



Driver & Vehicle  
Standards  
Agency

# Counter Fraud Investigator

**Reference: 346859**

**Closing Date: 21<sup>st</sup> April 2024**

**Location: Bristol, Birmingham or Plymouth**

**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.

**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
<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 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 Counter Fraud Investigator, you will:** The role holder is responsible for the day to day investigations across the Driver & Vehicle Standards Agency (DVSA) Driver/Rider/Vehicle environments.

The role holder ensures delivery of an effective, timely, business and customer focussed counter fraud investigations in accordance with plans and corporate objectives. The role has specific responsibility for counter fraud (reactive), bribery and corruption investigations.

The role holder is responsible for providing a rigour by which matters of impropriety in the areas identified above can be managed and actioned as required by the Investigation Manager, Senior Investigation Manager and the Head of Counter-Fraud.

**Activities may include:**

## **Main Responsibilities, Accountabilities**

### **Investigations (May include some or all of the following)**

#### **General**

- Adopt the roll of “Lead Investigator” when allocated, with the responsibility of planning, preparing and managing the investigation.
- Planning and executing surveillance on target nominals, including dealing with Regulation of Investigatory Powers Act 2000 (RIPA) issues.
- Conduct investigations in line with current best practices, Police & Criminal Evidence Act (PACE) RIPA, Criminal Procedure & Investigations Act (CPIA), Data Protection Act (DPA), & Freedom of Information (FOI) and Scottish equivalents
- All investigations to be conducted to the criminal standard
- Prepare full reports and papers for prosecution cases and / or Public Enquires to critical deadlines
- Appear in court as an expert witness.

## **Vehicle related investigations**

- Undertake investigations which are products of DVSA's targeting framework, inspect tachograph records for any anomalies & investigate tachograph calibration centres.
- Visit vehicle operator, and other premises to collect evidence, carry out formal interviews and take statements. Instigate prosecution proceedings against operators and drivers who break vehicle safety regulations.
- Conduct Ministry of Transport (MOT) Scheme investigations, preparing reports and recommendations.
- Retrieve operator's licences, discs and other documentation.
- Monitor maintenance standards of Heavy Goods Vehicle (HGV) and Public Service Vehicle (PSV) operator licence holders.
- Examine operators' facilities, vehicles and maintenance arrangements.

## **Roadside Checks.**

- Assist with roadside enforcement on level 3 themed checks.
- Carry out roadside checks on UK and foreign vehicles at fixed enforcement sites, other roadside locations, coach parks, motorway service areas, or as part of a Police mobile patrol.
- Inspection of vehicles for compliance with - weight, operator's licence, drivers' hours, vehicle excise legislation, driving licence and Construction and Use Regulations.
- Compile reports, collect evidence and where necessary issue prohibition notices.
- Inspect vehicles carrying Hazardous Goods, check for compliance with regulations on drivers licensing, safety equipment and carriage of relevant documentation.

## **Approved Driving Instructors.**

- Investigate all allocated reports of suspected illegal driving instruction and malpractice against the agency.
- Ensure investigations are conducted in a manner which is only evidence based.

## **Theory and Practical Driving tests**

- Investigate all allocated reports of suspected theory and/or practical driving tests (including impersonations and technology assisted cheating at tests) and malpractice against the agency.
- Ensure investigations are conducted in a manner which is only evidence based.

## **Internal Fraud**

- Investigate all allocated reports of suspected internal fraud and malpractice against the agency.
- Ensure investigations are conducted in a manner which is only evidence based

## **Approved Driving Instructor Misconduct**

- Investigate all allocated reports of suspected misconduct by approved driving instructors working with Police where necessary.
- Ensure investigations are conducted in a manner which is only evidence based

## **Customer Contact**

- Develop and maintain good relationships with customers, trade associations, Police, other enforcement agencies, solicitors and Procurators' Fiscal.
- Conduct and assist with multi-agency investigations alongside other enforcement agencies.

## **Other Responsibilities**

- Keep up to date with procedural and technical developments relating to the job (including relevant legislation and DVSA policy).
- Participate in relevant training in order to develop skills, knowledge and service standards.
- Comply with DVSA's policy on Health and Safety.
- Participate in relevant training in order to develop skills, knowledge and service standards.
- Be a supportive all round team player, with the ability to be able to adapt and react to fast changing situations.



- 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.

### **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.

### **Relationships (Internal/External)**

- Liaise with relevant internal 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.
- Represent the Agency externally, where requested/required as subject matter expert, (e.g. at networking events, conferences and exhibitions) to enhance and strengthen the Agency's profile.

**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 examples against the Job Description and Person Specification.

## Essential skills and Essential experience

- Experience in dealing with criminal investigations or experience in dealing with complex investigation work
- Your ability to extract accurate, concise summaries from complex information that can be understood by a wide audience
- Excellent organisational skills

## Mandatory Qualifications:

- Hold or be prepared to work towards Accredited Counter Fraud Specialist/Manager qualification or similar.

## Further Information:

- You must hold a full GB Driving Licence as there will be frequent travel and overnight stays across the rest of the United Kingdom expected with this role.
- 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 35 hours per week.
- *This role can be based in Birmingham, Bristol or Plymouth 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.*

# Success profiles

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

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

- Making Effective Decisions
- Communicating and Influencing
- Delivering at Pace
- Working Together

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

## 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](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 (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.

Interviews will include a blend of [Behaviour](#), [Strength](#) and [Experience](#) 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. The anticipated timetable is as follows:

**Closing date:** 21<sup>st</sup> April 2024

Shortlisting: 22<sup>nd</sup> April 2024

**Interviews:** from 6<sup>th</sup> May 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](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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[www.gov.uk/dvsa](http://www.gov.uk/dvsa)

If you have questions about the role please contact: [karl.higginson@dvsa.gov.uk](mailto:karl.higginson@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**