



Driver & Vehicle  
Standards  
Agency

# Enforcement Delivery Caseworker

**Reference: 351380**

**Closing Date: 22<sup>nd</sup> May 2024**

**Location: National**

**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

# Why join DVSA?

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 lifetime of driving.

The Operations Directorate vision is for safer drivers, safer vehicles and safer journeys for all. We help people through a lifetime of safe driving by providing driving and riding tests to make sure new drivers have the skills to be safe on the road. We also help people keep vehicles safe to drive by providing vehicle tests.

## DRIVER

Our driving examiners test learner drivers for a variety of vehicles including cars, motorbikes, large good vehicles and passenger carrying vehicles like buses and coaches. They work in small teams from our driving test centres across the country.

The work that driving examiners do is vital to keeping people safe on Britain's roads. This is especially important as we respond to changes in vehicle technology, such as driverless cars and electric vehicles.

## VEHICLE

Our vehicle standards assessors carry out technical examinations on vehicles to ensure they meet legal roadworthiness requirements. The vehicles they examine include lorries, buses, coaches and trailers. They work nationwide out of customer premises called authorised testing facilities. There are also specialist vehicle standards assessors who conduct more specialist examinations, such as on vehicles that have been modified, and they work from DVSA sites across the country.

The work that vehicle standards assessors do is vital to keeping people safe on Britain's roads. This is especially important as we respond to changes in vehicle technology, such as driverless cars and electric vehicles.

We're committed to making the Operations Directorate a great place to work, and we want everyone in the directorate to be the best they can be. This means working in an environment where they feel valued and able to share ideas, are busy but not stressed, and where each person's potential is fully realised.



**Peter Hearn**  
Director of Operations (North)



**Rich Hennessy**  
Director of Operations (South)

# 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 role holder is responsible for leading the investigation and management serious/serially non-compliant operators within the remit of DVSA enforcement activity.**

**They will act as the Senior Investigating officer (SIO) working with area vehicle and traffic examiners to collect and evaluate evidence. The role holder will be responsible for the presentation of evidence at Public Inquiry (PI) or Magistrate Court on behalf of DVSA.**

**The role holder will be a specialist in Post Collison Examinations (PCE) you will do this by conducting post collision examinations of various types of vehicles which have resulted in fatalities or serious injuries; at a variety of locations including recovery yards, police compounds and on very rare occasions at the collision scene nationally.**

**Where wider issues are identified, the post holder may need to liaise with Policy to resolve, or to arrange for communications to be issued within Enforcement.**

**Activities may include:**

## **Lead Investigations of the serious and serially non-compliant 70%**

- Act as the Senior Investigating Officer (SIO) for all serious/serially non-compliance cases acting as a focal point for the collection and evaluation of evidence.
- Lead the planning, preparing, and managing of serious/ serially non-compliant investigations to ensure all reasonable lines of enquiry are followed.
- To ensure full compliance with all relevant legislations, during initial activity through to the case management (for example road traffic legislation as well data protection regs, investigation regulations etc)
- Responsible for identifying and applying different approaches and methodologies to support the investigations.
- Providing regular updates of progress of Enforcement Delivery for the most serious cases.
- Preparing serious/ serially non-compliant cases for presentation evaluating and analysing a large amount of evidence and writing the final report.
- Acting as a witness to present evidence at Public Inquiry (PI) or Magistrate Court acting on behalf of DVSA
- Interviewing relevant internal and external people, collecting evidence, and appearing in court as a witness – in line with legal procedures.



## **National Portfolio- Post Collision Examinations**

- Complete post collision examinations primarily of heavy goods vehicles, public service vehicles, agricultural vehicles, and plant although you may also be involved with other types of vehicles. You will be working with DVSA, police and other agencies to provide evidence to support the forensic collision investigation.
- Use your knowledge and experience to inform other investigators on methods to remove and test equipment or components.
  - Complete follow up investigations with operators, owners or manufacturers when required.
  - Ensure compliance with ISO Accreditation

## **Stakeholder Engagement**

- Manage relationships with stakeholders in order to meet objectives of the wider team – including Intelligence, Prosecution and Legal Services (PLS), Counter Fraud & Investigations (CF&I) and Planning and Performance.
- 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 citizens.
- Work with all DVSA Enforcement teams, including Front Line Delivery, Intelligence and Counter Fraud & Investigations to ensure a coordinated approach across the teams. This will allow expertise to be shared and maximise our overall effectiveness

## **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.

## **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.

## **Relationships Internal/External**

- Work as part of a national resource providing support for other Case Managers to ensure continuity across teams.
- Work alongside area teams to ensure there is a fully coordinated use of resource to tackle the most serious and serially non-compliant.

- Coordination with other teams in DVSA, most notably Intelligence, Counter Fraud Investigation team and PLS, to ensure work is coordinated, and learn from others.
- Alongside PLS, maintain relationships with Solicitors representing DVSA in respect of prosecution cases.
- Communicate with all major stakeholders (internal and external) to achieve business objectives.
- Represent the Agency externally, as subject matter expert, (e.g., at networking events, conferences, and exhibitions) to enhance and strengthen the Agency's profile.
- Complete enquiries from the Media, Press, DfT and ministers are handled appropriately in conjunction with the DVSA Press Team and Corporate Office
- Complete Freedom of Information requests ensuring they are dealt with promptly and in conjunction with the DVSA information team.

