



Driver & Vehicle
Standards
Agency

Corporate Estates Admin Support

Reference: 347620

Closing Date: 28 April 2024

Location: Nottingham

Salary: £23,847

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.

I'm delighted that you're interested in joining the Corporate Services directorate at DVSA. We provide some of the functions that enable delivery of front-line services to the public. Working here you can be proud of the direct role you have in enabling the organisation to operate effectively, and providing support for the critical driver, vehicle and enforcement services at DVSA.

Corporate services includes teams responsible for:

- Estates; who ensure that we have the buildings and workspaces that we need,
- Deployment and planning; who carry out scheduling of front line operations, and make sure they have the equipment they need to do their jobs,
- Portfolio and project teams; who support and deliver projects and programmes across the agency, and
- Shared services; who provide the HR and finance systems needed for the organisation to operate effectively.

In Corporate Services we're looking for people who are keen to learn and develop, to share their experiences and skills with others, and to actively look for improvements in how we do things. We provide a very supportive environment where you are empowered to do your best work.

We want the people in Corporate Services to reflect the communities that we serve, so we really welcome applications from all backgrounds. You can read more about how we support you and your wellbeing later in this pack.

Thank you for your interest.



Carrie Dolan

Director of Corporate Services

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

The successful Corporate Estates Admin Support will provide admin support for the day-to-day management and control of buildings and accommodation across the DVSA Corporate Estate Management (CEM) team portfolio, to meet the business needs and aspirations of the Agency.

Ensuring that all payments due in respect of the DVSA estate are processed in accordance with lease/license/contract obligations and Agency policies.

Activities may include:

Process Payments and Queries

- Ensuring the timely and correct payment of service charges, utility bills, casual hire, and insurance for Corporate Estates Management landlords' costs as per lease obligations.
- Raising purchase orders on the SAP system for service charges, utilities, casual / room hires and goods receipt appropriately and in a timely manner.
- Processing rent, service charge, utilities and building insurance queries.
- Maintaining the Corporate Estates Management Finance database with service charge, business rates and insurance payments for all sites.
- Liaising with the Finance team to settle any finance queries.
- Quarterly check that rental payments made by recurring charge have been processed correctly.
- Coordinating business rates demands processing between our agents and the Finance team, ensuring Estates records are correct.
- Management of the CEM team & CEM Invoices email mailbox.

Administration Duties

- Arranging landlords' visits to sites and communicating with sites and agents to ensure that visits go ahead.

- Management of Corporate Estates Management filing (both hardcopy and electronic), along with maintaining the database of all departmental files.
- General office support including booking meetings and rooms.

Personal Development

- Take courses and training to meet DVSA mandatory training requirements and to further develop self within the sphere of the role profile.

Leadership

- Act with honesty and integrity upholding the reputation of the Agency, Department and Civil Service.
- Where necessary 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

- Liaise with relevant internal departments to ensure that the needs of internal and external customers are met.
- Maintain good relations and communications with all members of the team and respond politely and in a timely fashion to internal and external customers.
- Work closely with the Finance teams to manage landlord and tenant expectations and maintain and improve working relationships with those key stakeholders.
- Liaise with all relevant external suppliers (including but not limited to landlords, managing agents and solicitors) to ensure that their needs are met.

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, personal statement and behavioural example against the Job Description and Person Specification.

Essential skills and Essential experience

- A reasonable working knowledge of Microsoft Office, and Adobe.
- Excellent communication skills, both oral and written.
- Experience and knowledge of working within a property management environment.

Further Information:

This role is based in [Nottingham](#), please note that due to the nature of this role, there is a requirement for the successful candidate to work at the office each day.

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 onsite Monday - Friday.

There will be an opportunity for occasional travel as part of this role.

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.

- **Delivering at Pace**
- **Making Effective Decisions**
- **Managing a Quality Service**
- **Working Together**

We only ask for evidence of these behaviours on your application form:

- **Delivering at Pace**

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

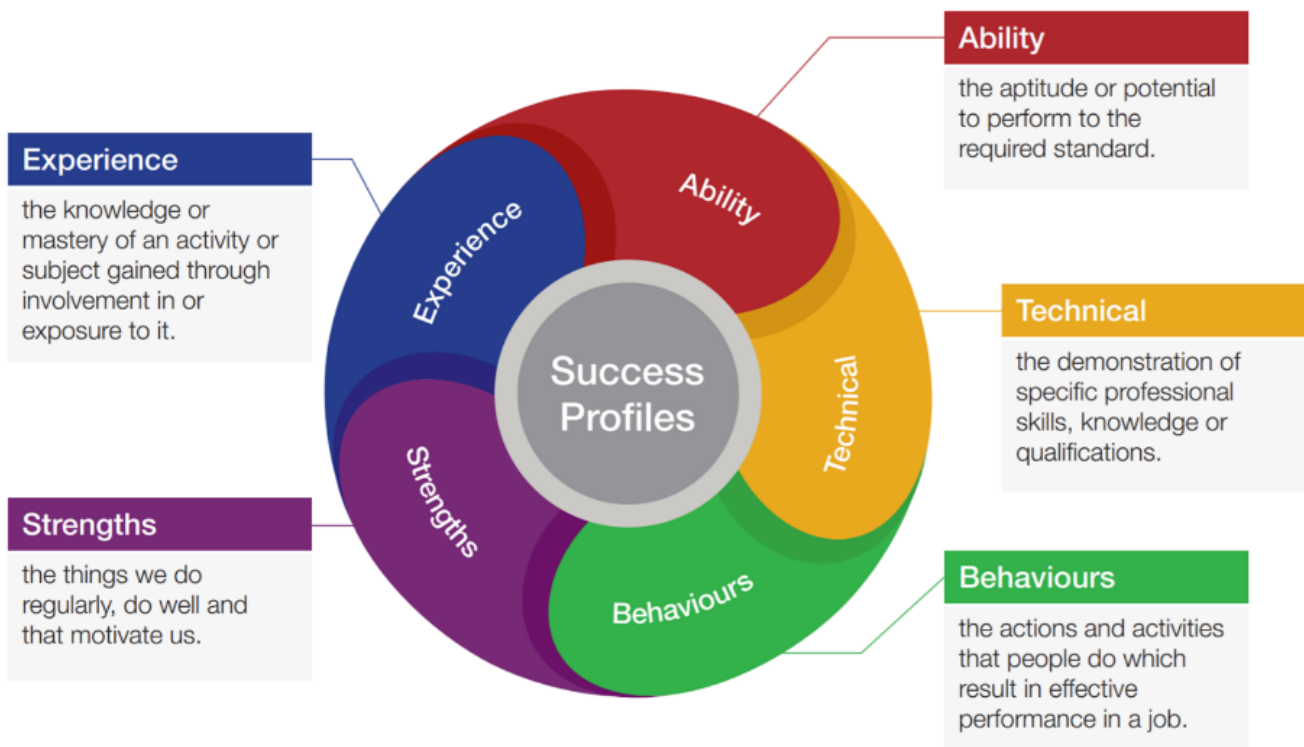
Success Profile Level 1

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 1 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.
- As part of your application, you will be required to give examples of when you have demonstrated the following behaviours:
 - **Delivering at Pace**

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, Personal statement and behaviour 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.

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: 28 April 2024

Shortlisting: 29 – 30 April 2024

Interviews: 14 – 15 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

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)



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DVSA
1 Unity Square
Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: Zena.riches@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**