



Driver & Vehicle  
Standards  
Agency

## Customer Service Centre Approvals Process Manager

Reference: 373793

Closing Date: 03 November 2024

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

Salary: £40,808

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.**

Our teams play a central role in helping people stay safe on Britain's roads.

**We help put customers at the heart of everything DVSA does. And we protect and enhance DVSA's reputation and relationships – making it easier for people to do business with us and for us to achieve our front-line outcomes.**

Across the range of roles we have you could be working with people who:

- Promote our work and our contribution to road safety through effective internal and external communications that changes attitudes and behaviours
- Use our insight and expertise to guide and support effective engagement with our staff, customers, and stakeholders
- Plan and manage ministerial and Parliamentary requirements and engagement

Or you could be working on our new plan to help ensure our customers:

- Do the right thing for themselves, first time round
- Are more likely to use or recommend our services
- Trust our information, guidance and advice
- Find it easier and quicker to engage, reducing the effort they have to make
- Recognise us as a modern, customer focused organisation

We'll invest in you and your talent and help you to bring the best of yourself to work.

Thank you for your interest in working with us.

**Good luck with your application.**



**Adrian Long**

Director of Corporate Affairs and Commercial

# 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 Business Disability Forum, The Prince's Responsible Business Network, ENEI and Employers for Carers.



# About the job

**The successful Customer Service Centre Approval Process Manager will manage the procedures and documentation employed in the processing of the following;**

**Vehicle Approval (Individual Vehicle Approval, (IVA), Certificate of Initial Fitness, (COIF), Motorcycle Single Vehicle Approval, (MSVA) and scheme products.**

**The role holder will be responsible for managing a team of technical engineers, to support scheme processing and provide technical support to internal and external customers. Ensuring that the Driver and Vehicle Standards Agency (DVSA) meets its key targets and objectives as detailed in the Organisation Business Plan.**

## **Activities may include:**

- To support the development and implementation of Corporate and Directorate strategic objectives with active participation in associated meetings and events in support of the Head of Customer Contact.
- To support the agencies compliance with ISO standards as required in the application of the Vehicle Approval process on behalf of the Vehicle Certification Agency.
- To monitor scheme productivity and raise issues with relevant stakeholders
- Manage team performance ensuring operation is maintained with agreed service levels.
- To manage a team of technical engineers within the Vehicle Approval Section providing:-
  - scheme related advice to both internal and external customers
  - ensuring operation of the scheme is in line with scheme strategic and ISO compliance objectives.
  - support to the processing of applications by the administration team.
- To manage the procedures employed in the processing of applications for Vehicle Approval ensuring application desk instructions are available and updated as required.
- To analyse the scheme performance and examiner skills, providing monthly reports to management to ensure scheme objectives are maintained.
- To ensure that scheme internal and external publications (eg. application forms, declarations, certificates, guides etc) are maintained to DVSA standards and in line with current legislation.
- Embed a culture of continuous professional development to ensure individuals have the right knowledge, skills and behaviours
- Maintain & improve the performance of the team; recognising and rewarding good/exceptional performers and tackling performance issues promptly
- 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.

## **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**

- Work with stakeholders to manage their expectations
- Maintain communication channels with Operations Managers to ensure issues are discussed and relevant information is provided to them
- Ability to communicate positively and effectively with internal and external customers at all levels.
- Work with External Customers when necessary to build relationships proactively use feedback for process improvement.
- Work within the Customer Service Centre and interact with all teams to ensure the correct understanding of the scheme is being applied, and to share ideas and promote best practice.

**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

- Extensive knowledge of light and heavy vehicle engineering.
- Ability to interpret complex legislation and write concise detailed technical reports
- In depth knowledge of vehicle approval process including European Community Whole Vehicle Type Approval (ECWVTA), Great Britain Type Approval (GBTA) and national motor vehicle legislation and in particular knowledge of Individual Single Vehicle Approval schemes
- Excellent communication skills with internal and external stakeholders

## Mandatory Qualifications:

Applicants are required to have a degree in Motor Vehicle Engineering, or a vocational related qualification in Motor Vehicle Maintenance & Repair at level 3 or above.

