



Driver & Vehicle
Standards
Agency

Enforcement Policy Specialist - Technical

Reference: 370218

Closing Date: 06 October 2024

Location: Birmingham, Bristol, Leeds, 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
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 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 role of the Enforcement Policy Specialist is to provide support and advice to DVSA staff, our customers, and stakeholders on legislation and Department for Transport (DfT) policies for the enforcement of road traffic legislation. Helping to develop and integrate new policies and procedures into front-line enforcement.

The role focuses on roadworthiness enforcement policy development and advice including road vehicle construction and use, vehicle emissions, vehicle lighting regulations, special types general order (STGO), load security, vehicle dimensions, post collision examination and maintenance investigations.

Activities may include:

Continuous improvement and policy/product development

60% Continuous improvement and product development

- Using expert technical knowledge work with the policy manager to develop enforcement products from inception through to implementation and if necessary, closure. This will include developing responses to technical progress, legislative changes and customer-led demand in order to improve the overall effectiveness of enforcement policy.
- Analyse data and information to highlight the benefits of policy change by outlining costs, benefits, risks and potential responses to each, seeking input from key stakeholders to inform decision making and help build engagement. The post holder will use this information to present robust recommendations, proposals and option papers for the enforcement policy management.
- As subject matter expert provide assurance to the policy manager that process developments will meet identified needs so that they are able to sign them off.
- Ensure processes are in place to capture feedback – positive or negative - so that impacts and risk can be understood and acted upon.
- Work with other areas of the business, beyond enforcement policy to ensure that developments take appropriate account of wider requirements.
- Seek and understand stakeholder requirements so that their needs can be taken into account to enable effective product development.

- Work with other directorates to support policy development and to provide feedback as and when required. This will include representatives from Operations, Digital Services and Technology, Human Resources, Learning and Development, Estates and Finance.

Policy Guidance

30% Standards and Quality

- Provide expert technical product/policy advice and guidance to internal and external stakeholders and customers/end users on any component of the product lifecycle. This may include presentations to groups, dealing with telephone enquiries and handling written requests and complaints.
- Responsibility for ensuring that changes from existing business processes are clearly defined and widely understood, including flagging up to other parts of the policy team as appropriate, so that changes are implemented cohesively.
- As subject matter expert, provide technical briefs into a range of media including official DVSA publications, policy briefings and training materials.
- Provide subject matter expertise as required including draft responses to high priority correspondence, parliamentary questions, ministerial briefings and Freedom of Information requests.
- Monitor the performance of enforcement operations, including information on customer service, costs, value for money and risks highlighting any concerns to the policy manager

Stakeholder Engagement

10% Stakeholder Engagement and Insight

- Work with the Customer Strategy team's user researchers to ensure excellent understanding of stakeholder requirements so that well informed policy development and improvement decisions can be made. This will include analysing and interpreting information on customers/end users.
- Participate in meetings that will include senior managers from both internal and external stakeholder groups.

Internal and External Relationships

- Liaise with relevant departments (including; DS&T - IT & MI teams, customer insight team) to ensure continuous improvement and that the requirements of the enforcement policy directorate are met.

- Ensure good relations and communications with all members of the team, responding appropriately in a timely fashion to internal and external customers.
- Communicate with stakeholders (internal and external) to achieve policy objectives and improvements.
- Work closely with the management team to manage customers & stakeholders (existing and new), thereby improving Agency/stakeholder relations.
- Represent the policy team and Agency internally and externally as requested/required as a subject matter expert (e.g. conferences, seminars and exhibitions) to assist in setting policy/legislative objectives, ensure stakeholder engagement, identify improvements as well as to enhance and strengthen the Agency's profile.
- Maintain an awareness of external factors (including; industry changes/issues and current and proposed legislation in relation to commercial activities) which impact on enforcement. Communicating such information and any subsequent changes to the policy manager

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 and personal statement against the Job Description and Person Specification.

