



Driver & Vehicle  
Standards  
Agency

# Market Surveillance Investigation Manager

Reference: 349218

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

# 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 Market Surveillance Unit Investigation Manager will be responsible for the implementation of automotive Market Surveillance and Investigative Casework, as part of a team working on ensuring that automotive products available for sale meet the necessary safety and environmental standards.**

**The role holder will ensure the delivery of effective, timely, business and customer focused investigations, with specific responsibility for understanding and implementing criminal sanctions.**

**The role holder is responsible for identifying innovative ways to prevent non-compliance in the industry, identifying potential risks and educating the automotive industry.**

**Activities may include:**

## **Managing cases and investigations**

- Undertake and lead on cases and investigations, with responsibility for checking products (vehicles and components) placed on the UK automotive market comply with the relevant regulations and Environmental and Safety standards to which they were approved.
- Responsible for interpretation of legislation, with the ability to conduct criminal investigations.
- Interviewing relevant parties, collecting and analysing evidence and appearing in court as a witness – in line with legal procedures.
- Conduct enforcement action and taking sanctions as necessary where non-compliance is found, in respect of manufacturers, suppliers and distributors.
- Responsibility in overseeing the planning, preparing and managing of the investigation and applying different approaches and methodologies to support the work of the Market Surveillance Unit
- Emphasis on accurate outcomes to investigations in line with legal guidance, and completion of those investigations in a timely manner
- Provide advice and guidance across the wider team, as required, in the course of carrying out case work. This will involve ensuring compliance with all relevant legislation, professional practices, internal quality procedures and Internal Auditing Standards.
- Work closely with MSU Engineers to gain technical support into MSU investigations.

## **Internal and External stakeholders**

- Inform, educate and engage with manufacturers, suppliers, distributors and trade associations to assure product quality processes and improve their understanding of the industry in ensuring compliance, representing externally to enhance and strengthen the MSU profile.

- Manage relationships with stakeholders in order to meet the objectives of the team – including the Vehicle Certification Agency, and International Vehicle Standards at DfT
- Liaise with other government departments (such as Trading Standards) and Police Forces where their involvement in the work would be beneficial to the end outcome of protecting the public.
- Work with DVSA enforcement teams to deliver work – including the investigations team, prosecution legal services and mainstream enforcement teams – to ensure coordination in what we do, to benefit from expertise and maximise our overall effectiveness.
- Work closely with communications teams in DVSA to maximise the value of the work and impact on the industry and ensure any media enquiries are handled appropriately.

### **Improvement and Innovation**

- Ensure a continuous improvement philosophy through learning from what is delivered across the team – and experimenting with new ways of delivering the work.
- Develop new ways of working to deal with newly identified ruses and other nefarious activities as prioritised for the MSU – working with others as necessary to create and document approaches.
- Using your expert knowledge conduct reviews of investigations undertaken by the team, to understand how they can be improved, always ensuring value for money.
- Monitor performance in all areas, provide feedback & seek improvement.

### **Leadership**

- Demonstrate leadership by providing a clear understanding to colleagues and stakeholders of objectives and activities.
- Liaise with relevant internal and external departments to ensure that internal and external customer needs are met and that these requirements are fully communicated throughout the business.
- Engage with honesty and integrity, and upholding the reputation of the Agency, Department and Civil Service.

**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 in planning, dealing with and managing criminal investigations, with the ability to extract accurate information from investigating and using your exceptional attention to detail to achieve your objective.
- Proven experience of the Police & Criminal Evidence Act (PACE) Regulation of Investigatory Powers Act 2000 (RIPA), and Criminal Procedure & Investigations Act (CPIA),
- Experience in adversity, with the ability to deal with occasional confrontational situation.
- You can express yourself effectively and have exceptional written and verbal communication skills. You are resilient and flexible and enjoy working in a demanding role.
- Excellent organisational and people skills, someone who takes responsibility and ensures all procedures are followed.

## Further Information:

Hold, or be prepared to work towards, Advanced Professional Certificate in Investigative Practice (APCIP) – BTEC Level 7.

