



Driver & Vehicle
Standards
Agency

Hearing Centre Senior Manager

Reference: 373901

Closing Date: 3rd November 2024

Location: Bristol or Eastbourne

Salary: £32,603

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 Hearing Centre Senior Manager, you will work within the Office of the Traffic Commissioner (OTC). 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 post holder has responsibility for managing the delivery of the traffic commissioners' tribunal function within the regional Hearing Centre. This will involve the delivery of a high quality service to traffic commissioners, within a framework set out by legislation, Statutory Guidance and Statutory Directions (Statutory Documents). The work of the team involves compiling and serving case bundles for public inquires, supporting the traffic commissioner and ensuring that the outcome of the hearings are communicated and acted upon, based upon the legislation and Statutory Documents.

The team is geographically dispersed across two of the regional Offices of the Traffic Commissioner.

Activities may include:

General Duties

- Managing the OTC Hearing Centre to ensure effective support to the traffic commissioners in their statutory roles so that service level agreement measures are met, and work is processed to a standard in accordance with the Senior Traffic Commissioner's Statutory Documents.
- Providing leadership and support to the Hearing Centre team to ensure the delivery of an efficient and effective service to the traffic commissioners.
- Assisting OTC Senior Managers to embed a culture of continuous professional development to ensure colleagues have the right knowledge, skills, and behaviours to provide excellence in service.
- Ensure capabilities are deployed to achieve successful delivery of business performance.
- Work with colleagues to identify improvements to infrastructure and changes to capabilities.

- Working with the Quality, Training and Casework Delivery team to ensure that effective training and development systems are in place and maintained that ensure the delivery of a good quality and consistent service to traffic commissioners and that the potential of the staff are realised.
- Work closely with National Compliance team members to ensure seamless transition to Hearing Centre service for all cases requiring Public Inquiry (PI).
- Monitoring performance of the teams against the service level agreement and facilitating the allocation of work to ensure a consistent service is provided to all commissioners and stakeholders.
- Assisting the Quality, Training and Casework Delivery team in ensuring effective audits of the work of the work of the Hearing Centre are carried out, and ensuring that any rectification work identified is undertaken, providing reports to managers and the traffic commissioners as required.
- Providing accurate, intelligent management information, using this to provide evidence-based reports on the achievement of targets and predictions for future trends.
- Support the National Compliance and Hearing Centre Manager to identify areas of improvement required in respect of cases received from the DVSA.
- Providing briefings to the TC Board or individual traffic commissioners or the Head of OTC on operational issues within the OTC.
- To liaise where necessary with DVSA colleagues, DVLA, Police, DfT and other Government Agencies and Departments.
- Attend meetings both with and on behalf of the traffic commissioners with a variety of stakeholders to include operators, industry representatives and enforcement agencies and within DVSA and provide full feedback from the meetings to ensure that all action points are properly recorded and actioned in a timely manner.

Development and management of processes and procedures

- Creating a culture of continuous improvement within the OTC empowering staff to identify areas for service improvement for further consideration.
- Regularly reviewing policies and procedures to ensure continued relevance and adherence to the Senior Traffic Commissioner Statutory Documents.
- Providing direction to the Quality, Training and Casework Delivery team for the development of operational instructions and training for the Hearing Centre team.

- Drafting papers for TC Board consideration on proposed changes to processes and implementing the decisions taken by the TC Board across the OTC.
- Providing input on relevant consultations or changes to legislation, supporting policy colleagues in the OTC or DfT so that proposed changes are based on evidence and the impact is correctly assessed.
- Reviewing decisions taken by traffic commissioners, the Upper Tribunal, and higher courts to respond to any requirement for a change in policy or procedures.
- Ensuring that change is managed effectively, plans are communicated and updated on a regular basis and that impact analysis is completed for all activities and updated on a regular basis.

