



Driver & Vehicle  
Standards  
Agency

# Theory Test Transformation Service Owner

**Reference: 368012**

**Closing Date: 20 October**

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

**Salary: £51,997**

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 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 Theory Test Transformation Service Owner will be responsible for the effective delivery/operation and continuous improvement of the Theory Test Transformation Project Service, in a fast-paced Agile environment.**

**They will lead a multi-disciplinary project and digital development team responsible for continuously improving and developing the Theory Test Transformation Digital Service (T3) in line with critical success factors and the Gov.UK Digital Service standard. They will have overall accountability for annual project budget and allocate funding to areas of the project based on their decisions about priorities.**

**The role holder will ensure that GB legislation, Driver Vehicle Agency Northern Ireland (DVA) legislation and operational guidance and DfT (Department for Transport) policies are converted into a range of T3 Products and Services to support the project development and that these are underpinned by operational policies and procedures in line with Government Standards. They will have responsibility for communicating the benefits and performance of their project and new service and develop ambitious visions and strategies. They will achieve the organisation and team buy-in, translating the vision into prioritised project deliverable goals.**

**The role holder will function as an interface between DfT stakeholders, the industry, and DVA operational and digital teams to ensure the effective implementation of new policies or revised legislation, influencing and negotiating with stakeholders during the policy making process.**



**The role holder will do this by working with the theory test team, fully understanding the customer/end-user requirements, through user research, along with the policy, legislation and regulations governing theory test and data and associated services to enable the delivery of an effective, efficient, and enviable transformed theory test service. They will work closely with the wider theory test management team to jointly develop the digital services and drive through efficiencies. They will make sure the necessary business processes are followed and participate in the governance of the service, including acting as a point of escalation for the delivery teams. They will be able to overcome operational constraints to deliver a successful product or service; working closely with other operational delivery teams and be able to manage the operational process of designing and running a product or service throughout its entire life cycle.**

**The role holder will work closely with Government Digital Service to develop the service in line with GDS (Government Digital Service) standards ensuring the service can remain on GOV.UK by continuing to meet content and design standards. They will be responsible for meeting new accessibility standards required by new legislation and for taking the service through relevant GDS assessments.**

**Activities may include:**

### **Transformation of the Service**

- Manage a programme of transformation initiatives and policy developments to transform the T3 Service to reflect DVSA future strategic direction and technical or legislative changes.
- Ensure delivery of the Theory Test Transformation critical success factors working within agreed budgets.
- Driving through efficiencies and redirecting resource to value added work. Impacting positively on road safety.
- Developing ambitious visions and strategies.
- Driving digital adoption and use of cross Government services such as One-Login.
- Liaison with DVA and Industry around future requirements and commercial frameworks for provision of services

- Liaison with the Driver Services Service Improvement Team on setting strategic objectives around the end-to-end licence acquisition process and representing T3 at governance meetings
- Ensure all aspects of service performance are delivered such as setting quality standards and service levels evaluating the effectiveness of products and providing input to relevant performance reports.
- Ensure all theory test operational delivery teams understand, support, and comply with T3 service standards.
- Champion and lead change in the T3 products to ensure effectiveness and efficiency of the product. Working within tight LTFF and representing T3 at Investment Change Committee and other groups to secure appropriate digital funding.
- Manage and monitor product accounts to ensure that value for money is delivered working with Policy/fee leads.
- Risk owner for T3. Ensure that any risks to the new service products are appropriately managed and mitigated. Understanding and identifying problems, analysing and helping to identify the appropriate solution.

## **Policy Development**

- Ensure DfT high level policy objectives and domestic laws are delivered through the T3 products and new services which operate within funding constraints and best meet customer and stakeholder continuous improvement needs.
- Chairing the T3 Product Group, collaborating with the internal stakeholders defining the minimum viable product and making decisions about priorities to feed into project deliverables.
- Continuously review and enhance the T3 products, policies, and processes to better meet policy and GDS objectives, DVSA guidance and policies, addressing current operational issues, remove ambiguity, and drive through effectiveness and efficiency gains, simplifying wherever possible.
- Proactively provide advice and support to DfT/DVSA policy leads in respect of T3 to support on-going development of DfT/DVSA strategy.
- Ensure the T3 products have clearly defined boundaries that best facilitate efficient operational delivery and are translated into coherent operational delivery processes, procedures and standards that ensure operational delivery is within the legislative and GDS requirements.

- Ensure the T3 products are consistent with wider government agendas (e.g. digital by default, user accessibility etc)
- Challenge DVSA/DVA to continually strive for improvement in quality and/or quantity of delivery.

### **Staff 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 Civil Service values.
- Working within the Theory Test senior leadership team and Head of Digital Operations to ensure alignment of people management.

