



Driver & Vehicle
Standards
Agency

Deployment Officer

Reference: 373291

Closing Date: 27 October 2024

Location: Newcastle-upon-Tyne

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?

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.

I'm delighted that you're interested in joining the Corporate Services directorate at DVSA. We provide some of the functions that enable delivery of front-line services to the public. Working here you can be proud of the direct role you have in enabling the organisation to operate effectively, and providing support for the critical driver, vehicle and enforcement services at DVSA.

Corporate services includes teams responsible for:

- Estates; who ensure that we have the buildings and workspaces that we need,
- Deployment and planning; who carry out scheduling of front line operations, and make sure they have the equipment they need to do their jobs,
- Portfolio and project teams; who support and deliver projects and programmes across the agency, and
- Shared services; who provide the HR and finance systems needed for the organisation to operate effectively.

In Corporate Services we're looking for people who are keen to learn and develop, to share their experiences and skills with others, and to actively look for improvements in how we do things. We provide a very supportive environment where you are empowered to do your best work.

We want the people in Corporate Services to reflect the communities that we serve, so we really welcome applications from all backgrounds. You can read more about how we support you and your wellbeing later in this pack.

Thank you for your interest.



Carrie Dolan

Director of Corporate Services

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

Reporting to the Deployment Manager you will manage Driving Examiner resources, ensuring that Examiners are available to meet the driving test demand across the country.

You will take action when absences are reported and be responsible for the deployment of examiners at short notice.

You will also be accountable for actioning any requests for travel and hire cars that come into the office. You will be using your excellent communication skills daily - be it over the telephone or email to ensure that DVSA can give the best customer service possible.

This is a varied and very interesting role which is always busy so if you have a proven ability to be flexible and deliver to tight deadlines, we would welcome your application.

Activities may include:

Deploy examiners to meet demand, whilst ensuring test availability across all categories in all areas.

- Efficient use of resources
- Manage and minimise both mileage and T+S spend by applying a high level of scrutiny
- Ensure that test centres have tests available at 6 weeks or less in accordance with the target on a weekly basis.
- Ensure availability of all non-standard test types in accordance with their Targets.

Take action to cover examiners absences where required.

- Apply sound judgement when considering whether to cover or cancel if not short notice
- Ensure that the cancellation target is met.
- Contact candidates in a timely manner if cancellations are required.

Maintain accurate examiner and test centre data on TARS. Ensuring the accurate generation of programmes for all digital channels.

- Implement all changes/updates in a timely manner
- Report any TARS issues/problems to NSA/Capita

Effectively deal with all incoming communications from both internal and external customers.

- Ensure all examiner requests and commitment applications are accurately recorded and responded to.
- Programme notes and written responses are concise and relevant

Work collectively as a team whilst building effective relationships with all colleagues and stakeholders.

- Regular exchange of information between team members
- Ensuring the sharing of best practice whenever applicable

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 personal statement against the Job Description and Person Specification.

Essential skills and Essential experience

- The ability to engage with colleagues and work as a team
- Manage time effectively
- Manage change
- Good verbal and written communication skills

Further Information:

This role is based in 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.

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 32 hours per week.

Due to the evolving nature of the business, vacancies can become available at any time. Therefore, this campaign may create a reserve list to fulfil demand if it arises which will be held for a period of 12 months.

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.

- **Making Effective Decisions**
- **Delivering at Pace**
- **Working Together**

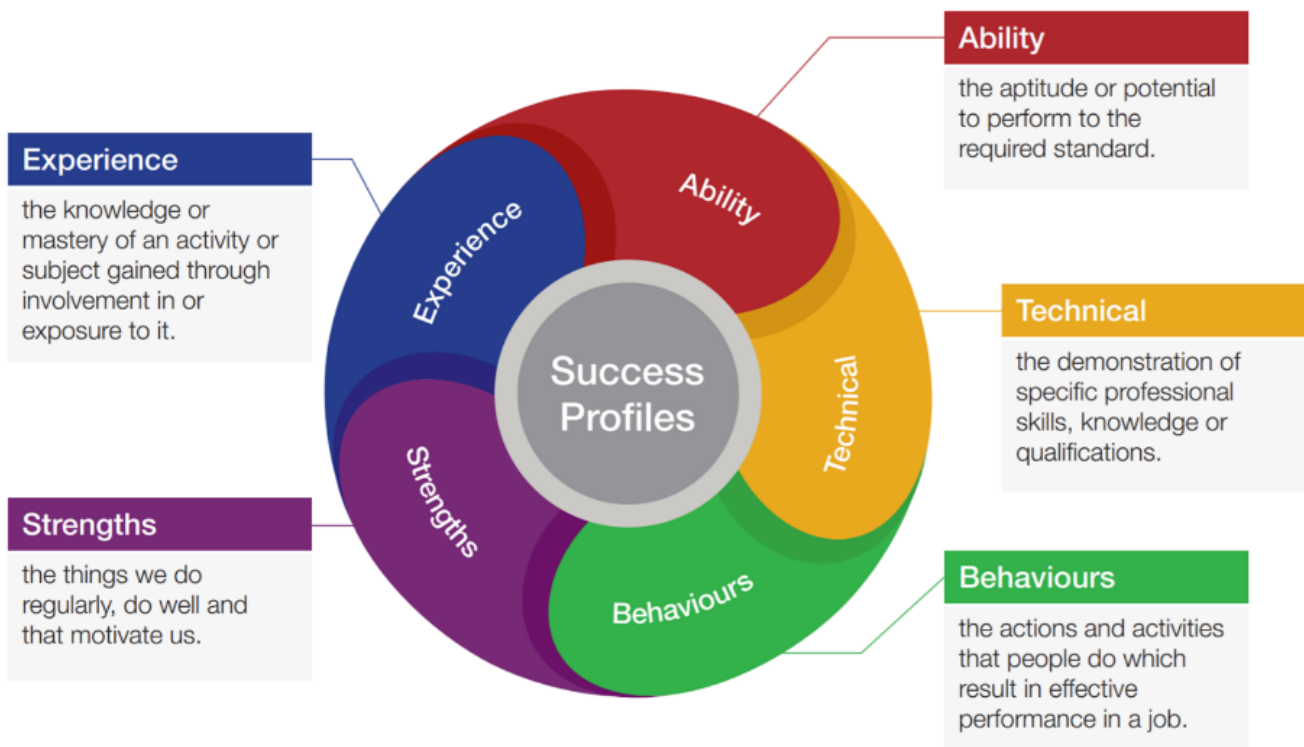
Success Profile Level 1

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:

- After submission of the first stage of your application (personal details) you will be invited to complete a Civil Service Verbal test.
- 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 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: 27 October 2024

Shortlisting: 28 - 29 October 2024

Interviews: week commencing 11 November 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
1 Unity Square
Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: Cheryl.mcgeary@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**