**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 personal statement against the Job Description and Person Specification.

## Essential skills and Essential experience

- Extensive knowledge of road traffic enforcement
- Extensive knowledge of Electronic Casework Management System including experience of managing casework, procedures, SLA's, referral process for prosecution or to the Office of the Traffic Commissioner
- Ability to deal with conflict.
- Experience in planning, dealing with and managing investigations.
- Knowledge & experience of conducting PACE interviews.

## Licences:

Full UK driving licence

## Further Information:

There will be some instances where you will be required to drive on DVSA business within the UK, with occasional overnight stays, however you will be notified in advance.

This role can be based at any UK DVSA Office location, subject to capacity at the location. Where your presence at one of the 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 current **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.*

# Success profiles

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

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

- **Working Together**
- **Delivering at Pace**
- **Making Effective Decisions**
- **Communicating and Influencing**

## Technical skills

We'll assess you against these technical skills during the selection process:

- Knowledge of Vehicles - Up to date and in-depth knowledge of vehicles as applies to HGV, PSV, cars or light commercial vehicles.
- Vehicle Examination - Has experience of undertaking an examination of a vehicle's components and/or systems to determine: 1. Compliance with legislation or test standards and/or 2. Serviceability.

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

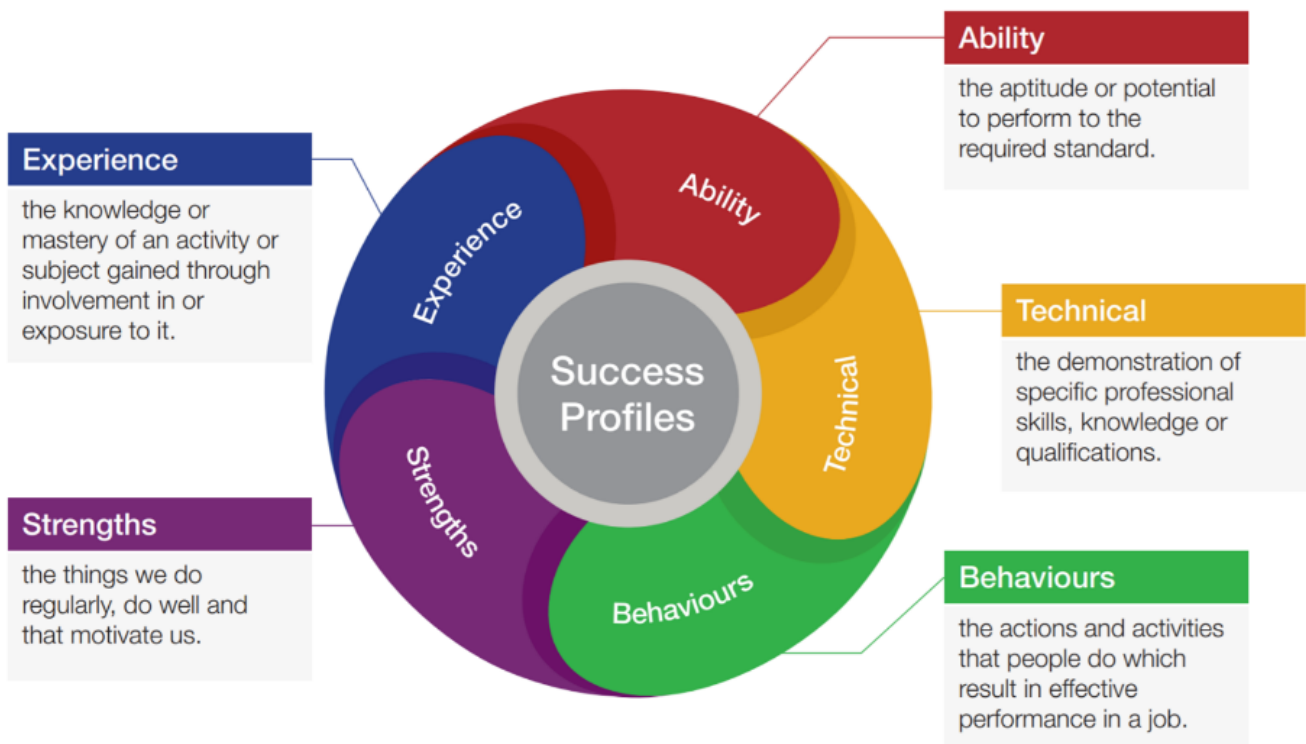
## Success Profile Level 3

# 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 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 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 [Technical](#) questions.

We've designed the selection process specifically for this role.

You're encouraged to become familiar with the candidate pack, 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:** 22<sup>nd</sup> May 2024

Shortlisting: from 23<sup>rd</sup> May 2024

**Interviews:** from 5<sup>th</sup> June 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](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: [Anthony.Jennings@DVSA.GOV.UK](mailto:Anthony.Jennings@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**