



Driver & Vehicle  
Standards  
Agency

## Head of Contracts and Operations - Theory Test

Reference: 347115

Closing Date: 21 April 2024

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

Salary: £51,997 - £57,677

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

# 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 job holder is responsible for delivery of all Driving Theory Test Network and associated contractual services. They are responsible for contract management and improvement of the current and future Theory Test contracts throughout the Theory Test Commercial Cycle:**

**Pre-procurement planning and market engagement**

**Procurement and benefit realisation – working with the Head of Theory Test Policy and Service Development.**

**Contract Management and business improvement.**

**Operational delivery of the Test Centre Network.**

**The job holder will contribute to determining the contractual model for future delivery of the service and then manage the output and will be a key stakeholder in the Theory Test Transformation and Relet Programme providing expertise of contract and commercial matters.**

**The job holder will build expertise in the team to enhance current and future contract outcomes and deliver positive and enabling management of the Theory Test Contract management team through current contract and the transition, mobilisation and go live of new contract(s).**

**The job holder is a member of the Corporate Senior Leaders group and has responsibility for associated corporate activities.**

**Activities may include:**

## **Management of the Pre-procurement planning and market engagement**

- Work with the Heads of Theory Test Policy, National Operations and Digital Delivery to deliver the policy aspirations of the Theory Test
- Contribute to the early consideration and testing of all commercial options.
- Influence the commercial strategy to best business advantage.
- Prioritise, plan, and raise the visibility of Theory Test commercial requirements.

- Build expertise in the Theory Test Contract Management team to enhance business outcomes.

### **Procurement and Benefits realisation**

- Work with the Heads of Theory Test Policy, National Operations and Digital Delivery to deliver the policy aspirations of the Theory Test
- Contribute to a procurement strategy that delivers fit for purpose commercial arrangements that deliver the required business outcomes.
- Contribute to the creation of fit for purpose KPI's, MI, Service Levels, Gain Share models that are appropriate and deliver the best outcomes for the business.
- Deliver business benefits, for example:
  - Reduced cost and/or efficiency savings.
  - Lessons learnt through the contract management of existing arrangements used to drive improvements in future models.

### **Contract Management and Business Improvement**

- Contract management (customer, supplier, and operational service), continuous improvement and development of the current and future Theory Test Network contracts to the agreed commercial standards and outcomes.
- Delivery to time, cost, and quality agreed at award throughout contract life.
- Reduction and management of commercial risk
- Evaluation and mitigation of the risk of contract failure to the business
- Continuity of service and performance, and robust risk and delivery management
- Ensure specified variations to contract (CV) are implemented efficiently and risks to maintaining service are managed.
- Identify and pursue opportunities to achieve greater value from the theory test delivery model during the current and future new contract term.
- Contribute to audit reviews and adopt lessons learnt to improve contract delivery.
- Manage the future contract exits and the new contract mobilisations.

## **Operational Delivery**

- Ensure delivery of Test Centre Theory Test measures in the Business Plan and contract through engagement with current Theory Test contractors to achieve compliance with contractual deliverables.
- Maintenance of Theory Test delivery through a high level of interaction with other areas of the business and with stakeholders/customers
- Working with the Head of Theory Test Content and Policy ensure everyone who is entitled can take a theory test by providing special accommodations for customers with special needs within the Test Centre Network.
- Ensure delivery and customer service procedures are maintained, developed, and remain consistent with similar DVSA services.
- Lead the business improvement of Theory Test Contract via membership, as a key stakeholder, of the Theory Test Service Management Group and Strategy Group
- Coordinate changes impacting Test Centre Network such as service improvements including effective liaison with the Theory Test contractor's staff involved.
- Minimise and manage risks from delivery through in-house theory test centres.
- Information Asset Owner for commercial data related to theory test network delivery.
- Work with Crown Dependencies and British Overseas Territories to enable and monitor agreed use of UK theory test service.

## **Management**

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

## Internal and External Relationships

- Liaise with relevant internal departments to ensure that internal and external customer needs are met and that these requirements are fully communicated throughout the business.
- Ensure good relations and communications with all members of the team and responding politely and in a timely fashion to internal and external customers.
- Communicate with all major stakeholders (internal and external) to achieve business objectives.
- Collaborate closely with internal stakeholders to manage key customers (existing and new), thereby improving Agency key stakeholder relations.
- Represent the Agency externally, where requested/required as subject matter expert, (e.g. at networking events, conferences, and exhibitions) to enhance and strengthen the Agency's profile.
- Maintain an awareness of external factors (including government business initiatives and current and proposed legislation in relation to commercial activities) which impact the business. Communicating such information and any subsequent changes to the Chief Executive and Directors.
- Work in collaboration with fellow CSLs across all functions for the good of DVSA and to create a high performing and well-respected Agency.
- Maintain effective relationships with suppliers and other Government authorities such as the Home Office and Department for Education to understand their perspective.

