



Driver & Vehicle
Standards
Agency

Enforcement Engagement and Development Partner

Reference: 374644

Closing Date: 06 November 2024

Location: Birmingham, Bristol, Leeds, Newcastle-upon-Tyne, Nottingham, Swansea

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.



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

The successful Enforcement Engagement and Development Partner will provide enabling support for the Enforcement directorate at the Driver and Vehicle Standards Agency (DVSA). Contributing to the planning for improved staff engagement, business improvement and professional development of staff and managers within the directorate. The role holder will create the environment for development activities to take place, sharing best practice and escalating trends and areas that need further action.

The role holder will lead development activities across the directorate and provide practical support and assurance to Enforcement managers that this is being delivered consistently and effectively. They will contribute to the creation of role specific Continual Professional Development for Enforcement and organise directorate wide events.

They will support the directorate's managers in creating the right culture, driving change when required seeking to ensure that the DVSA cultural values are embedded throughout the directorate, challenging individuals and teams, behaviours and attitudes.

Identify trends and issues, collaborating with managers and business experts to build solutions and engaging with Senior Leaders to deliver the solutions and support in the evaluation of their effectiveness.

Activities may include:

Contribute to effective support and engagement of new and existing staff

- Coach and support managers and staff with their people management and coaching responsibilities
- Provide active support to the Enforcement directorate with induction and on-boarding of new entrants/apprentices into the business and the completion of the required new entrant training.
- Work with and support line managers of new entrants to ensure induction is learning focused; to provide the best outcome for both the individual and the business

- Monitor the behaviours and attitudes of all staff to ensure they are aligned to the required culture. Providing feedback and challenging when appropriate.
- Support coaches and mentors of new entrants and carrying out the role of coaching supervisor when needed.
- Monitor that staff briefings and meetings take place in a timely manner to ensure staff feel engaged.
- Collaborate with Managers and HR Business Partner to produce, co-ordinate and deliver succession plans and talent management activities.
- Support recruitment and selection activities to aid recruitment of staff in the Enforcement directorate with the right knowledge, skills and behaviours.
- Management the Enforcement staff engagement forum.
- Champion the Civil Service People Survey. Encouraging completion amongst colleague, and sharing outcomes with Enforcement Leadership Team

Communication lead for the team

- Working with the Communication Business Partners to draft communication messages and team briefings, for delivery by managers, seeking relevant technical input from the team when needed.
- Monitor that team briefings and meetings take place in a timely manner to ensure staff feel engaged, working with managers to ensure that briefings are adding value and delivering a suitable balance of local and corporate messages
- Champion corporate messages and to ensure they are cascaded in a timely manner
- Support the cascade of mandatory training throughout the directorate
- Manage the production of the monthly Enforcement newsletter
- Manage the Enforcement SharePoint site.

Events co-ordination

- Manage and execute national events for Enforcement
- Arrange smaller events for the Enforcement Leadership Team as and when required

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

Contribute to the delivery of Business Improvement

- Be proactive in project work, be receptive to and develop new ideas and initiatives and ensure agreed outcomes are delivered.
- Drive forward and facilitate business improvement across the business. Share best practice and escalate trends/topics that need further action with managers and HR Business Partners.
- Regularly review to provide assurance and statistical information to show that continuous improvement tools are being used effectively.
- Contribute to the effective implementation of new practices. And assist in co-ordinating their delivery as Business Improvement Champion.

Leadership

- 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.
- 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 Agency, Department and Civil Service.

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

- Experience of delivering coaching or mentoring
- Experience of delivering difficult messages
- Delivery of plans to meet tight deadlines
- Planning and organisation skills
- Good IT skills, particularly MS products such as Sharepoint and Teams
- Ability and confidence to deliver presentations • Ability and confidence to plan and book large events

Further Information:

This role can be based in [Birmingham](#), [Bristol](#), [Leeds](#), [Newcastle](#), [Nottingham](#) or [Swansea](#), 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 practised 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).