Budget and resource management

- Ensure the delivery of the service to the traffic commissioners through effective budgetary and resource management by:
- Work with Quality, Training and Casework Delivery team to ensure that staff movements are correctly recorded against the correct budget and an accurate record of staff against cost centre is maintained and available on request.
- Support the maintenance of the OTC headcount within agreed parameters ensuring that vacancies are filled at the earliest opportunity.
- Supporting OTC Senior Management to ensure that a resilience and succession plan is maintained and updated as appropriate. Meeting regularly with colleagues to ensure the effectiveness of the resilience and succession plan and ensuring that all OTC staff are aware of the arrangements.
- Providing opportunities to develop staff to realise their maximum potential so that the service has correctly trained staff with capability to cover vacancies within the management chain.
- To ensure efficient use of Deputy Traffic Commissioner (appointed by the Secretary of State for Transport) resource, ensuring that processes maximise the deployment of Deputies, and ensure that any areas of concern are immediately brought to the attention of the relevant traffic commissioner or the STC as required.

Management

- Execute management responsibilities effectively and in line with DVSA policies and processes, working with, leading, and acting as a role model for team members and colleagues in line with Civil Service values.
- Determine and plan their team requirements, including allocating resources and prioritising activities, over the short to medium term by fully understanding the business environment in which the team operates, the overall team objectives, ensuring their team fully understands and works to these requirements.

Leadership

- Demonstrate leadership by providing guidance to staff to support the delivery of objectives. Manage and engage with honesty and integrity and upholding the reputation of the Office of the Traffic Commissioner, Agency, Department and Civil Service.
- Work in collaboration with other managers across all functions for the good of the Office of the Traffic Commissioner and DVSA and to create a high performing and well-respected Agency.

Relationships

- Work closely with all TCs to ensure the provision of high-quality OTC functions, including submissions, the arrangements for Public Inquiries and related matters.
- Liaise with relevant internal and external 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.
- Maintain an awareness of external factors (including government business initiatives and current and proposed legislation in relation to commercial activities) which impact the business and communicate such risk information as appropriate.
- Responsibility for day-to-day customer relationship management; this will include responsibility for developing services to facilitate a better interface with goods operators who have operator licenses in more than one traffic area; providing customer focus to the goods/ PSV industry and for building and maintaining relationships with stakeholders.

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 against the Job Description and Person Specification.

Essential skills and Essential experience

- Experience of communicating and working with a range of senior stakeholders, using effective methods to keep stakeholders engaged throughout.
- Experience in management, including the interpretation of strategic plans and targets into operational processes. Using and analysing data, from a range of credible sources, to inform decision making.
- Experience of writing submissions and briefings that are clear, well considered, and logical, bringing clarity to complex topics.
- Experience and understanding of the function of courts and tribunals, and the interpretation of legislation.
- An ability to lead a geographically dispersed team.

Mandatory Qualifications:

- N/A

Further Information:

This role can be based in Eastbourne or Bristol, your presence at one of these locations will form part of the working arrangements agreed with you.

This role is suitable for hybrid working, and therefore a combination of workplace and home-based working can be accommodated subject to business requirements. Hybrid working is a non-contractual arrangement where employees have the flexibility to work remotely combined with a minimum of 60% of their working time a month at either their principal workplace (one of the locations cited in the advert) or, when required for business reasons, to carry out separate duties at alternative working locations or DVSA sites. There may be occasions where you are required to attend above the minimum expectation.

If you have questions regarding how hybrid working is practiced within the business area, or any reasonable adjustments or flexible working arrangements you may currently have or need in place if successful in your application, please contact the Vacancy Holder (see advert for contact details).

Regular travel between offices will be required with potential overnight stays. These will always be planned and scheduled 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 32 hours per week.

Location Information

We will be appointing positions based on merit and so the highest scorer will be successful. If your application is successful, we will be in touch with you to find out your location preference (your choice of location out of two locations listed) and this will be the location you will be contracted to.

The two locations listed are part of a pairing and indicate neighbouring traffic areas, where the Traffic Commissioners oversee. Therefore travel between the two offices will be regular.

Success profiles

We assess candidates using specified [Success Profiles](#).

You will be expected to demonstrate the following [Civil Service Behaviours](#) during the selection process.

- **Leadership**
- **Communicating and Influencing**
- **Developing Self and Others**
- **Managing a Quality Service**

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, you'll need to complete:

- A CV setting out your career history, with key responsibilities and achievements
- 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 CV/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: 3rd November 2024

Shortlisting: From 4th November 2024

Interviews: From 18th November 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