



Driver & Vehicle  
Standards  
Agency

# Quality Improvement Coach

Reference: 348487

Closing Date: 24 April 2024

Location: Newcastle-upon-Tyne, Swansea

Salary: £32,603 - £34,862

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



# About the job

**As a Quality Improvement Coach, you will be responsible for the development, deployment and adherence of the Customer Service Centre (CSC) Quality Model, including production of the quality monitoring and measuring tools. You will monitor quality, process and customer experience compliance across all channels (emails, calls, chat and social media). Leading levelling/calibration sessions and providing quality coaching and mentoring to Customer Service Centre Team Leaders.**

**The successful candidate will ensure that quality and customer satisfaction data is used to identify potential training issues, individual and team areas for improvement and reference material updates. Contributing to embedding continuous improvement practices across the CSC network.**

**Using data gathered, provide feedback and suggestions to the CSC for service improvements. This will ensure we are improving the customer experience with a view to providing first contact resolution.**

**Activities may include:**

## **Quality Model, Monitoring and Coaching**

- Develop, build and deploy a Customer Service Centre Quality Model, which meets the requirements of the centre and network.
- Production & deployment of performance/quality monitoring & measuring tools, providing support and coaching to all managers.
- Conduct Quality Monitoring sessions with Team Leaders on a monthly basis to ensure consistency of approach and deployment of quality monitoring, including use of quality evaluation forms and scoring matrix.
- Monitor Agent process and customer experience compliance across all channels (Emails, Calls, Chat and Social Media). Feedback data to Team Leaders to drive development, training, improvement or recognise best practice across their teams.
- Providing quality coaching and mentoring to Customer Service Centre Team Leaders.

- Conduct and lead levelling/calibration sessions for all managers to ensure a consistent quality improvement approach and drive best practice behaviours within the centres, across all channels.
- Providing support to Team Leaders and assume responsibility for any escalated quality issues. Provide feedback where appropriate to embed best practice.
- Coordinate with Team Leaders and Managers to support compliance to targeted number of calls to be monitored for each Agent ensuring that best practice is followed.
- Ensure that a 'single network' quality culture and way of working is developed and embedded to ensure the full benefits of contact centre virtualisation are realised.
- Responsible for ensuring all quality monitoring processes meet the requirements of Contact Centre Association and Customer Service Excellence accreditation standards.
- Ensure that the new technology and functionality - call recording, quality monitoring, speech analytics and remote monitoring - deliver the benefits outlined in the Contact Centre Strategy. Make recommendations on improvement opportunities.
- Responsible for working with the Team Leaders to achieve CSC customer satisfaction targets through improving agent quality.

### **Standards and Quality Data**

- Use customer satisfaction and customer feedback analysis to identify trends and behaviours to improve the customer experience.
- Independent quality control to ensure that all DVSA compliance and regulatory standards are adhered to, therefore protecting reputation.
- Analysis of Quality Control reports to identify potential training issues, individual and team areas for improvement and reference material updates. Identify specific trends and action required to resolve including providing feedback for the management team to raise to service, product and policy owners.
- Ensure that the data and analysis from Speech Analytics is utilised to drive quality improvement across the centre.

### **Collaboration**

- Work in collaboration with other managers across all functions for the good of DVSA and to create a high performing and well-respected Agency.

- Work effectively as part of a team, actively participate in team meetings and contribute towards staff engagement plan recommending solutions.
- Contribute to the continual improvement of working practices as part of DVSA's Business Improvement Model.
- Demonstrate leadership by striving to achieve one contact resolution for customers.
- Take ownership of work and manage customer expectations.

### **Internal and External Relationships**

- Liaise with other areas of DVSA, DfT Agencies and external customers and organisations to ensure best practice quality models and practices are embedded within DVSA.
- Ensure good relations and communications with all members of the CSC team and respond professionally, in a timely manner to internal and external customers. Understand how to adapt to different audiences when presenting data or feedback.
- Support the CSC and Department by contribution towards the staff engagement plan.

**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 behaviour examples against the Job Description and Person Specification.

