stocks, and managing colleagues, suppliers and partners to do so too

### **Professional development**

- Maintain a professional network with colleagues
- Keep up to date with the latest techniques and technology for photography, production, educational publishing and e-learning
- Maintain knowledge and understanding of current intellectual property and GDPR requirements of managing and using image assets

### **Management**

- Manage resources and responsibilities effectively, maximising the financial resources delegated in line with Civil Service values
- Manage and develop the EO content designer for publications

### **Leadership**

- Act as a role model by providing influence, direction and guidance to colleagues to achieve business objectives
- Manage and engage with honesty and integrity, upholding the reputation of DVSA, the Department for Transport and the Civil Service
- Collaborate with colleagues across all functions to create a high performing and well-respected Agency

- Act as subject matter expert and advisor on commercial publishing and driving/riding standards

### **Internal and External Relationships**

- Liaise with relevant colleagues at a similar level in internal departments to meet customer needs and communicate these needs throughout the business
- Foster good relations and communications with all colleagues, responding positively to internal customers
- Communicate with all relevant stakeholders (internal and external) to achieve business objectives, clarifying end user needs and answering queries about interpretation of briefs
- Manage allocated customers (internal and external, existing and new), improving DVSA stakeholder relations
- Be aware of external factors which impact the business, communicating information and any resulting changes to managers and colleagues

**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

- experience as an approved driving instructor, motorcycle or vocational trainer, and/or DVSA or DVA (Driver and Vehicle Agency) driving examiner.
- practical, in-depth knowledge and understanding of the Highway Code, DVSA National Standards for driving and riding in Great Britain, DVSA driver/rider testing.
- experience of writing in plain English, including structuring content to suit a format and the audience.

## Further Information:

This role can be based in [Bristol](#), [Newcastle](#), [Nottingham](#) or [Swansea](#). Your presence at one of these locations will form part of the agreed working arrangements.

We operate a hybrid working model, giving you greater flexibility about where and when you work. We'll **expect** you to spend a minimum **60% of your time at your base location**. Visits to other DVSA sites or work locations count towards this.

We may ask you to travel occasionally, with some overnight stays.

Please note that DVSA does not hold a UK Visa & Immigration (UKVI) Skilled Worker License sponsor. We 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.

- Seeing the Big Picture
- Making Effective Decisions
- Working Together

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

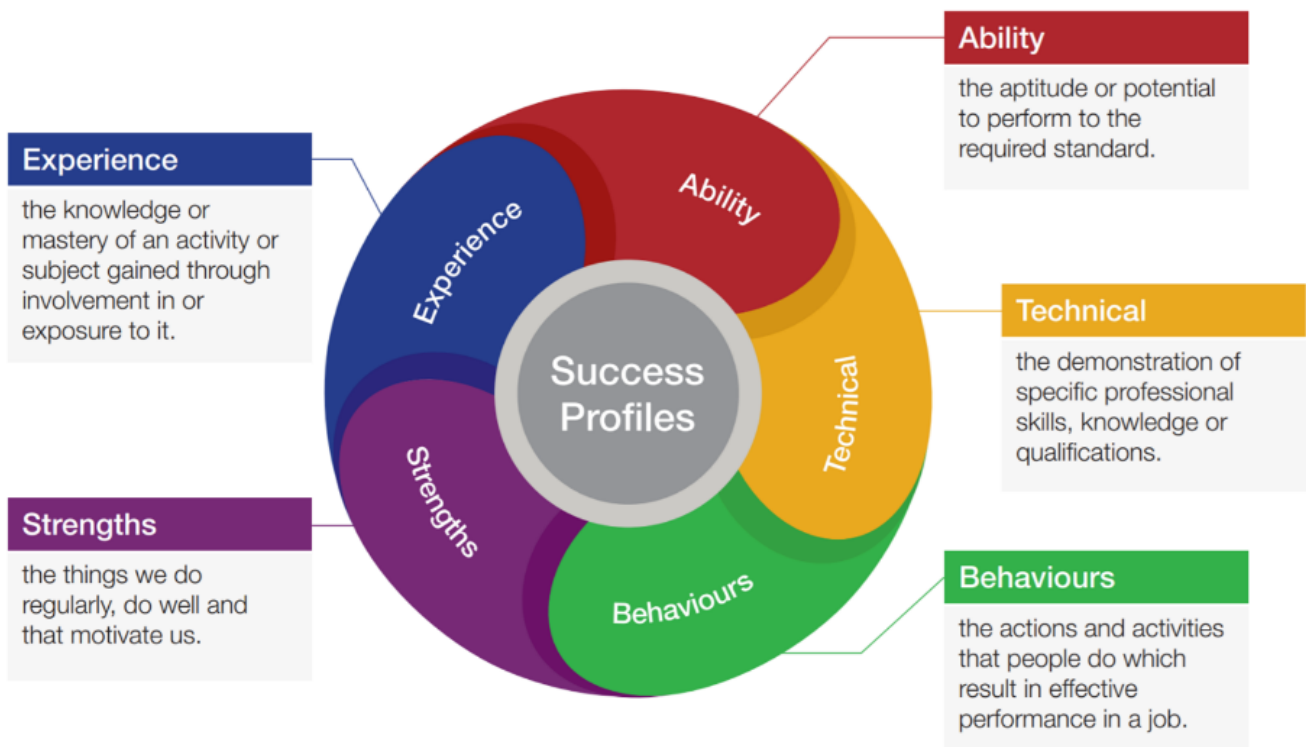
## Success Profile Level 3

# 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 (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.

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

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:** 01 May 2024

Shortlisting: 02 – 03 May 2024

**Interviews:** 21 to 23 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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Queensbridge Road  
Nottingham  
NG2 1AY

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

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