This role can be based in [Swansea](#), [Nottingham](#), [Bristol](#), or [Newcastle](#). 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.

This role requires frequent travel and overnight stays across the UK (largely for the purpose of carrying out investigations) and therefore you will be required to hold a full valid UK driving licence.

# Success profiles

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

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

- **Making Effective Decisions**
- **Communicating and Influencing**
- **Delivering at Pace**
- **Managing a Quality Service**
- **Working Together**
- **Seeing the Big Picture**

Interviews will include a blend of [Behaviour](#) questions.

## Success Profile Level 3

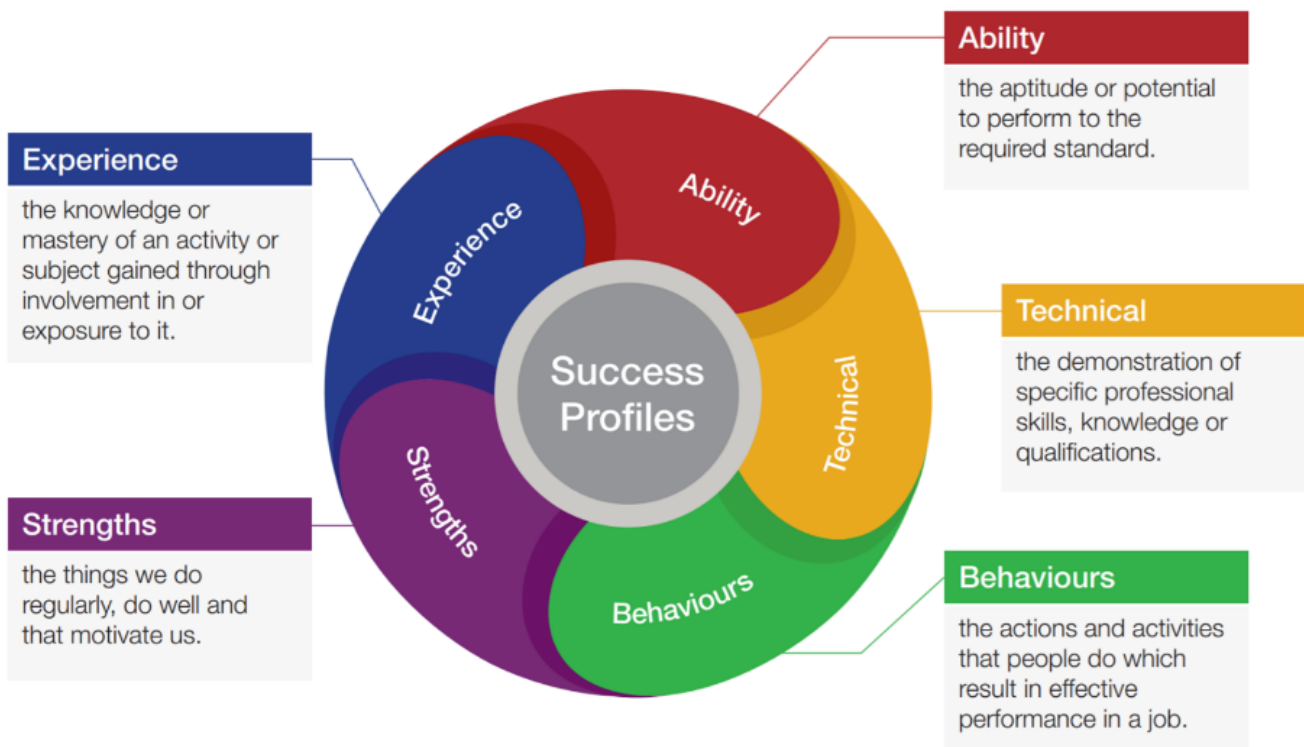


# Success profiles

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 (1250 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](#) 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:** 01 May 2024

Shortlisting: 02 to 03 May 2024

**Interviews:** From 16 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)



Driver & Vehicle  
Standards  
Agency

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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: [christopher.dormand@dvsa.gov.uk](mailto:christopher.dormand@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**