



Welcome to DVLA Digital. We are more than vehicle registrations.

Our award-winning services make people's lives easier, while our work maintaining driver registration and licensing documents keeps UK roads safe.



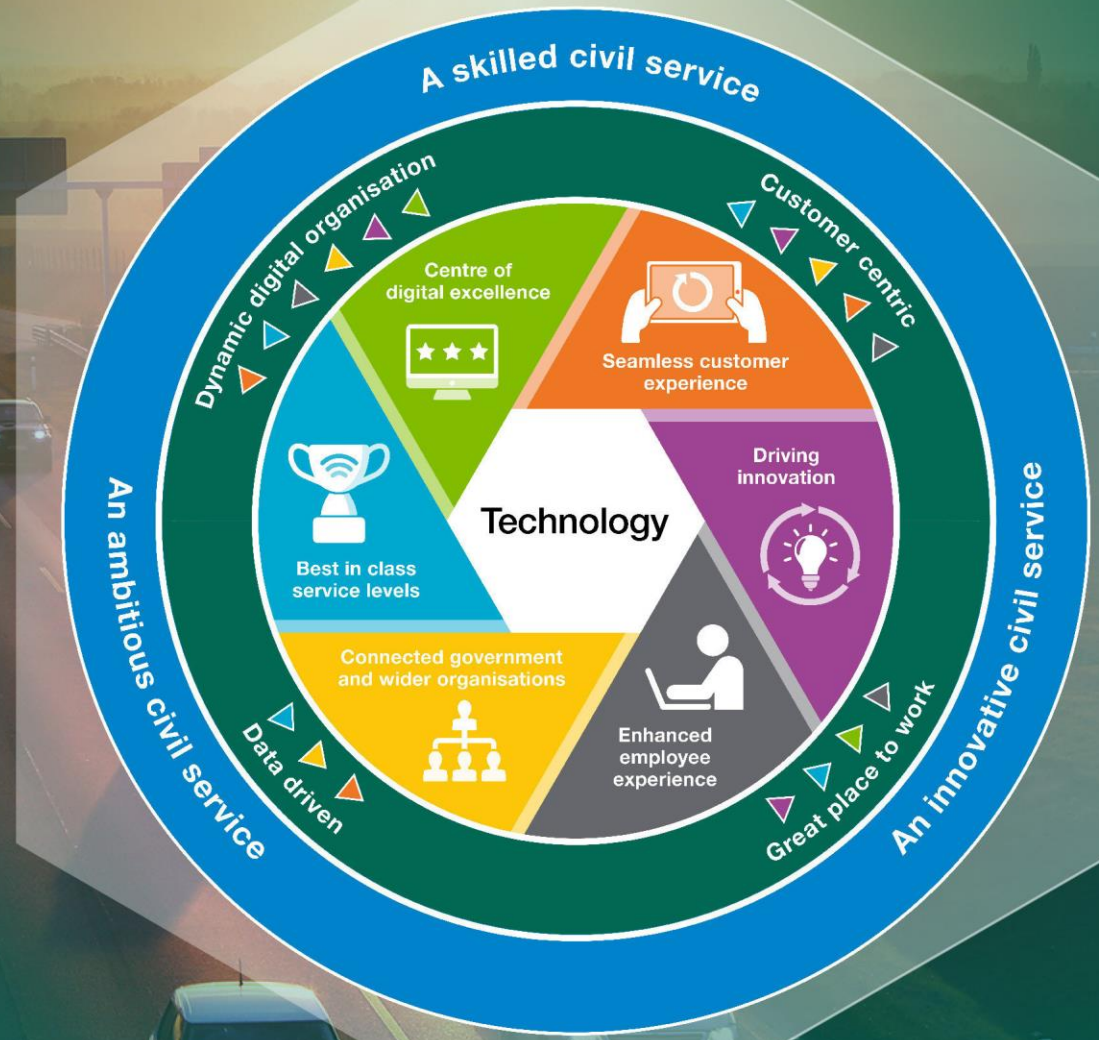


Our digital mission

An industry leader and a centre of digital excellence through the services we build, the learning and development opportunities we offer and as a leader in the region. We want to inspire and attract the next generation of digital and technology talent.