Please note that an NVQ level 3 will not be accepted on it's own as a qualification. This is only acceptable as proof of experience.

## 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.

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.

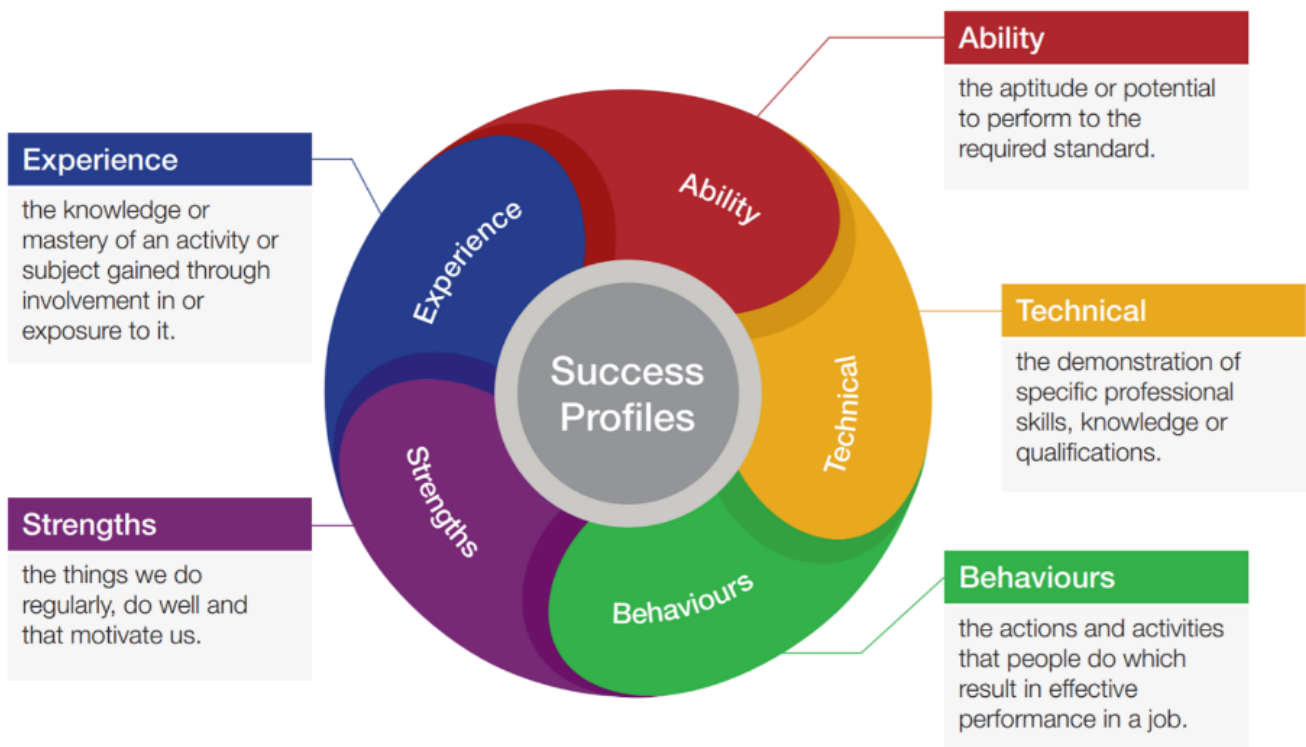
- **Communicating and Influencing**
- **Leadership**
- **Making Effective Decisions**
- **Seeing the Big Picture**

# 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 [Success Profiles: 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 (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 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:** 03 November 2024

Shortlisting: 04 - 05 November 2024

**Interviews:** 15, 18 and 19 November 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](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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DVSA  
1 Unity Square  
Queensbridge Road  
Nottingham  
NG2 1AY

[www.gov.uk/dvsa](http://www.gov.uk/dvsa)

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