



Driver & Vehicle  
Standards  
Agency

# ADI Policy and Deputy Registrar

**Reference:** 368552

**Closing Date:** 30<sup>th</sup> September 2024

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

**Salary:** £40,808

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

# 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	<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 Queen'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 and champion Stonewall Diversity, Business Disability Forum, The Prince's Responsible Business Network, ENEI and Employers for Carers.



**This role works within the Driver Policy team within the Policy, Digital and Data Directorate. They will work closely with the Approved Driving Instructor (ADI) Registrar, making refusal and removal decisions, on behalf of the Registrar, in their absence and make recommendations to support the Registrar's decisions.**

**The role holder will take an active role in stakeholder management and will be visible to industry stakeholders, attending meetings and forums championing the service. They will act as a subject matter expert (SME) providing advice and guidance to aid regulatory compliance.**

**The role holder will support the integrity of the Register of Approved Driving Instructors by making sound, evidence-based decisions and effectively managing the ADI administration teams who undertake:**

- **Processing of applications to become an ADI**
- **Processing of Enhanced Disclosure and Barring Service (DBS) checks for new and existing instructors.**
- **Appeals & complaints**
- **Maintenance of registers**

**They also maintain business continuity plans and lead on matters relating to information assurance.**

**Activities may include:**

### **Deputy Registrar**

- Act as Deputy Registrar supporting the ADI registrar in assessing decisions that impact the Register of Approved Driving Instructors
- Work with the ADI Registrar to ensure the effectiveness and efficiency of the service, in line with the Regulators' code.
- Use discretion when assessing cases for action, where required, to ensure the integrity of the service.
- Manage and monitor service accounts to ensure value for money is delivered.

### **Policy**

- Work with the ADI registrar and Central Policy to develop policy and associated products, from inception of legislation through to implementation
- Enable the commissioning of research and user insight to support developments to the service.
- Provide subject matter expertise, keeping up to date with developments in government and industry.
- Work with the ADI registrar to ensure that products have clearly defined standards and quality expectations
- Work closely with policy and operational colleagues to ensure that changes are communicated and understood.
- Act as contract owner for the Disclosure and Barring Service (DBS) checks for new and existing instructors and the electronic records management service, working with Contract Management colleagues
- Oversee the day-to-day performance of the contracts, meeting with suppliers on a regular basis

### **Service Performance**

- Manage service performance is met and maintained, working with the ADI Registrar to supporting the setting of service and effectiveness levels.
- Monitor and analyse service performance and customer point of interaction and at delivery, feeding back areas of risk.

- Champion and support continuous improvement of the service, building a programme of future developments, providing an evidence-based approach to consider customer benefits, costings, service specifications and anticipated service improvements.

### **ADI administration Management**

- Provide leadership to the ADI administration team - responsible for applications, enhanced security, and appeals services.
- Act as point of escalation for the team.

### **Management**

- Execute management responsibilities effectively and in line with Driver and Vehicle Standards Agency (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 Agency, Department and Civil Service
- Work in collaboration with other managers across all functions for the good of DVSA and to create a high performing and well-respected Agency.

### **Relationships**

- Undertake regular engagement with internal and external stakeholders to support the relationship with the ADI National Association Strategic Partnership.
- Engage regularly with both internal and external stakeholders, to understand their needs and champion the ADI service provision.
- Represent DVSA and the ADI service at meetings and forums.
- Work closely with internal communications teams, providing subject matter expertise.

**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

- **Knowledge of UK regulatory models and legal systems.**
- **A strong understanding of the regulatory model and the role of the Registrar and the policy which affects delivery and design.**
- **Ability to interpret policy and its implications for the operational environment.**
- **An appreciation of strategic and financial planning.**
- **Ability to analyse data, from a range of sources, to enable policy development.**

## Further Information:

*This role can be based in [Bristol](#), [Swansea](#), [Nottingham](#), [Newcastle](#), [Birmingham](#) or [Leeds](#). 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 32 hours per week, over a 5 day period.

