



Driver & Vehicle
Standards
Agency

Learning & Development Planning & Logistics Officer

Reference: 363148

Closing Date: 04 September 2024

Location: Avonmouth, Birmingham, Bristol, Chadderton, Glasgow, Leeds, Newcastle-upon-Tyne, Nottingham, Swansea

Salary: £23,847

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?

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.

Every day we come to work in the People Directorate we can say we have helped keep you safe and supported our colleagues and DVSA to achieve great things.

While we have to deliver the basics well and support our people today, we also have to look into the future and help the business plan strategically and prepare for a world of driverless cars, increasing levels of technology and a whole host of yet to be imagined concepts. No two days are the same!

We are proud to be recognised as trusted professionals by our customers, to be relied on to deliver supportive, fair and innovative solutions and to work collaboratively as a team that includes, HR expert services, Business change, Inclusion & Diversity, Health & Safety, HR Business Partnering, OD, Capability and talent, Workforce Planning, Training and operational HR.

If working in an organisation that helps saves lives wasn't enough, alongside the salary, the package provides a significant suite of benefits, including professional memberships and a raft of benefits to enable a good work life balance including flexible working, supportive childcare arrangements and a series of wellbeing initiatives.

In we are keen provide opportunities to allow you to develop further, grow your career and access a wide selection of learning and development opportunities and if this still isn't enough we also offer attractive pension options.

Having recently come together as a new team, we are driving an ambitious programme of work and to do that we need the very best talent to join us. If you think you could thrive in a friendly, collaborative and ambitious team that value difference and new ideas, why not apply?

I look forward to your application.



Paula Pitcher

Director of People

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

As a Learning & Development Planning & Logistics Officer, you will support the effective and efficient planning and logistics for Learning & Development (L&D). To achieve this, you will ensure that the right resources are in the right place, at the right time.

You will ensure that equipment is fit for purpose, by supporting the production of learning delivery plans, resource plans and DVSA's collective annual plan, in alignment with the financial bidding process with confirmed courses ahead of each quarter.

You will support Management Information (MI) reporting from the Learning Management System (LMS) and other systems to enable decision making. You will collaborate with L&D and People Directorate colleagues to enable planning, administration and logistics for L&D on behalf of the business.

Activities may include:

Quality, Planning & Logistics 90%

- Planning 'Specialist Trainer Support' resource into the overall L&D delivery plan.
- Ensuring that learning materials, key documents and equipment are available across learning sites based on the plan.
- Producing MI and analytics from respective L&D sources.
- Ensuring fleet and equipment are fit for purpose.
- Tracking DVSA assets within L&D
- Administering training applications in accordance with policy and procedures.
- Raising purchase orders and process payments where appropriate.
- Administering all training course correspondence, including sending course booking confirmations, pre-course learning material and certificates to delegates where necessary and within agreed timescales.
- Communicating and publishing the L&D delivery plan.

- Co-ordinating meetings, along with agendas and relevant documentation.
- Maintaining the L&D Knowledge Management System, ensuring training records are up to date and accurate.
- Actioning all L&D correspondence for the training centres.

Stakeholder Engagement & Insight 10%

- Supporting in assuring processes are fit for purpose.
- Carrying out other ad hoc L&D administrative duties
- Ensuring customer needs are met as per Service Level Agreements (SLA's) and standards and communicated accordingly.
- Acting as first line contact for all L&D enquiries and complaints.
- Executing own responsibilities effectively and in line with DVSA policies and processes, ensuring that daily tasks and activities are delivered against agreed objectives.

Leadership

- Act with honesty and integrity upholding the reputation of the Agency, Department and Civil Service.
- Where necessary working in collaboration with colleagues across all functions for the good of DVSA and to create a high performing and well-respected Agency.

Internal Relationships

Collaborating with L&D and People Directorate colleagues to enable effective planning, administration and logistics for L&D on behalf of the business.

Corporate Responsibilities

- You will work with colleagues, in your team and across the People Directorate, to bring the Directorate's strategy, operating model and vision to life and deliver business objectives. Be open to new ways of working and contributing towards the People Directorate purpose.
- You will be accountable for enabling change, as well as your own objectives, performance and development.