Essential skills and Essential experience

- Significant relevant experience of working in an enforcement environment
- Experience in either supporting policy development, change management or projects
- Excellent written and oral communication skills
- Experience of Public Service Vehicle accessibility regulations
- Good understanding of operator licence requirements
- Experience of On-board Diagnostics and vehicle telematics
- Experience of post collision examination
- Good awareness of current enforcement operating instructions, enforcement sanctions policy and categorisation of defects
- Experience of occasional presenting to groups both internal and external

Mandatory Qualifications:

Minimum ONC or equivalent in Motor Vehicle Engineering / Maintenance & Repair, please see the attached qualification list.

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, work locations or events count towards this.

Please note that there is a requirement for frequent travel across the UK and possible European travel, including overnight stays.

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.

- Seeing the Big Picture
- Making Effective Decisions
- Communicating and Influencing
- Delivering at Pace

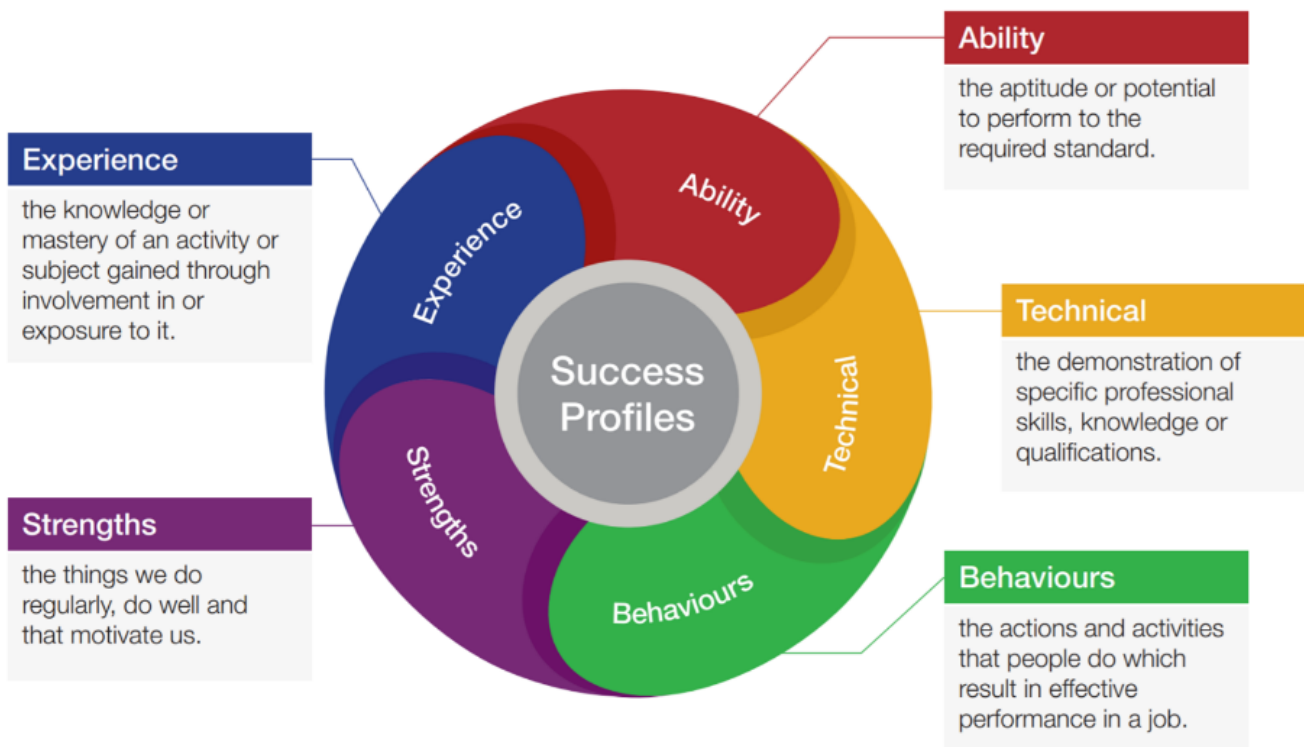
Success Profile Level 3

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, 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: 06 October 2024

Shortlisting: 10 - 11 October 2024

Interviews: 24 - 25 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)



Driver & Vehicle
Standards
Agency

DVSA
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Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: andrew.donald@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**