



Driver & Vehicle
Standards
Agency

ADI Appeals Coordinator

Reference: 371605

Closing Date: 15th October 2024

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

Salary: £28,119

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
Access to in-role apprenticeships up to level 7	Employer pension contribution rate of up to 30.3%	Fast, modern IT kit and phones enabling seamless working from home and collaboration across the agency
Study leave	Tax free childcare scheme	Generous parental and carer schemes
3 paid volunteer days per year	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.	Flexible working, including part-time working and job share options
Individual Personal Development Plans	Special recognition awards	Free health checks including workplace adjustments
Minimum of 5 funded training days per year, plus 6-month development opportunities	Cycle to work scheme	Help and support with your home and work life, and wellbeing

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 an ADI Appeals Coordinator, you will: report directly to the ADI Appeals Manager and is responsible for coordinating all aspects of the administration of appeals made against the Registrar's discretionary decisions.

The role holder will be responsible for managing all the incoming appeals made against the Registrar's decisions. They will liaise with the Tribunal Service to ensure all cases are dealt with promptly and effectively and that all documentation required for the appeal are produced in line with the tribunal guidelines and within service levels.

They will support the Appeals Manager when attending tribunals by providing up to date records and ensuring compliance with any case management directions.

The role requires close working with the Fit and Proper team regarding the presence of any cautions or convictions sustained by Approved Driving Instructors (ADI) and Potential Driving Instructors (PDIs). Additionally, the role holder will work collaboratively with the Standards Check Booking team and the Registrar's management team in preparing for all aspects of an appeal.

They will ensure all customer and tribunal enquiries are dealt efficiently and within service standards targets by:

- ensuring all contact with customers is helpful, polite, and professional
- dealing with telephone, email, and written enquiries promptly
- liaising, when necessary, with other departments

They will handle associated appeal paperwork with utmost discretion and confidentiality in accordance with tribunal, DBS Code of Practice, and Data Protection Act (DPA) requirements.

They will provide mentoring and development support to their team to provide a high standard of service.

Activities may include:

Tribunal support Service Development

- Coordinate the Appeals team to support the ADI Appeals Manager, carrying out all administrative duties in relation to transport tribunals.
- Prioritise the work of the team to ensure that appeals are dealt with in a timely manner.
- Ensure that all information on TARS (Testing and Registration System) is recorded correctly, undertaking quality assurance by running regular reports, addressing anomalies, and giving additional training support to team members, where necessary.
- Draft statements of responses ensuring they are clearly written and meet appropriate deadlines.
- Liaise effectively with the Tribunal Service to define and understand upcoming issues.
- Undertake quality assurance of cases and bundles prepared for tribunals.
- Regularly review and update the process to ensure a quality service.
- Ensure the Registrar is aware of Tribunal decisions.
- Ensure evidence for appeal hearings is provided to the Appeals manager promptly.
- Draft responses to Ministerial (MSU) cases, complaints, Freedom of Information (FOI) and DPA requests.

ADI Team Support

- Work as part of the wider ADI team as and when required, including covering the work of colleagues who are absent.
- Provide support to the ADI team to ensure service level agreements are met.
- Participate in team meetings, contributing ideas and sharing information.

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.
- Line Management of one AO.

Leadership

- Provide guidance to colleagues to support the delivery of objectives. Manage and engage with honesty and integrity, upholding the reputation of the Agency, Department and Civil Service.
- Work in collaboration with colleagues across all functions for the good of DVSA and to create a high performing and well-respected Agency.

Relationships

- Liaise with relevant internal and external departments and stakeholders to ensure that

business objectives and internal and external customer needs are met and that these requirements are fully communicated throughout the business.

- Ensure good relations and communications, responding professionally and in a timely fashion to internal and external customers.
- Maintain an awareness of external factors (including government business initiatives and current and proposed legislation in relation to commercial activities) which impact the business and communicate such risk information as appropriate.
- Build relationships within the Tribunal Service to ensure all processes are up-to-date and accurate, facilitating legal compliance. Raise issues when necessary.

Interested? Complete your application now at: 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

- Excellent organisational and administrative skills.
- Experience interpreting complex information with the ability to interpret regulation and legislation.
- Experience of managing a service and the ability to work to deadlines.

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.

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.

Please note that this role may require occasional 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 34 hours per week.

Success profiles

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

You will be expected to demonstrate the following [Civil Service Behaviours](#):

Behaviours

- **Making effective Decisions**
- **Managing a Quality Service**
- **Delivering at Pace**

Success Profile Level 2

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 2 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, you'll need to complete:

- A CV setting out your career history, with key responsibilities and achievements
- A personal statement (500 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: 15th October 2024

Shortlisting: 16th-18th October 2024

Interviews: 13th & 14th 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

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



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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DVSA
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Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: darren.russell@dvsa.gov.uk

If you have problems with the online portal or application process please contact:
dftrecruitment.grs@cabinetoffice.gov.uk

Helping you **stay safe** on **Britain's roads**