



Driver & Vehicle
Standards
Agency

Personal Assistant

Reference: 366112

Closing Date: 13th October 2024

Location: Bristol or Eastbourne

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.

Allowances: Please see advert for specific allowances



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?

“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.



The Prince's
Responsible
Business Network



About the job

As a Personal Assistant to the Traffic Commissioners, you will deliver a high quality professional secretarial service for two Traffic Commissioners (TCs).

The Traffic Commissioners (TC) have responsibility for the licensing and regulation of GB based operators of heavy and light goods vehicles involved in international transport, buses, and coaches (public service vehicles) and of those who drive them, the registration of local bus services, adjudication of appeals against the impounding of vehicles operated without a valid operator's license and other functions.

The role involves closely working with Traffic Commissioners and Senior Leaders within DVSA, DfT and its agencies, other Government Departments, and external suppliers.

It is a demanding, varied, and interesting role and requires someone who is flexible and responsive. They must possess integrity and understand the need for, and exercise discretion and confidentiality.

Activities may include:

Main Duties

- Pro-active management of Traffic Commissioners email, responding to requests, escalating issues, prioritising work, cascading information, and tracking deadlines. Flagging of urgent and priority items, and bringing these to their attention.
- Pro-active management of Traffic Commissioner's diary engaging with internal and external stakeholders. Ensuring that reminder for actions and responses, to enable management of priorities and clashes are highlighted and diaries are kept up to date.
- Identifying and monitoring actions ensuring updates are sought and documented prior to meetings or as required.
- Arrange regular and ad hoc meetings using relevant IT systems to reduce travel and time commitments
- Ensure that all minutes, papers, and correspondence are available for meetings at least twenty-four hours in advance
- Discuss, and book travel arrangements providing briefings and organising facilities and overnight accommodation for attendees where applicable providing all documents, as required.
- File management, setting up and maintaining folders on shared drives, and organising access to files and folders held elsewhere.
- Dealing with post, phone calls and e-mails promptly; sending/giving appropriate replies as needed, identifying what can be delegated and forwarding to relevant member of staff. Track all important correspondence and bring to the attention of the managers where a

reply is outstanding and becoming urgent.

- Ensuring urgent/important correspondence is prioritised and brought to the attention of the managers.
- Creating an efficient bring forward system
- Arranging meetings - including all domestic arrangements.
- Undertaking other administrative duties as required.
- Cover other Personal Assistants within the team as required during periods of absence.
- To prepare agendas, attend meetings and take notes or minutes where required within agreed timescales. Ensure all minutes, papers and correspondence are available for meetings within agreed deadlines

Management

- Execute management responsibilities effectively and in line with DVSA policies and processes, planning and coordinating tasks and activities and taking responsibility for ensuring objectives are delivered.

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.

Relationships – Internal & External

- 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.
- Maintain an awareness of external factors (including government business initiatives and current and proposed legislation in relation to commercial activities) which impact the business
- Work closely with all TCs to ensure the provision of high-quality secretarial services.

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

- Highly organised and responsive to changing demands.
- Excellent communicator (both verbally and in writing) will the ability to work with a variety of stakeholders.
- Flexible in your work approach and will be able to travel regularly to meet the requirements of the business.
- Self-motivated and will have the initiative to prioritise and adapt workloads to meet the needs of stakeholders.
- Proficient in using MS Office products including Word, Outlook and Excel.
- Excellent time management skills and ability to meet deadlines.
- Able to draft documents, letters, reports, and minutes accurately and concisely at appropriate level.

Mandatory Qualifications:

- N/A

Further Information:

This role can be based in [Bristol](#) or Eastbourne, 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.

Please note, due to the nature of the role candidates must expect travel between Bristol and Eastbourne on a regular basis. This could also include travel to other UK offices with overnight stays, as per business requirements.

Whilst we accept applications for those looking for part time work, please note, that there will be a business requirement for successful candidates to work a minimum of 30 per week.

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**
- **Communicating and Influencing**
- **Delivering at Pace**
- **Working Together**
- **Managing a Quality Service**

Interviews will include a blend of [Behaviour](#), [Strengths](#) and [Experience](#) questions. As well as a written exercise.

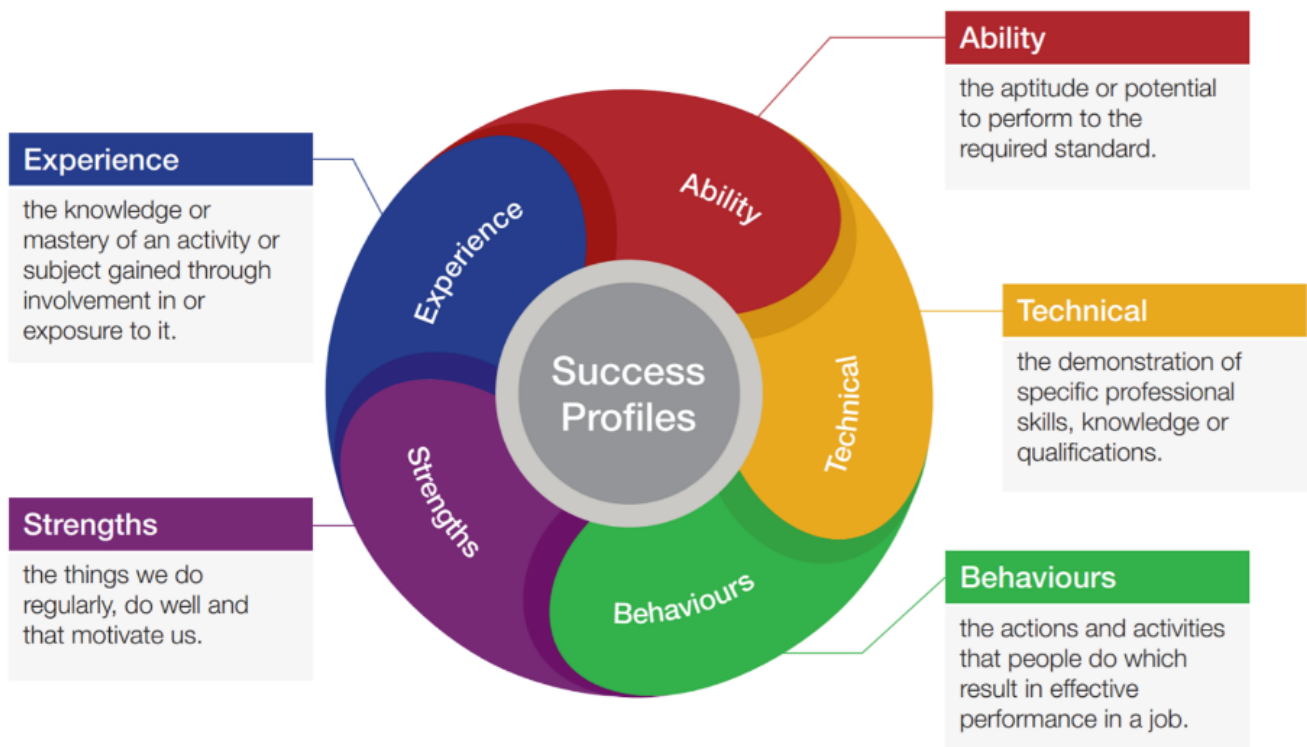
Success Profile Level 2

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 (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.

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. The anticipated timetable is as follows:

Closing date: 13th October 2024

Shortlisting: 14th October 2024

Interviews: From 28th October 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

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: Simon.Griffiths@otc.gov.uk

If you have problems with the online portal or application process please contact:
dftrecruitment.grs@cabinetoffice.gov.uk