



Driver & Vehicle  
Standards  
Agency

# Theory Test National Operations Service and Product Owner

Reference: 370348

Closing Date: 04 October 2024

Location: Birmingham (Garretts Green), Bristol, Leeds, 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

# Working at DVSA

We offer a wide range of employee benefits, such as:

Personal development	Rewards	Great work/life balance
<b>Access to in-role apprenticeships up to level 7</b>	Employer pension contribution rate of up to 30.3%	<b>Fast, modern IT kit and phones enabling seamless working from home and collaboration across the agency</b>
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 King'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 the Business Disability Forum, The Prince's Responsible Business Network, ENEI and Employers for Carers.



# About the job

**This post holder will work within the National Operations Management team. They will be responsible for one of the service and product areas below. Please note that this list may change over time. The post holder will be expected to develop a knowledge of the services/products for which they are not directly responsible and therefore be available to provide cover during colleague absences.**

- **Theory test centres (TTCs)**
- **In-house Theory Test Centres (IHTTCs)**
- **Booking of non-standard accommodations; Trainer Booker service**
- **Customer Service procedures; Public booking service**

**The role is integral to ensuring the ongoing integration and successful delivery of the theory test service. The post holder will support the definition of the standards that need to be in place for these areas and the overall service. They will monitor the end-to-end delivery to ensure the national consistency and quality of the service and product to the service's customers and stakeholders. They will engage with customers and stakeholders to discuss changes to standards, monitor improvements and highlight areas of inconsistency and work as a team to resolve these as quickly as possible.**

**The post holder will work to improve services using continuous improvement methodologies to the betterment of customer service experience. They will work to assess improvements for viability within the service.**

**Activities may include:**

## **Service Owner duties (common across all services)**

- Report on and monitor service performance
- Support the identification of trends and risks to consistent provision nationally and reputational damage to DVSA
- Ensure the service risk register is maintained and reviewed
- Support the management of Disaster Recovery and Business Continuity Plans for the service and product areas

- Provide secretariat support for and participate in a variety of service operations management governance groups that govern the operational integrity and performance of the service
- Contribute to the provision of responses to complaints from the public, external stakeholders, Members of Parliament (MP), requests for information, Ministerial submissions and/or briefings on own product area

### **Product Owner duties (common across all products)**

- Escalate national service issues to National Operations Manager, providing support to bring about resolution
- Specialist management for one product area (as detailed below)
- Work with internal and external stakeholders to ensure the product meets business and user needs
- Support the assessment of change and improvements within the product area, understanding and managing the benefits and impacts of proposed changes
- Drive and develop continuous improvement across the services by
  - Contributing to planning of timetable of changes
  - Defining specifications of changes
  - Defining change acceptance criteria
  - Planning and undertaking user acceptance testing
  - Undertaking business readiness activities
  - Presenting development of changes to stakeholders
  - Defining and maintaining process maps

### **Theory Test Centres (TTC)**

- Support the management of the TTC national requirements, supporting regional teams to ensure their adoption and coordinating changes to them to ensure national consistency
- Support the definition, drafting and maintenance of the TTC procedures, test administration processes and incident management and coordinating changes to them to ensure national consistency
- Support the definition, drafting and maintenance of procedures to handle abusive and violent candidates,
- Manage the action taken in response to abusive and violent candidates.

- Maintenance of the national standards for standard and non-standard accommodation delivery and coordinating changes to them to ensure national consistency
- Work with DVSA Theory Test Content, Product Development and Policy teams to maintain the national standards for non-standard accommodation delivery
- Review the consistency of non-standard accommodation delivery ensuring a consistent experience for customers
- Support responses to service level incidents or cross regional incidents
- Manage the continuous improvement of TTC procedures and processes
- Work with Theory Test Contract Managers to support the completion of improvement tasks including agreeing out of scope items and acceptance criteria
- Product Owner for Theory Test Centre Incident Management Portal
- Support the Product Owner for Test Delivery by acting as Subject Matter Expert