*Occasional travel with potential overnight stays may be required.*

# Success profiles

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

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

- **Seeing the Big Picture**
- **Changing and Improving**
- **Making Effective Decisions**

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

## Success Profile Level 3

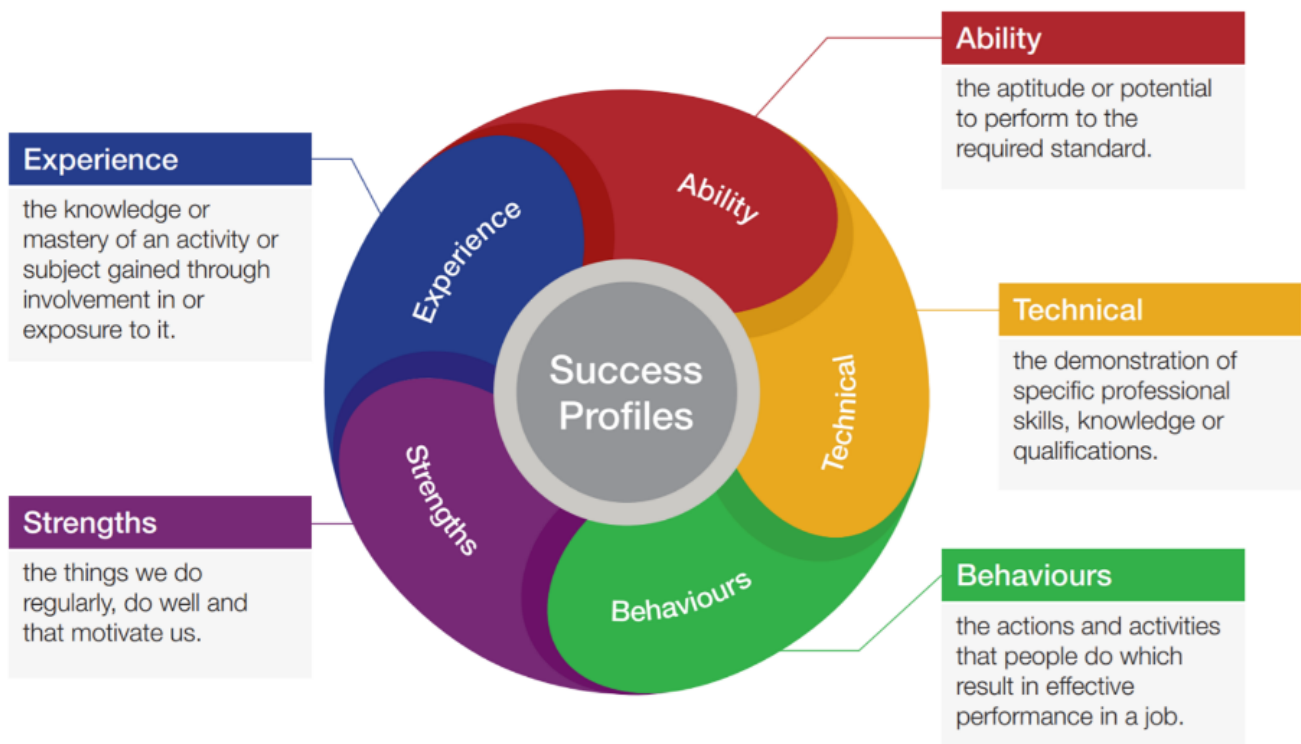


# Success profiles

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

We've designed the selection process specifically for this role.

You're encouraged to become familiar with the role profile, 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:** 30<sup>th</sup> September 2024

Shortlisting: From 1<sup>st</sup> October 2024

**Interviews:** From 14<sup>th</sup> October 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](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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DVSA

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[www.gov.uk/dvsa](http://www.gov.uk/dvsa)

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