



Driver & Vehicle
Standards
Agency

Compliance Support Officer

Reference: 347534

Closing Date: 21 April 2024

Location: Avonmouth, Chadderton, Newcastle-upon-Tyne, Swansea

Salary: £23,847

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?

“To make our vision a reality, we need you to join us. Our ambitious plans rely on skilled people like you.”

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.

With the recent launch of the Enforcement strategy, this is an exciting time for you to join one of DVSA’s Enforcement teams.

There are several varied functions that make up Enforcement which range from front line activities, to office-based function support. Our approach is being clear about road safety standards. We use intelligence and data to target non-compliance across all the schemes we enforce so that our enforcement activity helps everyone stays safe on Britain’s roads. We value our staff and we know the importance of the work we do and we are proud of our contribution to road safety.

At the heart of our strategy is our ambition is that all enforcement activity is delivered by our well-trained, highly-skilled people who are trusted and respected throughout the industry. We are focusing on our current training and development programme to ensure that everyone has the skills and capability to undertake their roles.

We have several options available including an extensive apprenticeship programme and access to learning and development opportunities to progress your career. We offer attractive pension options, a work and life balance and a number of wellbeing initiatives.

If you feel you can make a difference in Enforcement please apply, we look forward to you joining us in ‘making every journey safer’.



Marian Kitson

Director of Enforcement

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

As a Compliance Support Officer, you will work in a small team of Enforcement professionals to support the Driver and Vehicle Standards Agency's (DVSA) aims to provide safer driving, safer roads and safer journeys.

The role involves communicating with a range of vehicle operators via different methods to ensure operators meet the required road safety standards. The role will involve making appropriate decisions and recommendations for suitable levels of follow up.

You will be working with a team of Remote Enforcement Compliance Officers to deliver enforcement products and supporting the delivery of DVSA's key Business targets.

The Remote Enforcement Office provides national coverage supporting other enforcement schemes and processes within DVSA, in line with the strategy.

Activities may include:

Day to Day Duties

- Responsible for managing own workload on a day-to-day basis and achieving REO KPIs both regionally and nationally.
- Learn, understand and deliver REO products both locally and nationally
- Carry out national processes, such as Insecure Loads, Overloads, Prohibition Returns and Uncleared Prohibitions.
- Accountability to ensure new operator seminars are correctly resourced and delivered
- Prepare and populate case files from within the area & nationally for onward distribution to Examiners and Office of the Traffic Commissioner (OTC).
- Request evidence and information from frontline Examiners to support cases, this includes sense checking and building cases.
- Input & maintain data on DVSA databases (ECMS, SAS, Mobile Compliance & Excel spreadsheets)
- Arrange and minute meetings, conferences and seminars, including monthly Level 1 meetings.
- Process outgoing & incoming mail, distributing to stakeholders as appropriate.
- Respond to requests from REO Manager for specific pieces of work.
- Escalate any anomalies or causes to concern against standards and processes to REO Manager and/or Examiners.
- Deliver a quality service through customer service and service level agreements.
- Execute own responsibilities effectively and in line with DVSA policies and processes, ensuring that daily tasks and activities are delivered against agreed objectives.

Leadership

- Engagement and involvement as part of the regional and national REO Team.
- Take ownership and resolve issues at local level in conjunction with REO Management Team.
- Liaise with customers, other Areas, Departments and Agencies as required.
- Where necessary work in collaboration with colleagues across all functions for the good of DVSA and to create a high performing and well-respected Agency.
- Act with honesty and integrity upholding the reputation of the Agency, Department and Civil Service.

Continuous Improvement

- Take a role in continuous improvement of products and processes.
- Provide input into the development of new products and processes.
- Deliver training for and mentoring of new entrants.
- Review current working practices and actively seek areas for improvement.

Internal and External Relationships

- Liaise with Licence Holders, Examiners, OTC, TAO and CLO on a daily basis.
- Report directly to REO Manager (HEO)
- Work collaboratively with REO Team Leader
- Manage relationships with Examiners and challenge when required to achieve desired outcomes.

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

- Experienced user of MS Office e.g. Word and Excel
- Experience of planning and organising own workload
- Good attention to detail
- Good communication skills, both written and oral

Further Information:

This role can be based in Avonmouth, Chadderton, Newcastle-upon-Tyne 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 note that applicants will be required to travel across the UK, with some overnight stays possible, with advance notice.

