Head of Intelligence and Targeting

Reference: 318490

Closing Date: 14 November

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

Salary: £51,997

External recruits will almost always be brought in on the minimum salary scale. Cross civil service transfers and promotions are subject to separate provisions.

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.

About the job

The post holder will act as DVSA's spokesperson on the subjects of intelligence, covert activity, criminal analytics and data gathering techniques. They will develop and maintain an up-to-date knowledge of best practice in the field, to deliver high quality intelligence products to enable DVSA to target non-compliance and deliver support services to Traffic Commissioners, while supporting targeted enforcement objectives. The intelligence function will work closely with enforcement delivery colleagues to ensure local intelligence feeds into the intelligence and targeting picture.

The post holder will act as the lead contact for DVSA's partners in intelligence and compliance, in the UK and in the EU, building relationships with these partners to develop a platform for the sharing of intelligence and technology.

The post holder is responsible for managing the targeted framework process and operator risk rating system, setting targets and giving input up to national level while ensuring that all levels work effectively. The post holder will lead targeting activity across the directorate, providing feedback on the efficiency and effectiveness of targeting activity, whilst future proofing activities and exploring how to targets might need to change in the future.

Activities may include:

Intelligence and Analytics Strategy

Providing advice to the Enforcement leadership team and wider stakeholders onthe development of the strategic direction for intelligence, data acquisition andcriminal analytics. Including;

- Develop and maintain the strategic direction (including the Targeting Framework) in relation to the acquisition, analysis and delivery of intelligence from a range of differing sources taking into account current legislation and best practice from other intelligence providers both inside and outside of government.

- Develop and maintain the strategic direction in relation to the acquisition ofdata from sources both inside and outside of government which may be exploited to improve the agencies knowledge about its customers and improve its overall effectiveness.

- Develop and maintain the strategic direction in relation to how criminal analytics is used to

better inform the organisations overall enforcement effort against both strategic and tactical objectives at a National, Regional or Local level.

- Develop and maintain the performance framework that continually assesses the quality of services provided, assessing the efficiency, effectiveness and opportunity cost of targeting decisions.

Intelligence Service Delivery

Maintain the delivery of a high-class intelligence service to the organisation in order to improve the effectiveness of the enforcement effort and support the work of Traffic Commissioners. Including;

- Ensuring that all intelligence received by the organisation is handled effectively, efficiently and in line with both the Targeting Framework and current legislation.

- Ensuring that the intelligence disseminated for enforcement action is of a high quality and fully meets operational requirements.

- Ensuring that intelligence is delivered in accordance with agreed Service Level Agreements.

- Support Traffic Commissioners in their statutory licensing and compliance roles through the delivery of intelligence products agreed in Service Level Agreements and Memorandums of Understanding.

- Responsible for the policy and authorisation of Covert Activity in accordance with regulatory requirements and applicable statutory codes of practice.

- Actively engage with partners at a national and international level to encourage the exchange of intelligence as legislation allows.

- Ensure local intelligence from within the organisation, both operations and enforcement, is incorporated in intelligence and targeting activities

Delivery of Data Acquisition and Criminal Analytics

Maintain the delivery of a high-class data acquisition, data mining and criminal analytics function. Including;

- Actively seeking new sources of data from sources both inside and outside of government which enhance the organisations knowledge and understanding of its customers.

- Ensure that new sources of data acquired by DVSA are actively used providing new insight to improve both the enforcement effort and other services provided by the organisation.

- Maintain a dedicated Criminal Analytics function which provides both strategic and tactical products to support the Targeting Framework and wider DVSA enforcement effort as seen in the Strategic Targeting Management Office

- Provide efficiency and effectiveness insight for enforcement, continually assessing if activities could be refocused to deliver even better outcomes for road safety.

Management

Execute management responsibilities effectively, working with, leading and acting as a role model for team members and colleagues, ensuring capabilitiesto achieve successful delivery of business performance whilst maximising the efficiency and effectiveness of the financial resources delegated in line with theCivil Service values.

Leadership

- Demonstrate leadership by providing influence, direction and guidance to staff to support the delivery of objectives. Establishes a strong direction and a persuasive future vision; managing and engaging with honesty and integrity, and upholding the reputation of the Agency, Department and CivilService.

- Work in collaboration with fellow CSLs across all functions for the good ofDVSA and to create a high performing and well respected Agency

Internal and External Relationships

- Ensure good relations and communications with all members of the teamand responding politely and in a timely fashion to internal and external customers.
- Communicate with all major stakeholders (internal and external) toachieve business objectives.
- Regular engagement with Directors and Corporate Senior Leadership Team in the development and execution of data acquisition, data miningand intelligence services.
- Regular engagement with Corporate Office, Strategy, Planning & Performance team, Policy teams and Communications in delivery ofstatutory obligations and internal/external communication.
- Represent DVSA across government and external customers for mattersrelating to intelligence and data acquisition and mining.
- Work with Traffic Commissioners to support the delivery of licensing andcompliance activities.
- Work where necessary with other government departments, the police andindustry partners at national and EU level to facilitate the exchange of information and intelligence.
- Build a positive working relationship with the Office of the SurveillanceCommissioner to ensure that DVSA continues to comply with the regulatory requirements for covert activity.

