



Driver & Vehicle
Standards
Agency

Public Liaison Officer

Reference: 325472

Closing Date: 17th December 2023

Location: Nottingham, Swansea, Bristol, Newcastle-upon-Tyne

Salary: £28,119

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 life time of driving.

Our teams play a central role in helping people stay safe on Britain's roads.

We help put customers at the heart of everything DVSA does. And we protect and enhance DVSA's reputation and relationships – making it easier for people to do business with us and for us to achieve our front-line outcomes.

Across the range of roles we have you could be working with people who:

- Promote our work and our contribution to road safety through effective internal and external communications that changes attitudes and behaviours
- Use our insight and expertise to guide and support effective engagement with our staff, customers, and stakeholders
- Plan and manage ministerial and Parliamentary requirements and engagement

Or you could be working on our new plan to help ensure our customers:

- Do the right thing for themselves, first time round
- Are more likely to use or recommend our services
- Trust our information, guidance and advice
- Find it easier and quicker to engage, reducing the effort they have to make
- Recognise us as a modern, customer focused organisation

We'll invest in you and your talent and help you to bring the best of yourself to work.

Thank you for your interest in working with us.

Good luck with your application.



Adrian Long

Director of Corporate Affairs and Commercial

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 Business Disability Forum, The Prince's Responsible Business Network, ENEI and Employers for Carers.



About the job

As a Public Liaison Officer - Correspondence, you will:

The post holder is required to line manage staff, provide performance feedback, aid personal development, and maintain staff engagement. Through checking correspondence, you will quality assure and add value to customer responses, preventing escalations where possible, ensuring staff provide high quality replies within agreed response times for any of the products handled by the team. The post holder will work closely with fellow management to ensure a consistent service is delivered, looking for continuous improvement opportunities. You will also be required to respond to handle Compensation Claims and perform additional tasks on an ad hoc basis, such as authorising refunds and out of pocket expense claims, facilitating meetings and producing statistics for senior managers.

The post holder will also lead in the delivery of statistical data to internal and external stakeholders.

Activities may include:

Ensure department replies to all correspondence within agreed deadlines and to the correct standard.

- Check correspondence drafts before they go out, ensuring the decision, message and quality of the response is correct, and the team adopt DVSA clear English style and Clearly DVSA methods in writing; making changes and offering constructive feedback to staff where required. Liaising with Corporate Office and Operational staff where necessary, identify and manage avoidable reasons for escalations.

Manage people and performance.

- Gather evidence against objectives to write and deliver performance management reviews, effectively addressing any issues promptly. Develop your staff, regularly communicating with them, offering feedback and monitoring progress. Ensure the section is staffed appropriately, managing the workloads effectively. Engage with staff, lead team cascades, encourage discussions, considering contributions from others before making decisions, where appropriate.

Make sound financial decisions on out-of-pocket expense claims and test fee returns.

- Authorise out of pocket expense claims, test fee refunds and free test rebookings in line with policy and with regard for customer service.

Support the Continuous Improvement agenda

- Look for opportunities to improve work procedures with the Digital by Fault Agenda in mind. Develop and implement service improvements, creating new ways of working across the team, identifying, and involving key staff and stakeholders where appropriate. Review progress regularly, offering updates to senior management.

Leadership

- Provide guidance to staff to support the delivery of objectives. Manage and engage with honesty and integrity, upholding the reputation of the Agency, Department and Civil Service.
- Work in collaboration with colleagues across all functions for the good of DVSA and to create a high performing and well-respected Agency.

Lead on statistical delivery

- Provide detailed statistics to a range of stakeholders; work with them to provide helpful trend analysis information to aid planning, and continuous improvement.
- Lead on statistics for the PL team to aid management plan and schedule workflow.

Relationships

Internal - Colleagues within Corporate Reputation and the wider Agency. You will be managing a team of complaints handlers, ensuring that quality responses are sent within the SLA of 10 working days.

External - Customers, Department for Transport (DfT), and other Government departments. You may on occasion have contact with our external customers for complex case resolution. This might involve liaising with colleagues within DfT or other Government Department, for example, Office of the Traffic Commissioner (OTC).