- You will use your communication skills, verbal and written, to build strong, lasting relationships with colleagues and stakeholders to help deliver positive business outcomes.
- You will effectively prioritise work to enable you to deliver your own and your team's objectives.
- You will develop awareness of People Directorate, DVSA and Civil Service priorities, to understand how your work contributes to organisational functions and objectives.
- You will champion inclusion so that your colleagues feel involved and valued as individuals, and challenge all forms of harassment, bullying and discrimination.

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

- Experience of administration and logistics for complex organisations.
- Strong customer service skills.
- Ability to plan and prioritise workload.
- Analytical and able to provide strong and relevant MI for decision making.

Further Information:

This role can be based in Avonmouth, Birmingham, Bristol, Chadderton, Glasgow, Leeds, Newcastle-upon-Tyne, 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.

There will be occasional, optional travel with this role, to other DVSA sites, that may include overnight stays.

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](#) the selection process.

- **Communicating and Influencing**
- **Changing and Improving**
- **Delivering at Pace**
- **Working Together**

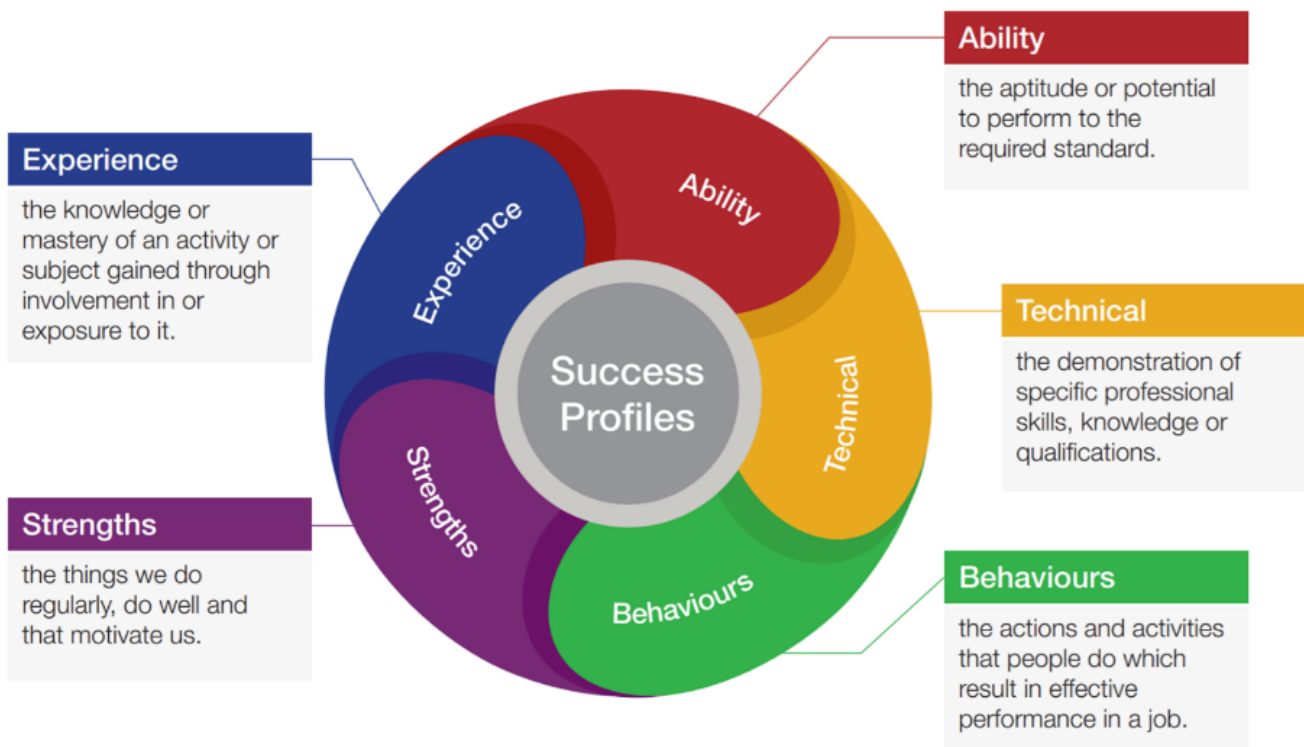
Success Profile Level 1

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 1 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.

Closing date: 04 September 2024

Shortlisting: 05 – 06 September 2024

Interviews: week commencing 30 September 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

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
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DVSA
1 Unity Square
Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: nicholas.maylor@dvsa.gov.uk

If you have problems with the online portal or application process please contact:
dftrecruitment.grs@cabinetoffice.gov.uk