### **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. 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 project team operates and 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 Relationships**

- Managing relationships with DVSA policy, DVA, theory test team and DVSA internal stakeholders



## External Relationships

- Function as an influential interface between all departmental stakeholders, the industry, and customers to ensure effective implementation of new policies or revised legislation arising from transformation.
- Advise, influence, and negotiate during the policy making process.
- Liaison with GDS and OGDs on service development
- Responsible for liaison with GDS on Service standards
- Managing all communications for T3
- Working within the Theory test senior leadership team and Head of Digital Operations to create coordinated engagement with external partners.

**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 of managing cross-departmental digital change projects
- An understanding of agile.
- Previous experience of leading and/or working in a project environment with multiple outsourced suppliers.
- Knowledge of the overall Theory Test or E Assessment and systems and how they come together.
- Experience of stakeholder management in a complex environment
- Can use visualisation techniques such as product roadmaps to communicate with diverse stakeholder groups about the direction of the T3 development, prioritisation decisions and timescales.

## Further Information:

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.

There will be a requirement for the successful post holder to travel frequently, specifically to Nottingham, including overnight stays on occasions. There may also be the potential for international travel.

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 30 hours per week.

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.

- Changing and Improving
- Communicating and Influencing
- Leadership
- Making Effective Decisions
- Seeing the Big Picture

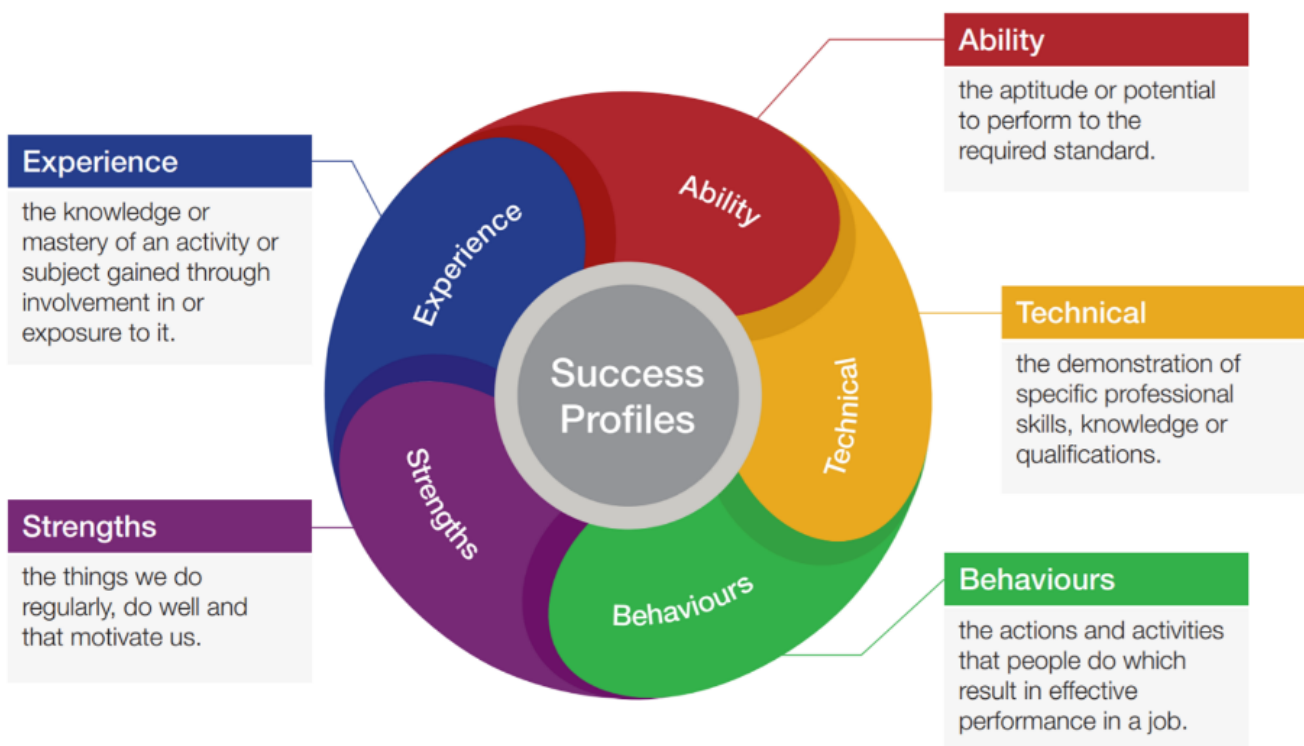
**Success Profile Level 4**

# 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 (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:** 20 October 2024

Shortlisting: week commencing 21 October 2024

**Interviews:** week commencing 11 November 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: [alexander.fiddes@dvsa.gov.uk](mailto:alexander.fiddes@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)