We are committed to digital transformation and developing new agile technologies and service platforms to meet changing customer expectations, employee needs and future technology evolution.

We are on an ambitious journey to transform our services and technology, helping DVLA achieve its strategic ambitions and keep people at the centre of everything we do.





Our impact



Maintain records of more than 50 million drivers and more than 40 million vehicles.



A digital-first organisation with most of our services available online.



The hub for motoring services. We get the right drivers and vehicles taxed and on the road, doing this as simply, safely and efficiently as possible.



One of the largest employers in South Wales with more than 6,000 staff and an office in Birmingham.

22/23 digital delivery:

12M

12 million driving licences issued.

17M

17 million registration certificates issued.

7B

7 billion of revenue collected through vehicle excise duty.

3.2B

3.2 billion automated and digital interactions.

856K

856 thousand customer contacts through email and webchat.

94M

94 million individuals customer interactions

7M

7 million customer phone calls.



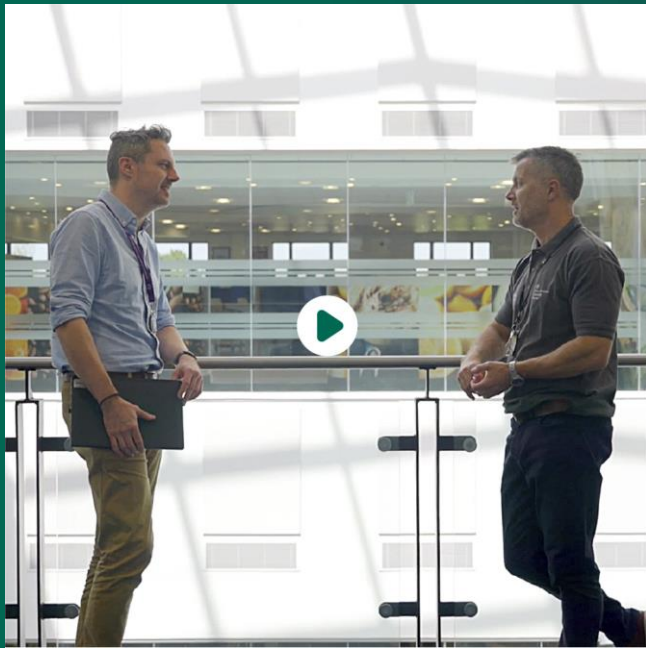
Careers

Click on the title to discover more about a profession at DVLA Digital.





What our people say



Meet some of our digital team as they explain DVLA's mission, tech stack, diversity and how we're accelerating technological impact for millions of service users.



Sarah Hayward
Cloud Engineer



Tom Collins
Principal Software Engineer



Nick Myers
Technical Architect



Amy Taaffe-Evans
IT Controls Capability Lead



Lucie Bastin
Project Manager



Elliott Brown
Head of Programme and
Project Management



Alex O'Mahoney
Software Development
Engineer in Test



An inclusive workplace

Our people are fundamental to drive success, and we aim to be recognised as one of the UK’s most inclusive employers. At DVLA Digital, people are encouraged to bring their authentic selves to work, where difference is celebrated and truly valued. Through dignity, respect and fair treatment we want everyone to reach their full potential.



Equality for all

Implementing a five-year plan aimed at reducing the gender pay gap.



Mentorship

Agency established ‘MentorMe’ which is part of our commitment to continually progress socio-economic diversity and inclusion at DVLA.



Inclusive workspace

Enhanced inclusive space and systems through creating gender-neutral toilets, refurbishing a prayer room, and continuing to install automatic doors.



Support4You

Focused on our people’s physical and mental wellbeing. We host various wellbeing sessions that range from from inspirational speakers, Kahoot quizzes, physical activities, and Let’s Talk with Senior Management.

Staff networking groups

Open to everyone, our staff networking groups provide support to their members and for our people, as they aim to positively influence the working environment to create a culture of inclusivity for all.