### **Booking of non-standard accommodations; Trainer Booker service**

- Consider requests for bespoke additional support from theory test candidates and liaise with DVSA's Customer Support Centre to ensure appropriate arrangements are put in place and tests booked
- Engage with internal and external stakeholders to ensure trainer booker and non-standard accommodation services meet business and user needs
- Define and maintain the Theory Test Trainer Booker terms of conditions and ensure the compliance of Trainer Bookers with them
- Support the operation of the Trainer Booker service through the application to closure stages
- Maintain the Trainer Booker service requirements and monitor their delivery
- Define and maintain the requirements and standards for the Non-Standard Accommodation Booking service and monitor the operational delivery of it, working with the Digital Operations Service-Level Manager to achieve the service expectations of it
- Support the maintenance of the gov.uk information for the Trainer Booker service and for candidates who require non-standard accommodations
- Product Owner for Theory Test Non-Standard Accommodations booking service

- Product Owner for Theory Test Trainer Booker Service
- Support the Product Owner for Theory Test Customer Service Centre Booking Service and Public Booking Service

### **Customer Service procedures; Public booking service; Correspondence**

- Define and maintain the standards for customer service, and monitor delivery of these requirements by DVSA functions
- Define and maintain the standards for the public booking service and monitor the operational delivery of it, working with the Digital Operations Service Level Manager to achieve the service expectations of it and with support from subject matter experts
- Draft responses to customer service or booking related operational issues
- Support the maintenance of the gov.uk information on theory test applications for public (ie non-trainer) candidates
- Support the operation of the public booking process
- Act as Theory Test Subject Matter Expert to support the Product Owner for DVSA's Customer Correspondence Management System, to ensure that the system facilitates the correct routing and handling of theory test enquiries and complaints.
- Product Owner for Theory Test Customer Service Centre booking service
- Product owner for Theory Test Public (online) Booking Service (excluding Non-Standard accommodations)
- Support the Product Owner for Non-Standard Accommodations booking service and Theory Test Trainer Booker Service
- Support the Product Owner for Theory Test Results by acting as Subject Matter Expert

### **Driver & Vehicle Agency (DVA), In-house Theory Test Centres (IHTTC) and Ministry of Defence (MOD)**

- Support the management of the relationship with DVA, supporting the formal governance arrangements established to achieve this
- Support the monitoring, management and delivery of the theory test service to Northern Ireland
- Define and maintain the IHTTC terms and conditions and associated documentation.



- Engage with IHTTCs in the dissemination of documents, presenting changes to them and answering queries/complaints
- Support the definition and management of IHTTC programme of audits to ensure compliance with the Terms and Conditions
- Support arrangements for the installation of essential software updates to IHTTCs, liaising with update providers and IHTTCs as necessary
- Work with internal and external stakeholders to ensure the IHTTC service meets business and user needs
- Support the operation of the IHTTC and MOD service through the application to closure stages to ensure the continued integrity of theory test
- Support the management of the relationships with IHTTCs
- Product Owner for IHTTC Portal and Booking Service
- Support the Product Owner for Theory Test Digital Results

## **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 own 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

## Internal and External Relationships

### External:

- Test Centre Network (TCN) suppliers
- Driver & Vehicle Agency (DVA) Northern Ireland
- IHTTCs
- Trainer Bookers
- External bodies representing users of the Theory Test service

### Internal:

- Driver Policy
- Theory Test Service teams and functions (particularly the digital team implementing service improvements and TTC contract management team)
- Customer Service Centre and Public Liaison Office
- Fraud Management

**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 against the Job Description and Person Specification.

## Essential skills and Essential experience

- Experience of working in an environment of change
- Strong ability to work flexibly to meet changing priorities for the team and the organisation.
- Strong written and verbal communication skills
- Able to challenge and influence others, to contribute to effective decision making.
- Able to build effective working relationships with internal and external stakeholders to work collaboratively to achieve objectives.