This role requires frequent travel to DVSA in [Bristol](#), and occasional travel, including overnight stays to non DVSA sites for conferences.

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.

Please take note that DVSA does not hold a UK Visa & Immigration (UKVI) Skilled Worker Licence 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.

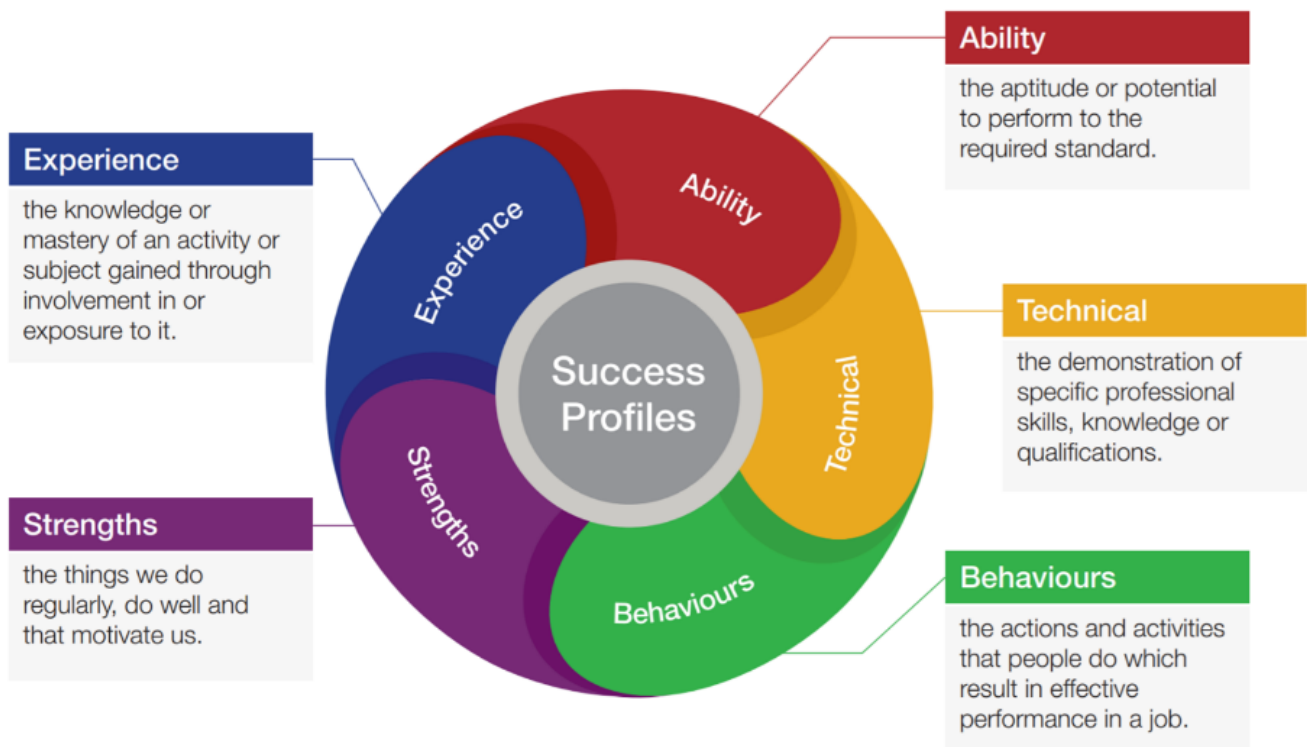
- Communicating and Influencing
- Delivering at Pace
- Developing Self and Others
- Managing a Quality Service

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 [Success Profile Civil Service Behaviours – HEO and SEO Grade](#)

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: 06 November 2024

Shortlisting: 07 - 08 November 2024

Interviews: from 20 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)



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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: clare.lacey@dvsa.gov.uk

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