This post is offered on a Fixed Term Appointment (FTA) basis to complete a finite piece of work.

For permanent Civil Servants, this role is only available on loan, so you must have your home departments approval to return to them at the end of the loan before you apply. There is no opportunity for a permanent Civil Servant to take on this role as a fixed term appointment. OGD applicants will be appointed on an inward loan and subject to the terms of the agreed inward loan. Internal candidates will return to their previous post at the end of the loan period, which will need to be agreed with your line manager in advance.

If you're employed by a non-departmental public body (NDPB) by moving jobs this will involve a change of employer and you may break the statutory rules on [continuity of employment](#).

Success profiles

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

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

- **Managing a Quality Service**
- **Communicating and Influencing**
- **Working Together**

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

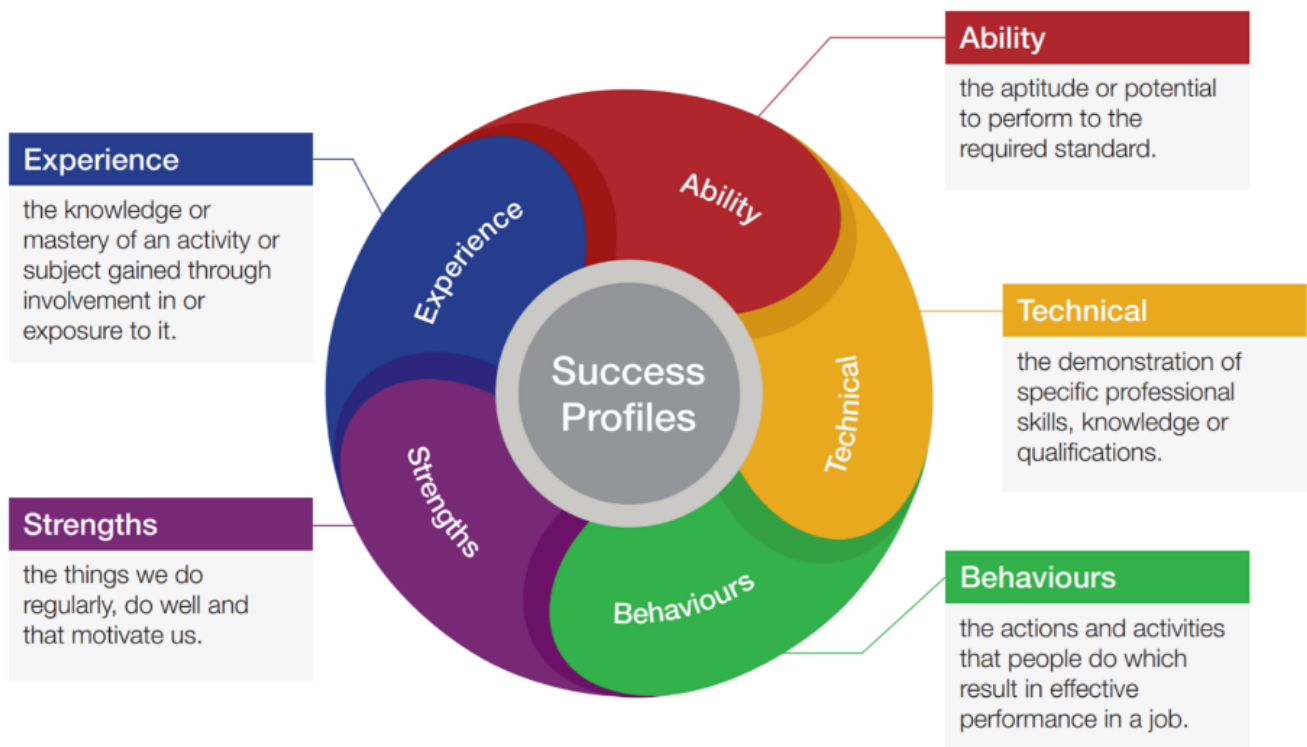
Success Profile Level 1

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 1 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 (1000 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](#), [Strength](#) and [Experience](#) 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. The anticipated timetable is as follows:

Closing date: 08 April 2024

Shortlisting: 22 – 23 April 2024

Interviews: 07 – 10 May 2024

Offer: These are made in strict merit order. 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
1 Unity Square
Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: gillian.teasdale@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**