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

## Essential skills and Essential experience

- Significant experience of working in a senior commercial environment.
- Experience in a service delivery environment with multiple contracts.
- Experience of working in a complex project delivery environment, relating to transformation or launch of a customer facing service.

## Qualifications:

The successful applicant will hold, be working towards, or willing to work towards when in post the [Cabinet Office Contract Management Capability Programme – Expert Level](#).

## Further Information:

This role can be based in [Bristol](#), [Newcastle](#), [Nottingham](#) 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.

Whilst we welcome applications from candidates seeking part time/flexible working hours, there will be a business requirement for candidates to work a minimum number of hours for specific locations. For further information please contact [alexander.fiddes@dvsa.gov.uk](mailto:alexander.fiddes@dvsa.gov.uk)

Occasional travel and overnight stays within the UK will be required as part of this role, to meet with staff and stakeholders.

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](#) the selection process.

- **Seeing the Big Picture**
- **Changing and Improving**
- **Making Effective Decisions**
- **Delivering at Pace**

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

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

[The Government Commercial Function \(GCF\) People Standards Framework](#)

1. Business acumen and Commercial judgement
2. Leadership skills and capability
3. Contract and supplier management

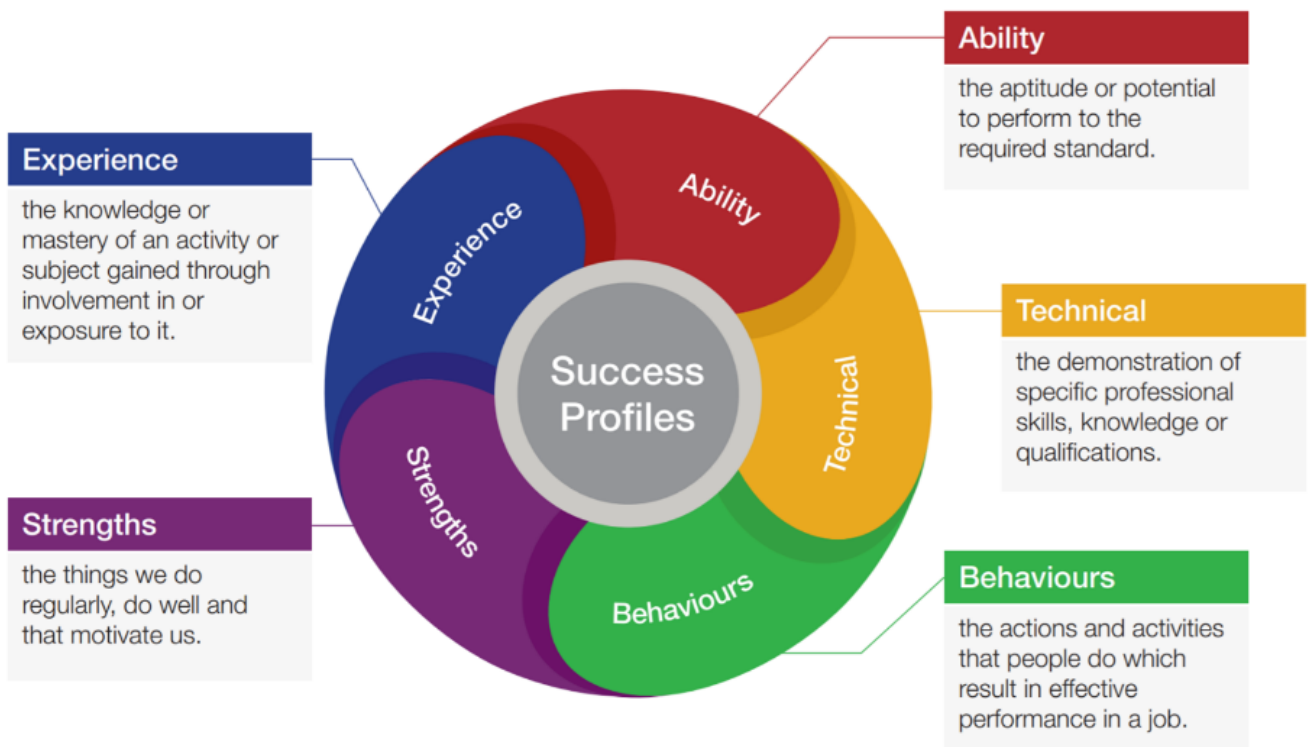
**Success Profile Level 4**

# 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?



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](http://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 (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 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](#) 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.

**Closing date:** 21 April 2024

Shortlisting: 22 – 23 April 2024

**Interviews:** 09 – 10 May 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](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)



Driver & Vehicle  
Standards  
Agency

DVSA  
1 Unity Square  
Queensbridge Road  
Nottingham  
NG2 1AY

[www.gov.uk/dvsa](http://www.gov.uk/dvsa)

If you have questions about the role please contact: [alexander.fiddes@dvsa.gov.uk](mailto:alexander.fiddes@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)