Gender Equality Network



Mental Health Group



Ability Group



Unity



Carers Support Network



Freedom



Learning and development

DVLA is committed to investing in you, supporting your personal development and career progression. We promote a learning culture and provide many opportunities for you to learn new skills and develop. We heavily invest in our people's development, centred around digital specialisms and professional certifications.



Blended Learning

We provide face-to-face courses, access to online training licenses (including Udemy for Business, A Cloud Guru, and Pluralsight), classroom training and on the job training. This allows you to access learning whenever it suits you.



Development networks

Mentoring and coaching networks are available to help you create a personal development plan. You can also join the network and support others.



Career Frameworks

These provide a clear path to progress in your current role or career, while opening alternative routes that have similar skills, empowering you to take responsibility for your own development.



Early Career Growth

Our Centre of Digital Excellence (CoDE) supports the growth of digital skills. We welcome everyone from school leavers to career changers, allowing them to take the first steps towards a digital career at DVLA.



Leadership Academy

Supporting new, existing, and future Leaders and Managers to develop and gain industry recognised ILM Management qualifications.



Degree Apprenticeships

We support you through fully funded Degree Apprenticeships in your area of work, such as Software Engineering or Applied Data Science. Apprenticeships are a great way to boost your career prospects and gain university-level learning opportunities alongside your existing role.

