



Driver & Vehicle
Standards
Agency

Customer Service Centre Heavy Vehicle Technical Officer

Reference: 345948

Closing Date: 05 May 2024

Location: Bristol, 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?

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 Customer Service Centre Heavy Vehicle Technical Officer, you will process technical applications, respond to technical queries, deal with standards, legal and technical assessments and ensure that DVSA meets its Key Targets and Objectives as detailed in the Business Plan.

Activities may include:

Assessment of heavy vehicle statutory test applications for both first test and vehicle conversion, checking reports and supporting documentation, ensuring compliance.

Assessment of applications of approved vehicles via the European Community Whole Vehicle Type Approval (ECWVTA) teams.

Providing technical support to the clerical processing teams and an advisory service to front line staff, operators, manufacturers, trade organisations, other agencies and the public on DVSA and related services, responding to written and verbal enquiries in a timely manner.

Monitoring testing processes to ensure an efficient service is maintained, identifying risks and issues, investigate possible solutions to solve issues or mitigate risks. Collaborate with the policy Teams on new initiatives and developing new requirements and standards, for example where there are regulatory changes or to improve clarity within existing publications.

Provide support to the Technical Support Manager, representing DVSA at trade events and to carry out ad hoc related tasks.

Maintain relevant data bases as required.

Internal and External Relationships

Communicate positively and effectively with internal and external customers to ensure a full understanding of their requirements and to ensure a concise accurate response is delivered.

Work with the HGV, trailer and other teams within the Customer Service Centre to share ideas and promote best practice.

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

- Good knowledge of light and heavy vehicle engineering.
- Ability to interpret complex legislation.
- Ability to write concise detailed technical reports.
- Good general knowledge of the EC vehicle approval process and national motor vehicle legislation.
- Good knowledge of Heavy vehicle statutory testing.
- Proficient in the use of IT packages e.g., Word, Excel, Power Point, Adobe.

Mandatory Qualifications:

Degree in Motor Vehicle Engineering or vocational related qualification in Motor Vehicle Maintenance & Repair at level 3.

An NVQ level 3 will not be accepted on it's own as a qualification. This is only acceptable as proof of experience.

Further Information:

Please note that there is a requirement for occasional travel, to the DVSA site in Swansea, for meetings and other forums in relation to the post.

For this role you will be attached to one of our core locations in [Swansea](#), [Nottingham](#), [Bristol](#), or [Newcastle](#), 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.

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.

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**
- **Managing a Quality Service**
- **Making Effective Decisions**

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

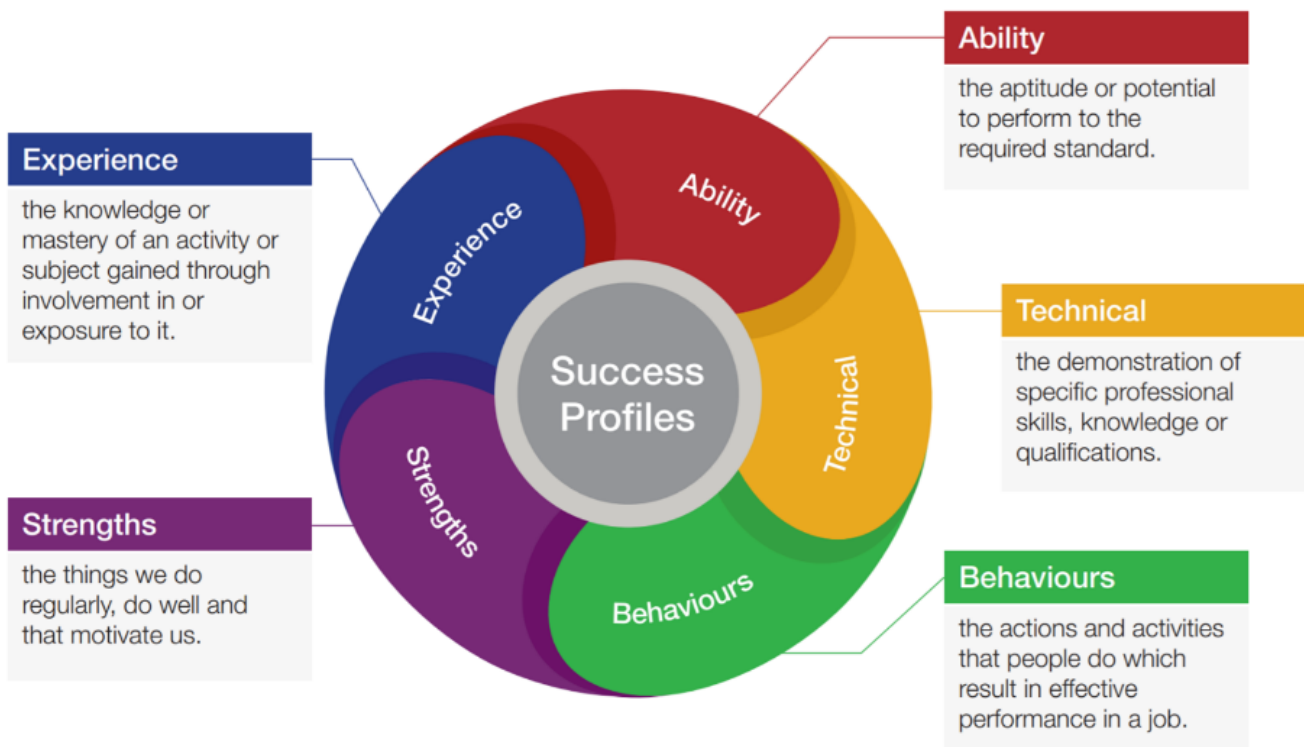
Success Profile Level 3

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 and Personal statement 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 and a written exercise.

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: 05 May 2024

Shortlisting: 07 – 08 May 2024

Interviews: week commencing 20 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)



Driver & Vehicle
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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: kevin.gist@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**