



Driver & Vehicle
Standards
Agency

MOT Enforcement Delivery Team Leader

Reference: 369283

Closing Date: 20th October 2024

Location: Bury St Edmunds, Crawley, Leeds, Liverpool, Potters Bar or Rotherham



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.



About the job

As a MOT Enforcement Delivery Team Leader, you will work within MOT Enforcement Delivery primarily as a people manager, leading and supporting a team of remote working enforcement colleagues. The role of their team is to assess MOT Vehicle Testing Stations (VTS) providing an impact to enable better enforcement outcomes and directly impact upon road safety. They will role model the required culture of engagement and inclusion. They will develop their team's potential and guide their activities to ensure delivery of high quality, efficient and effective services that meet customer's needs and delivers the achievement of Business Plan targets and standards; always looking for value for money and consistency of service. They will lead and implement change within their teams and ensure concerns from customers and stakeholders are dealt with at the appropriate level to DVSA expectations. The role holder will ensure their team operate a high standard of service to ensure better enforcement outcomes working within legislative, policy and procedures. They will ensure that their team is working to intelligence led enforcement to ensure stakeholder compliance. They will be an Enforcement specialist, undertaking tasks related to their specialism within the area; including case review, regular quality assurance, handling complaints and appeals and contributing to targeting the non-compliant by providing on the ground intelligence and expertise.

Activities may include:

Leadership of MOT Enforcement Team

- Ensure effective, open, and trusted communication takes place with a geographically dispersed team, ensuring regular team briefings take place and promote DVSA's vision, strategy, and objectives
- Delivery of high performance by providing high quality leadership, support, and guidance, fostering colleague engagement throughout a nationwide enforcement network.
- Coach and manage the performance of all team members ensuring they are trained, fully aware of required targets/ quality standards and kept informed of any changes
- Ensure all team members have a current personal development plan (PDP) to cater for personal development and succession planning. This will be enabled by coaching and support of the team to overcome skills gaps

- Take ownership for embedding a culture of continuous professional development and share best practice by communicating across the wider enforcement community to ensure the best outcomes
- Drive improvements to the performance and compliance of the team, recognising and rewarding good/exceptional performance and tackling issues promptly to enable better enforcement outcomes
- Understand operational objectives to prioritise, determine and plan team requirements and allocation of resource to achieve objectives
- Ensure all examiners and resources are deployed in accordance with intelligence led deployment package.

Enforcement activities

- Act as the first point of contact for issues to be escalated and provide support and advice to examiners within the network
- Undertake reviews of team casework to ensure correct procedures have been followed and appropriate decisions have been made.
- Work in partnership with the Enforcement Casework team to ensure shared understanding of objectives to obtain better enforcement outcomes
- Provide input into Level 1 tasking and coordination meeting to contribute to planning of activities, using your knowledge and technical expertise to support better enforcement outcomes
- Undertake regular quality checks for each member of the team, ensuring issues are promptly dealt with and support provided
- Work in partnership with Quality team and act on recommendations to support quality outcomes and team development
- Work closely with the Intelligence team to ensure that activities are driven by priority targets to enable better enforcement outcomes
- Undertaking complaints and appeals of team members decisions in line with DVSA's complaints policy

Delivery of operational targets

- Manage local estate facilities, equipment to ensure safe and efficient use
- Ensure all required business continuity plans and risk registers are in place, monitored and updated
- Take responsibility for monitoring and achieving key operational targets ensuring that the team fully understand DVSA's operational targets and priorities.

Corporate responsibilities

- Champion best practice and customer service excellence, highlighting potential system improvements and supporting and advocating new ideas or innovations.
- Support the wider enforcement vision, strategy, and initiatives.
- Take responsibility for own personal development, including the completion of mandatory training, while encouraging and supporting colleagues to develop skills that support themselves and the business.
- Take personal responsibility for behaving respectfully with colleagues, stakeholders, and customers, modelling the DVSA cultural aspirations (Respectful, Valued, Together, Enabled and Ready for the future)

Health and Safety

- Take appropriate action to deal with any Health and Safety (H&S) issue, ensuring colleagues safety is protected in line with DVSA's policies and procedures
- Conduct regular Health and Safety(H&S) audits taking prompt action to rectify any issues

Continuous improvement

- Manage change through continuous improvements to meet the needs of the business
- Lead the implementation of organisational priorities by providing clear direction to all colleagues
- Embrace the opportunity to lead and support business change taking ownership of activities and encouraging colleagues to participate and adapt to change initiatives
- Lead and role model key change messages ensuring they are cascaded to colleagues in a timely manner

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.
- 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

Relationships

- Act as an enforcement representative for DVSA, encourage the provision of education and advice to external parties and provide support to seminars and meetings in line with enforcement targets
- Deal with customer complaints and queries, resolving as many as possible before escalation, using complaint best practice
- Ensure good relations and communications with all members of the team and responding politely and in a timely fashion to internal and external customers.
- Collaborate with DVSA colleagues to enhance service delivery and the achievement of plans and standards.
- Communicate with all major stakeholders (internal and external) to achieve business objectives.
- Maintain an awareness of external factors (including government business initiatives and current and proposed legislation in relation to commercial activities) which impact the business and communicate such risk information as appropriate.
- Actively participate in the wider management team meetings and events

- Provide operational support and advice to senior managers, other departments, and external customers

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 personal statement against the Job Description and Person Specification.

