



Driver & Vehicle
Standards
Agency

Support Services Team Leader

Reference: 325022

Closing Date: 07 January 2024

Location: 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 Support Services Team Leader, you will manage a team of six, to support and promote the very best operational practice throughout the Driver and Vehicle Standards Agency (DVSA) by;

Working with policy and project teams to develop, provide and update advice and guidance.

Creating and maintaining knowledge management system information

Conducting report analysis, ensuring customers follow rules of monitoring agreements.

Ensuring test result data is correct.

Processing delegated examiner and CPC4 assessor results.

Providing a post room service.

Performing various system support activities.

This is a fantastic opportunity to work in a fast paced, varied environment which offers you exposure to a wide range of stakeholders, both internal and external.

Activities may include:

Manage the provision of accurate advice, guidance and information.

- Liaise with relevant business areas and participation in meetings and projects to gain knowledge to enable the development of procedures and creation of knowledge management information.
- Manage the drafting, updating, timely publishing and archiving of procedures and maintaining accurate records and folders.
- Develop the Knowledge Management System ensuring that information is correct and appropriate.

- 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.

Management of monitoring agreement rules

- Manage the trainer booking staged monitoring process, ensuring reports are analysed to identify breaches of monitoring limits and that relevant action is taken.
- Liaise with policy teams regarding trainer booking and notified cases of motorcycle manoeuvring area misuse.
- Provide advice to customers and internal teams and stakeholder partners responding to customers.
- Participate in reviews of monitoring processes.

Driver Examiner Services support

- Ensure action is taken to prevent inaccurate driving test result data being presented for driving licence issue and system updates.
- Ensure delegated examiner driving test and CPC4 assessor results are processed onto system within agreed timescales for licence issue and that missing results are accounted for.
- Liaise with DES product owners and analysts where relevant to enable processes work effectively and customers receive correct licences within timelines expected.

Post/Print room management

- Ensure all relevant staff are informed of correct and safe use of post room machinery, and that incoming Royal Mail deliveries are managed, opened, sorted and distributed appropriately, system generated mail is printed and prepared for collection and that figures are uploaded to the business account.

Management of miscellaneous tasks

Ensure the team:

Perform relevant licence entitlement checks as required process test pass negations update spoiled pass certificate records review booking review markers use Business Objects to provide data for internal stakeholders supporting various TARS system processes including hold lists, expired payment card refunds. ensure ADI and standard check results are uploaded onto TARS.

DVLA Relationship

- Liaising with DVLA regarding bi-lat activities, examiner driving licence issue, relevant licencing/entitlement issues

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.

Internal and External Relationships

Internal:

- TARS users- users of TARS procedure notices.
- Business systems- system changes requiring procedural updates.
- Policy –ensure procedures are in line with regulations and practices.
- MI- providers of data reports.
- Knowledge management system users
- Driving examiners-iPad driving test report issues and ADI and standard check uploads

External:

- Interserve – management of MMA sites.
- DVLA - entitlements-ADLI enquiries – negotiations-participation meetings between agencies.
- Delegated examiners and training centres – uploading results onto systems.
- Business customers - users of trainer booking, MMA agreements.
- Post and print machinery suppliers
- Royal Mail

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 personal statement against the Job Description and Person Specification.

Essential skills and Essential experience

- Excellent communication skills (written and verbal) and interpersonal skills.
- Management of a wide range of tasks
- Experience of staff management.
- Experience of data analysis
- Ability to liaise and actively participate in meetings and discussions with staff of all grades and stakeholders.

Further Information:

This role is based in Newcastle, your presence at this location 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 current expectation is that you will spend a minimum 50% of your time at your base location. Visits to other DVSA sites or work locations count towards the 50%. Please be aware there is a Civil Service wide expectation to increase office attendance to 60% and we are working on our implementation plan.

You will be required to occasionally travel to Swansea and other DVSA locations, however you will be notified in advance.

Whilst we welcome applications from those looking to work with us on a part time basis, there is a business requirement, for the successful candidate to be able to work at least 30 hours 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.

- **Communicating and Influencing**
- **Seeing the Big Picture**
- **Delivering at Pace**
- **Making Effective Decisions**
- **Managing a Quality Service**

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

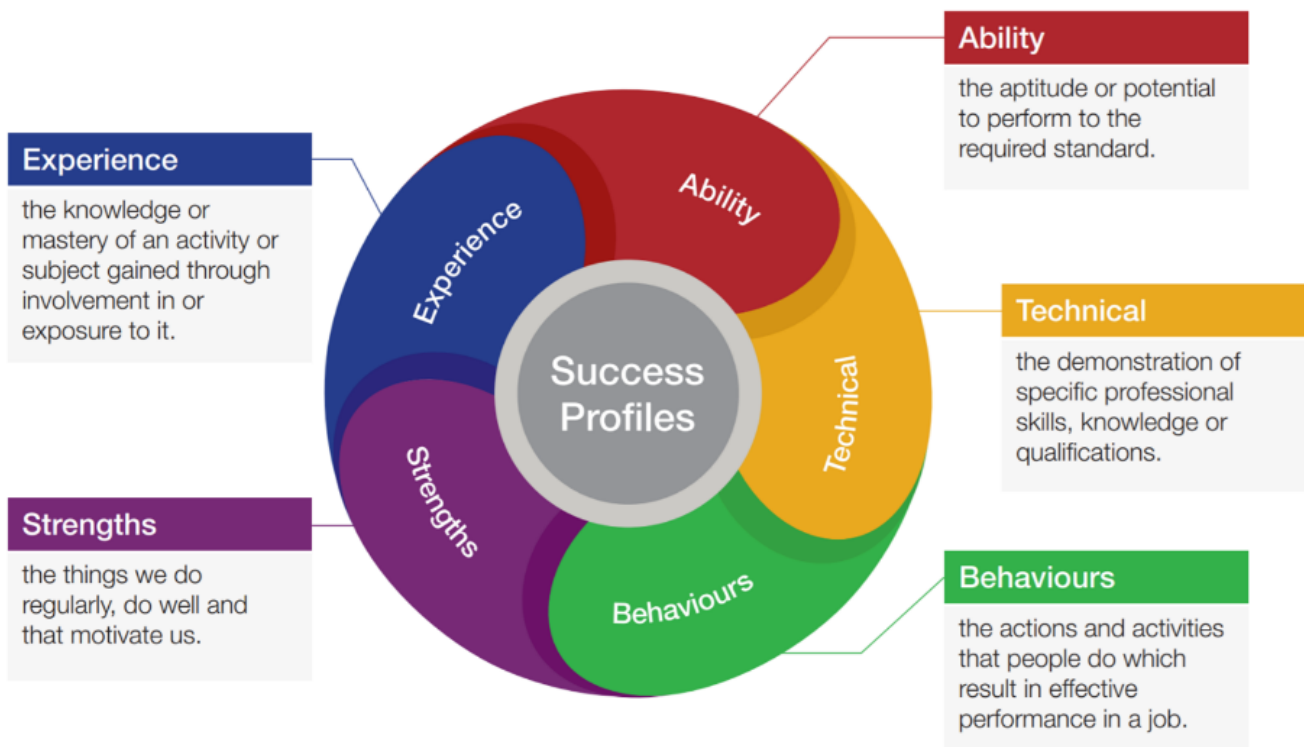
Success Profile Level 2

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 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 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 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: 07 January 2024

Shortlisting: 08 – 09 January 2024

Interviews: week commencing 22 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
Standards
Agency

DVSA
1 Unity Square
Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: Shaun.Milne@dvsa.gov.uk

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