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 as part of, and leading, geographically dispersed teams and anunderstanding of the effect this has on management of such teams.
- Experience of working in an intelligence and/ or criminal analytics role, including having successfully undertaken, or being willing to undertake, relevant training relating to the authorisation of covert activity. Experience working within a cross organisational or sectorintelligence community.
- Experience of delivering transformational change, and successfully leading teams throughimplementation.
- Proven experience of translating strategic objectives into operational / enforcementcapabilities.
- Experience of using insights data to manage and improve service delivery.

Further Information:

Please note that there is a requirement for frequent UK travel, including overnight stays as part of this role.

For this role you will be attached to one of our core locations in Swansea, Nottingham, Bristol, or Newcastle, where presence at one of these sites will form part of the working arrangements agreed with you. We operate a hybrid working model that allows you to work between home and office locations, giving you greater flexibility about where and when you work.

If not already held the post holder will be required to undertake and obtain **Non-Police Personnel Vetting (NPPV)** security checks to Level 2 prior to taking up post. The post holder may also be required to undertake and obtain National Security Vetting (NSV) to Security Check (SC) level whilst in post.

To meet the National Security Vetting requirements at this level you will need to have continuously resided in the UK 5 years. You can still be considered if you were posted abroad as part of your service with HM Forces/Government, taken a gap year and spent the year travelling.

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**

- **Changing and Improving**

- **Leadership**

- **Managing a Quality Service**

Interviews will include a blend of Behaviour, Strength, and Technical questions and a presentation.

As part of the technical assessment for this role you will be assessed against:

Intelligence Analysis Professional Development Framework

- Professional Development Framework: Gathering, Organising and Evaluating Intelligence & Information - Level 4.

- Professional Development Framework: Written and Visual Communication of Intelligence Assessment - Level 4.
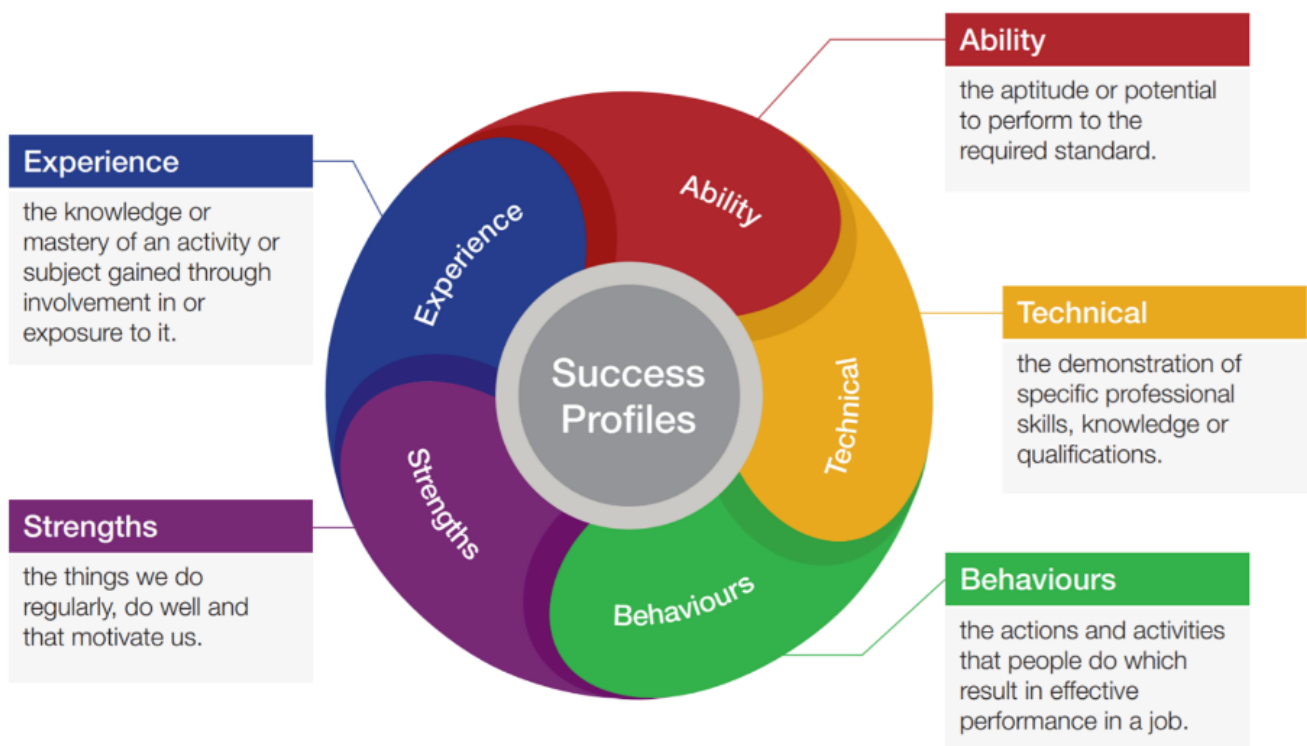
Success Profile Level 4

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?

Experience
the knowledge or mastery of an activity or subject gained through involvement in or exposure to it.

Strengths
the things we do regularly, do well and that motivate us.

Ability
the aptitude or potential to perform to the required standard.

Technical
the demonstration of specific professional skills, knowledge or qualifications.

Behaviours
the actions and activities that people do which result in effective performance in a job.

Success Profiles

For further details please see Level 4 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 Technical questions and a presentation.

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: 14 November 2023

Shortlisting: 15 – 17 November 2023

Interviews: from 29 November 2023

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

Facebook – DVSAgovuk

LinkedIn – Driver and Vehicle Standards Agency

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: richard.beresford@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**