## Essential skills and Essential experience

- Good understanding of Customer Service Quality Models and best practice.
- Experience of a quality role within a modern multichannel Customer Service Centre environment, handling telephone, email, post and web traffic to cover a range of transactions from simple enquiries to highly complex legislative requirements.
- Confident, proactive and self-confident individual with a 'can do' attitude to coach and develop the CSC teams to achieve the best results.
- Numerate and analytically confident comfortable to guide solutions and present recommendations to management team.
- Experience of people development, mentoring and coaching.
- Be passionate about coaching and developing people to achieve the best results.
- Excellent, effective communication skills (written & oral) including producing and delivering presentations.
- Experience in dealing with internal and external customers.
- Experience in leading and managing change.
- Proven organisational / planning abilities alongside effective problem solving and decision-making skills.
- Experience of working in a multi-site customer service environment operating as a virtual network.
- Sound computer literacy skills e.g. Microsoft Applications.

## Further Information:

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

It will be necessary to travel throughout Great Britain, including occasional nights away from home. You will be expected to visit sites at Newcastle or Swansea.

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.

- **Changing and Improving**
- **Communicating and Influencing**
- **Managing a Quality Service**
- **Working Together**

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

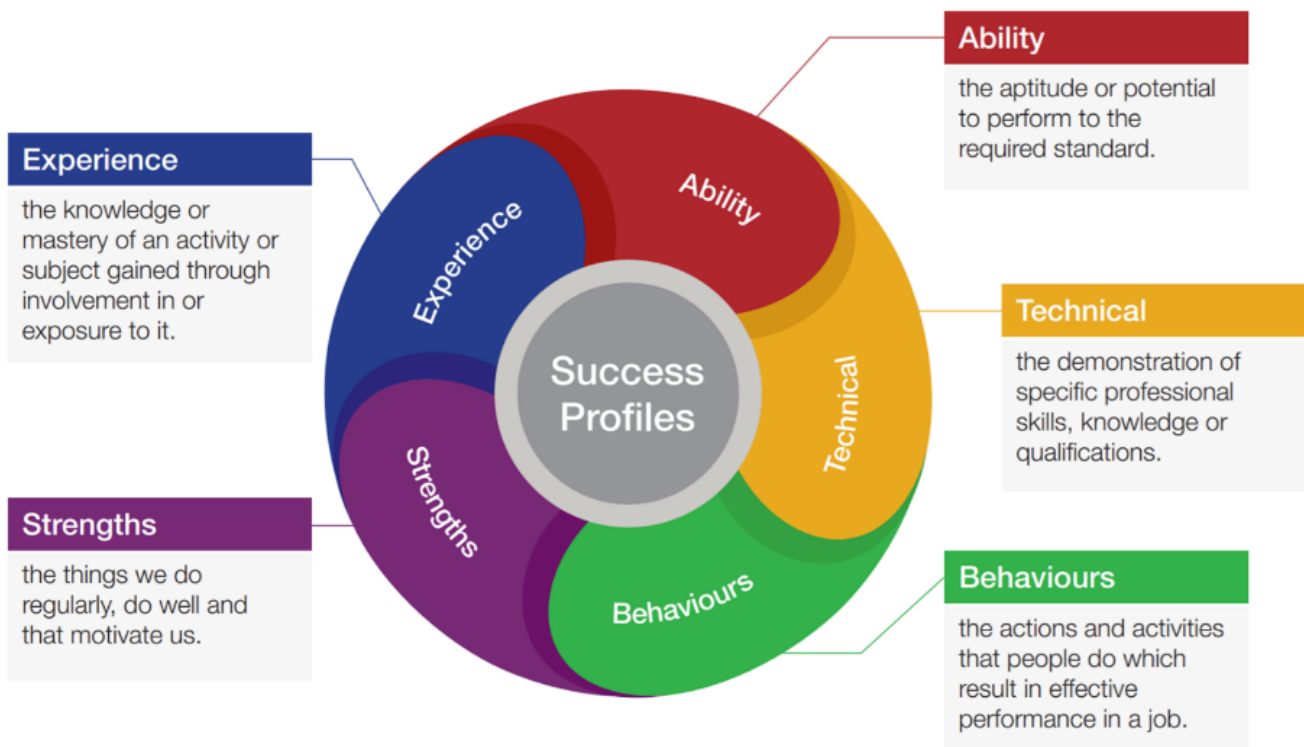
## Success Profile Level 3

# 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 3 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 (1250 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 [Experience](#) 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:** 24 April 2024

Shortlisting: 25 – 26 April 2024

**Interviews:** week commencing 13 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)



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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: [catherine.hobbs@dvsa.gov.uk](mailto:catherine.hobbs@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)

Helping you **stay safe** on **Britain's roads**