



Driver & Vehicle
Standards
Agency

Apprentice Customer Service Centre Agent

Reference: 373898

Closing Date: 17 November 2024

Location: 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.

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



The Prince's Responsible Business Network



About the job

Working within our Customer Service Centre provides opportunities to grow and develop, our managers motivate their teams to succeed by creating a positive working environment and we enable our staff to feel a sense of ownership. We promote internal progression and work closely with local colleges to offer a range of qualifications such as NVQ and ILM courses.

We love nothing more than to contribute towards the development of our workforce.

You will be providing quality support, advice and guidance to both internal and external customers, contributing to improvement in road safety, environmental standards and the reduction of vehicle crime.

You will handle inbound and outbound customer contact which includes phone calls and email correspondence whilst using our IT systems to record critical information. You will be working in a fast-paced environment which will require you to be multi skilled when helping our customers.

You will provide cover on a rota basis, which is currently between 07:30 am to 18:00 pm Monday to Friday, to support your colleagues and deliver a high level of service to our customers.

Activities may include:

Customer Service

- Handle inbound customer contact consisting of telephone calls and e-mail correspondence.
- Deliver a consistent and productive service to both internal and external customers.
- Support the promotion of DVSA's digital services.
- Use judgement to action DVSA/customer requirements in line with current procedures and practices.

Self-Management

- Ensure all administrative work is completed and recorded accurately.
- Use information resources to support customer service.
- Keep up to date with current procedures and practices.

Collaborating

- Work effectively as part of a team, participate in team meetings and contribute towards staff engagement plan.
- Promoting and respecting team working ethics by building good working relationships using co-operation and discussion.
- Execute 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 work in collaboration with colleagues across all functions for the good of DVSA and to create a high performing and well-respected Agency.

Internal and External Relationships

- Liaise with relevant internal departments to ensure customer needs are met.
- Ensure good relations and communications with all members of the team and responding politely and in a timely fashion to internal and external customers.
- Support the department by contribution towards the staff engagement plan.

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 personal statement against the Job Description and Person Specification.

Essential skills and Essential experience

- Good written and communication skills
- Ability to handle challenging enquiries
- Basic computer literacy skills e.g. keyboard, word processing skills and Microsoft applications
- Prioritise workloads to aid productivity
- Experience in a customer facing environment
- Manage time effectively.

Further Information:

This role will be based [Swansea](#), your presence at this location will form part of the working arrangements agreed with you. This role is suitable for hybrid working, and therefore a combination of workplace and home-based working can be accommodated subject to business requirements. Hybrid working is a non-contractual arrangement where employees have the flexibility to work remotely combined with a minimum of 60% of their working time a month at either their principal workplace (one of the locations cited in the advert) or, when required for business reasons, to carry out separate duties at alternative working locations or DVSA sites. There may be occasions where you are required to attend above the minimum expectation.

If you have questions regarding how hybrid working is practiced within the business area, or any reasonable adjustments or flexible working arrangements you may currently have or need in place if successful in your application, please contact the Vacancy Holder (see advert for contact details).

Full training is provided with the expectation for successful candidate to work full time through the training period. Training duration is from 2-6 weeks. The training is delivered in a face-to-face environment at The Ellipse, Padley Rd, St Thomas, Swansea SA1 8AN.

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.

Due to the evolving nature of the business, vacancies can become available at any time. Therefore, this campaign may create a reserve list to fulfil demand if it arises which will be held for a period of 12 months.

This post is offered on a Fixed Term Appointment (FTA) basis.

For permanent Civil Servants, this role is only available on loan, so you must have your home departments approval to return to them at the end of the loan before you apply. There is no opportunity for a permanent Civil Servant to take on this role as a fixed term appointment. OGD applicants will be appointed on an inward loan and subject to the terms of the agreed inward loan. Internal candidates will return to their previous post at the end of the loan period, which will need to be agreed with your line manager in advance.

If you're employed by a non-departmental public body (NDPB) by moving jobs this will involve a change of employer and you may break the statutory rules on continuity of employment.

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.

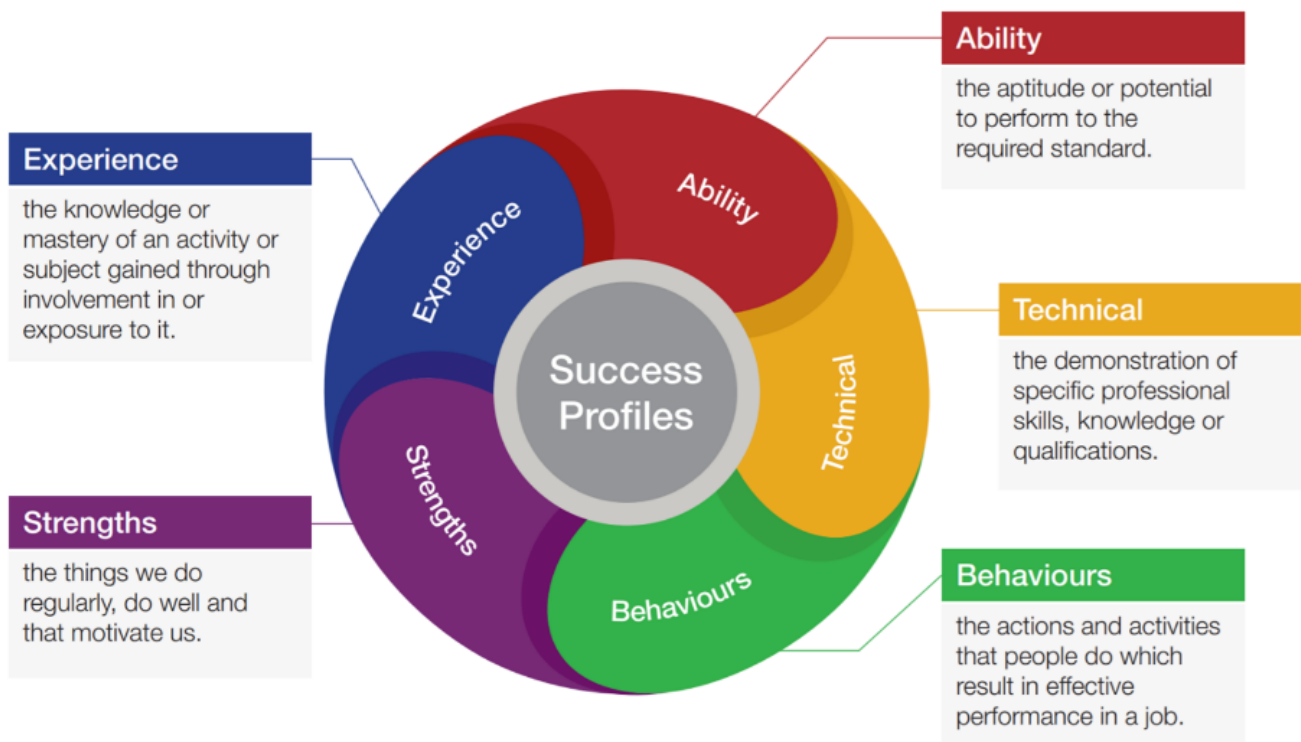
- **Making Effective Decisions**
- **Delivering at Pace**
- **Communicating and Influencing**

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](#)

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 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: 17 November 2024

Shortlisting: week commencing 18 November 2024

Interviews: week commencing 02 December 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)



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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: Jodie.Jones2@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**