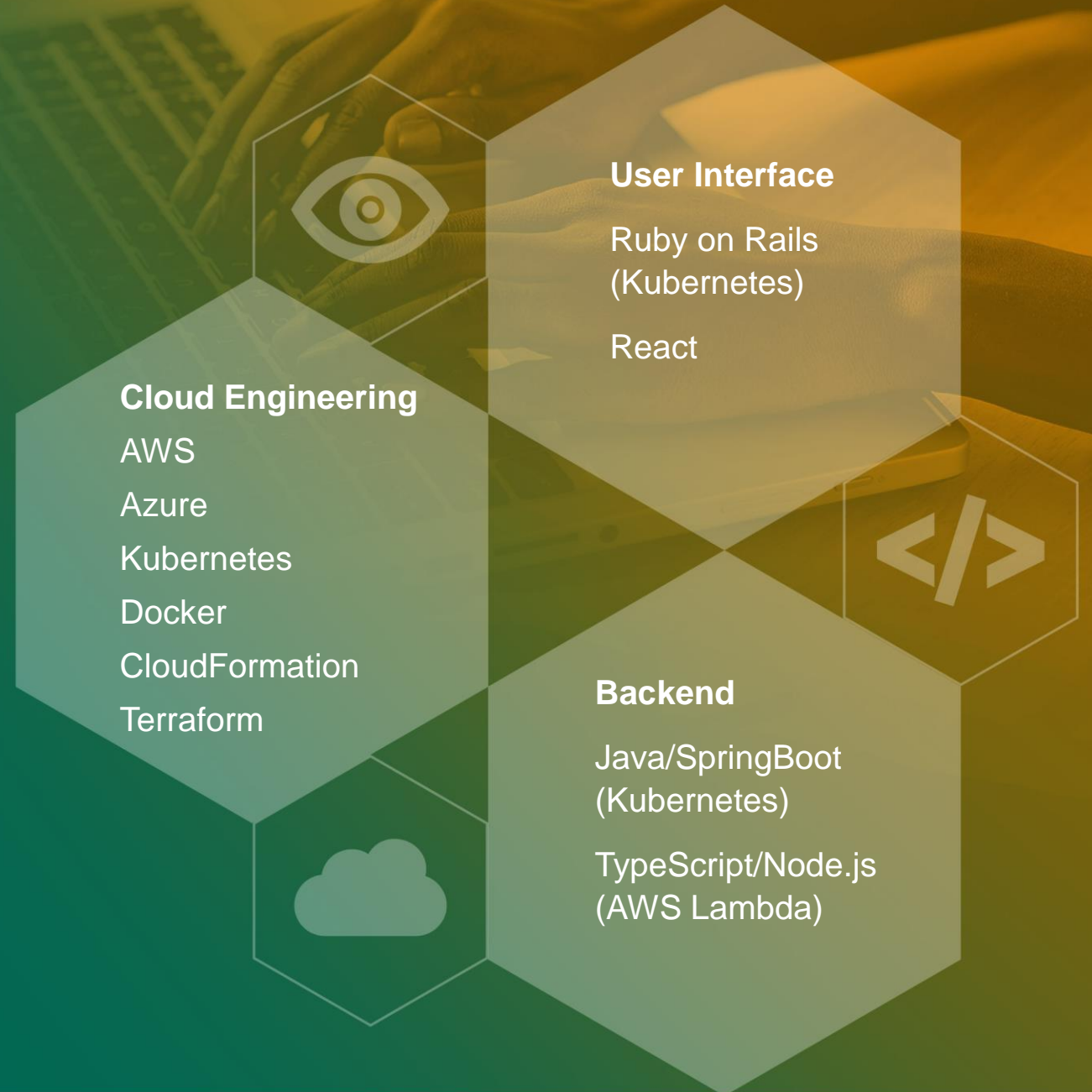


Technology

At DVLA Digital, we continue to transform our technology landscape to be dynamic and flexible in all areas. This includes customer-facing services, record databases, supporting infrastructure, hardware, and networks.

Our goal of a composable enterprise architecture model will provide us a more agile, scalable, secure, and flexible platform. This will allow us to reduce the time, complexity, and cost of developing and deploying new business services and capabilities.

This will enable DVLA to respond rapidly to an ever-changing business environment and pivot to future customer needs and technology advances.





Perks and benefits

We understand that to get the best experience in any organisation, it is important that you feel comfortable, supported, and valued. At DVLA, we are constantly striving to make our working environment inclusive and welcoming so that you can bring the best version of yourself to work each day.



Where you can be yourself

Each person in our 6,000+ workforce has a different and unique background, and DVLA is a place where you can be you. We have a strong sense of community at DVLA, offering a huge number of groups and networks for you to get involved in. Whatever your interest, from DVLA Choir to Charity of Choice representative, there is something for everyone.



Where you'll be supported

We also offer a comprehensive occupational health and employee assistance provision, as well as supportive policies such as including flexible working, leave and attendance management.



Where you'll be rewarded

We recognise excellent performance and reward our people who made a positive contribution to the work of the organisation. Rewards include certificates, performance awards, shopping vouchers, and annual pay reviews.



Where you can grow

We will support you in reaching your full potential, offering rewarding and challenging jobs, training plans, and ongoing development opportunities. There are mentoring and coaching networks that can advance your knowledge and skills within the organisation, alongside online learning and face to face courses.



A wide range of benefits

- A competitive package with reward schemes
- 26.6% employer pension contribution
- Staff discount portal
- Long-service awards
- Free on-site parking and a local free park-and-ride service
- On-site childcare (Swansea site) and out-of-hours care for older children
- 25 days of annual leave (excluding bank holidays), increasing by one day each year up to 30 days
- Generous parental leave options



Location and hybrid working

We understand the importance of work-life balance at DVLA and we have multiple options that allow you to work flexibly. We are based in Swansea and operate a hybrid working model that allows you to work between home and site giving you greater flexibility about where and when you work, subject to business needs.



Flexible Working

You'll spend 60% of your time based at our Swansea site. The standard working week is 37 hours. Most of our roles offer part-time working, job sharing, term time working staggered hours, and flexible working. This allows you to balance your responsibilities and pursue your interests outside of work.



Swansea Lifestyle

Offering both a vibrant city scene and a rural seaside retreat in one unique destination, Swansea is your city by the sea. Award winning beaches and beautiful countryside combined with a rich heritage and culture. Residents enjoy all of the amenities and benefits of city life with a cost of living approximately 40% lower than London. From watersports to museums, historic markets to headline act stadium concerts, Swansea has it all. If you prefer a quieter life there are many escapes including plenty of public parks and gardens, picturesque seaside villages and miles of stunning coastal cycle paths to explore.