Essential skills and Essential experience

- Data analysis skills; able to interpret data and information to make sound decisions
- Coaching skills to develop others and improve performance
- High functioning experience of MOT Enforcement
- Delivery of Operational targets to a high-quality standard
- Experience of high-quality casework submissions
- Flexible attitude to work, to deliver targets

Mandatory Qualifications:

A vocational related qualification in Motor Vehicle Maintenance & Repair at level 3 or IMI ATA registration at diagnostic technician level or IRTEC registration at advanced technician level or Engtech registration

Evidence of these will be asked for prior to interview.

Further Information:

- A Full UK Driving Licence is required for this role and the willingness to travel on official business with overnight stays as needed.
- Prepared to work flexible hours to support flexible working teams.
- *Whilst we welcome applications from candidates seeking part time/flexible working hours. There will be a business requirement for candidates to work a minimum of 32 hours per week over 5 days.*
- This role can be based in Liverpool, Bury St Edmonds, Crawley, Leeds, Rotherham or Potters Bar. Where your presence at this location will form part of the working arrangements agreed with you. We operate a hybrid working model with the expectation that you will spend a minimum **60% on a DVSA site or on official business** giving you greater flexibility about where and when you work.
- You may be required to travel to various DVSA locations in order to carry out your role and there is potential for overnight stays.

Location Information

Please note:

- The Bury St. Edmunds post will be based at Elmswell.
- The Potters Bar post will be based in South Mimms.

Reserve List Information

Please note that some of the locations advertised will not have posts available immediately. However, we will hold a Reserve List for up to 12 months for each location and will be in touch with reserve list candidates in merit order (when posts within specific locations become available).

During your application, you should indicate which location you wish to be considered for and, if successful, you will be placed on an individual list of candidates for each location.

Candidates will be held on that list and drawn from it in merit order. We advise you to carefully consider which location you wish to be considered for. If you decline an offer for a location, you have expressed a preference in, you will be withdrawn from any lists you may be held on.

We may also offer candidates a location that they have not expressed a preference for where we have the requirement to do so but this will again be done on the basis of your place in the overall merit order and, in this event, you will not be removed from the list (that you get placed upon) if you decline.

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**
- **Delivering at Pace**
- **Leadership**
- **Managing a Quality Service**

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

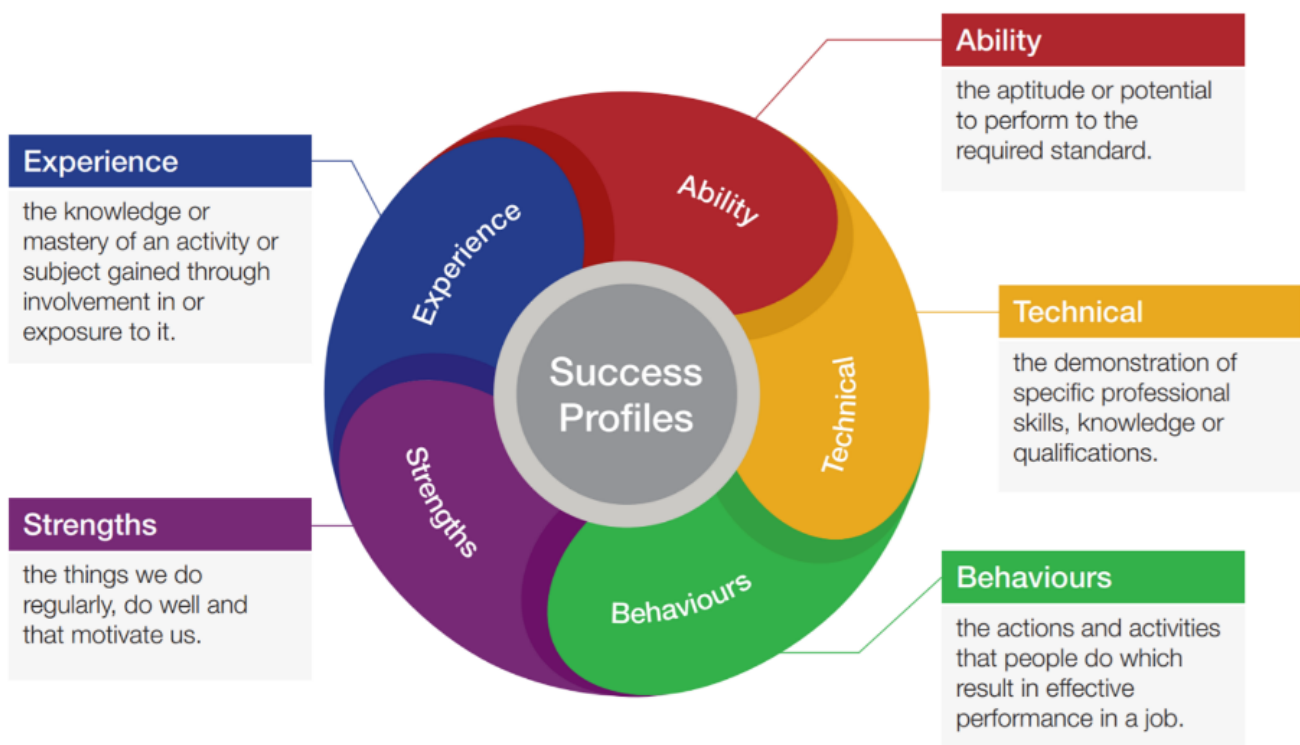
Success Profile Level 3

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, you'll need to complete:

- 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 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.

Interviews will include a blend of [Behaviour](#) and [Strength](#) 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: 20th October 2024

Shortlisting: From 21st October 2024

Interviews: From 4th 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)



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NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: neil.brown@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**