



Driver & Vehicle
Standards
Agency

MOT Enforcement Delivery Casework Specialist

Reference: 365773

Closing Date: 20 October 2024

Location: National

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 MOT Enforcement Delivery Casework Specialist will be responsible for leading the investigation and management of serious/serially non-compliant MOT centres, within the remit of DVSA enforcement activity.

They will act as the Senior Investigating officer (SIO) working with area vehicle examiners to collect and evaluate evidence. Whilst also being responsible for the presentation of evidence at Public Inquiry (PI) or Magistrate Court on behalf of DVSA. The post holder will be a specialist in the MOT scheme and will attend MOT garages and other relevant premises nationally.

Where wider issues are identified, the post holder may need to liaise with Policy to resolve, or to arrange for communications to be issued within Enforcement.

Activities may include:

Lead Investigations of the serious and serially non-compliant 70%

- Act as the Senior Investigating Officer (SIO) for all serious/serially non-compliance MOT cases acting as a focal point for the collection and evaluation of evidence.
- Lead the planning, preparing, and managing of serious/ serially non-compliant investigations to ensure all reasonable lines of enquiry are followed.
- To ensure full compliance with all relevant legislation, during initial activity through to the case management (for example road traffic legislation as well as the data protection regs, investigation regulations etc)
- Responsible for identifying and applying different approaches and methodologies to support the investigations.
- Providing regular updates of progress reports for cases they are managing or involved with.
- Preparing serious/ serially non-compliant cases for presentation evaluating and analysing a large amount of evidence and writing the final report.
- Acting as a witness to present evidence at hearings, appeals or Magistrate Court acting on behalf of DVSA.

- Interviewing relevant internal and external people, collecting evidence, and appearing in court as a witness – in line with legal procedures.

Stakeholder Engagement

- Manage relationships with stakeholders in order to meet objectives of the wider team – including Intelligence, Prosecution and Legal Services (PLS), Counter Fraud & Investigations (CF&I) and Planning and Performance.
- Liaise with other government departments (such as Trading Standards) and Police Forces where their involvement in the work would be beneficial to the end outcome of protecting citizens.
- Work with all DVSA Enforcement teams, including Front Line Delivery, Intelligence and Counter Fraud & Investigations to ensure a coordinated approach across the teams. This will allow expertise to be shared and maximise our overall effectiveness.

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

Management

- 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.

Internal and External Relationships

- Work as part of a national resource providing support for other Case Managers to ensure continuity across teams.
- Work alongside area teams to ensure there is a fully coordinated use of resource to tackle the most serious and serially non-compliant.
- Coordination with other teams in DVSA, most notably Intelligence, Counter Fraud Investigation team and PLS, to ensure work is coordinated, and learn from others.

- Alongside PLS, maintain relationships with Solicitors representing DVSA in respect of prosecution cases.
- Communicate with all major stakeholders (internal and external) to achieve business objectives.
- Represent the Agency externally, as subject matter expert, (e.g., at networking events, conferences, and exhibitions) to enhance and strengthen the Agency's profile.
- Ensure enquiries from the Media, Press, DfT and ministers are handled appropriately in conjunction with the DVSA Press Team and Corporate Office.
- Complete Freedom of Information requests ensuring they are dealt with promptly and in conjunction with the DVSA information team and in line with our operating instructions.

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

- Extensive knowledge and experience of the MOT scheme, including the MOT Testing Guide
- Extensive experience of road traffic enforcement
- Extensive knowledge and experience of managing investigations, casework, procedures, SLA's and the referral process for prosecution.
- Knowledge & experience of conducting interviews under caution.
- Experience of dealing with conflict.

Qualifications:

If not already held, applicants will need to please demonstrate a willingness to work towards an Advanced Professional Certificate in Investigative Practice or equivalent accredited qualification, when in post.

Further Information:

This role can be based at any UK DVSA Office location, subject to capacity at the location. Your presence at one of the DVSA 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.

This role manages teams across different locations and travel will be required, including some overnight stays.

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.

- Making Effective Decisions
- Communicating and Influencing
- Developing Self and Others
- Delivering at Pace

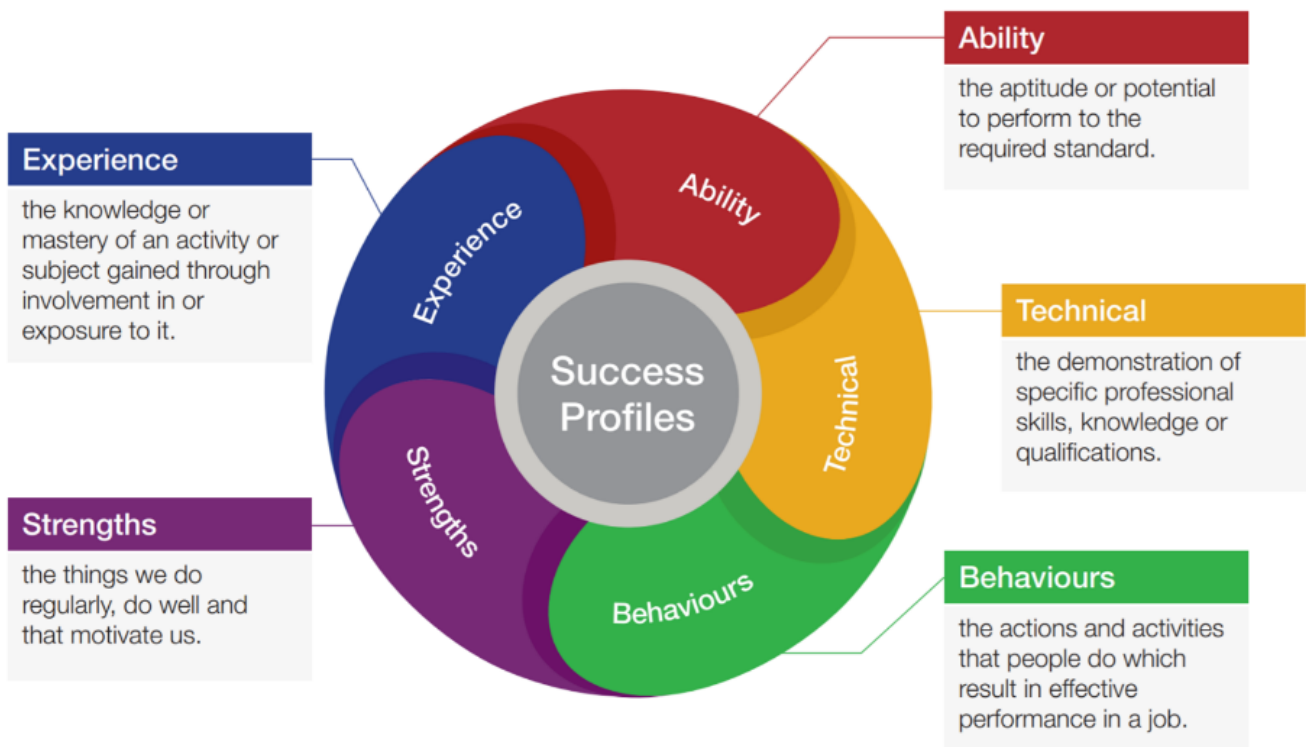
Success Profile Level 3

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 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: 20 October 2024

Shortlisting: week commencing 21 October 2024

Interviews: week commencing 04 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)



Driver & Vehicle
Standards
Agency

DVSA
1 Unity Square
Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: ian.bain@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**