## Further Information:

This role can be based in [Birmingham](#), [Bristol](#), [Leeds](#), [Newcastle](#), [Nottingham](#) or [Swansea](#), 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.

Please note that occasional travel will be required, including overnight stays to Nottingham and to other locations, approximately once a month depending on service/product area. For example, to the DVSA Customer Service Centre, UK Test Centres, and In-house Theory Test Centres.

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 30 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.

- Changing and Improving
- Delivering at Pace
- Managing a Quality Service

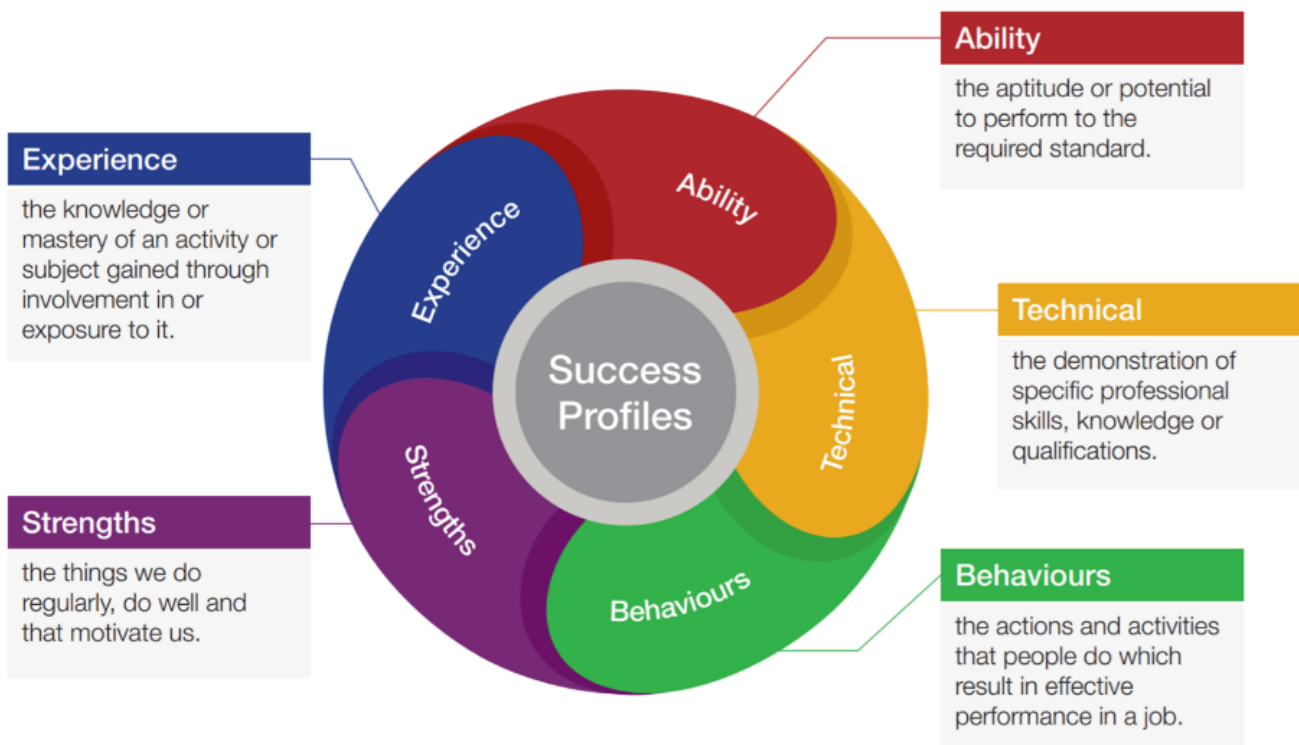
## Success Profile Level 3

# 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 (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.

**Closing date:** 04 October 2024

Shortlisting: 10 – 16 October 2024

**Interviews:** Week commencing 28 October 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](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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[www.gov.uk/dvsa](http://www.gov.uk/dvsa)

If you have questions about the role please contact: [gillian.mather@dvsa.gov.uk](mailto:gillian.mather@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)