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

- Experience of working with others, across teams and at various levels.
- Experience of leading through change.
- Staff management experience.
- Customer service experience, preferably correspondence related would be an advantage.
- IT systems knowledge – statistic delivery would be an advantage.

Further Information:

Some travel will be required for staff management; this would always be planned and scheduled.

Success profiles

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

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

- Seeing the Bigger Picture
- Making Effective Decisions
- Leadership
- Manage a Quality Service

Interviews will include a blend of [Behaviours](#) and [Strength](#) questions.

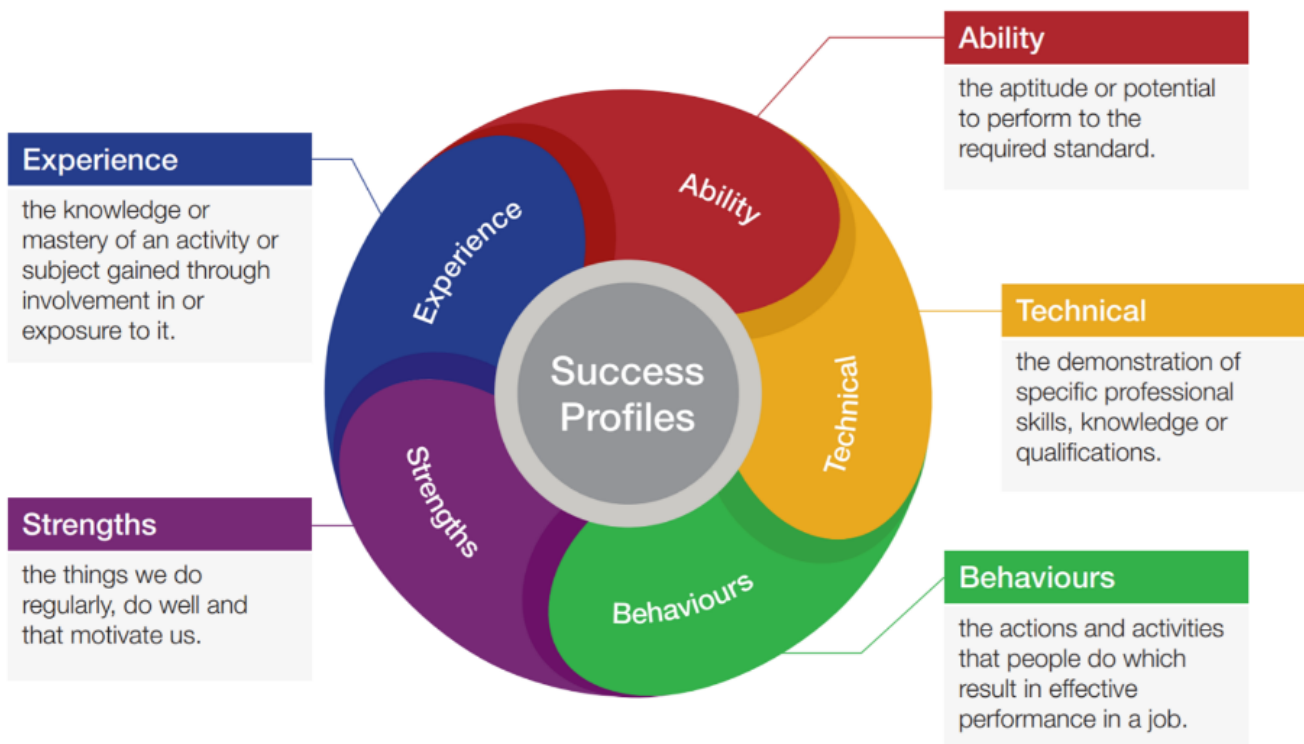
Success Profile Level 2

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 2 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/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](#) and [Strength](#) 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: 17th December 2023

Shortlisting: 18th & 19th December 2023

Interviews: W/C 8th January 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
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DVSA
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Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: anthony.short@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**