Product Manager - Theory Test (Test Engine & Test Content Management)

Reference: 360152

Closing Date: 19 August 2024

Location: Birmingham (Garretts Green), Bristol, Leeds, Newcastle, Nottingham, Swansea

Salary: £40808

External recruits will almost always be brought in on the minimum salary scale. Cross civil service transfers and promotions are subject to separate provisions.

Allowances: Please see advert for specific allowances

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

3 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 lifetime of driving.

The Operations Directorate vision is for safer drivers, safer vehicles and safer journeys for all. We help people through a lifetime of safe driving by providing driving and riding tests to make sure new drivers have the skills to be safe on the road. We also help people keep vehicles safe to drive by providing vehicle tests.

DRIVER

Our driving examiners test learner drivers for a variety of vehicles including cars, motorbikes, large good vehicles and passenger carrying vehicles like buses and coaches. They work in small teams from our driving test centres across the country.

The work that driving examiners do is vital to keeping people safe on Britain's roads. This is especially important as we respond to changes in vehicle technology, such as driverless cars and electric vehicles.

VEHICLE

Our vehicle standards assessors carry out technical examinations on vehicles to ensure they meet legal roadworthiness requirements. The vehicles they examine include lorries, buses, coaches and trailers. They work nationwide out of customer premises called authorised testing facilities. There are also specialist vehicle standards assessors who conduct more specialist examinations, such as on vehicles that have been modified, and they work from DVSA sites across the country.

The work that vehicle standards assessors do is vital to keeping people safe on Britain's roads. This is especially important as we respond to changes in vehicle technology, such as driverless cars and electric vehicles.

We're committed to making the Operations Directorate a great place to work, and we want everyone in the directorate to be the best they can be. This means working in an environment where they feel valued and able to share ideas, are busy but not stressed, and where each person's potential is fully realised.

Peter Hearn
Director of Operations (North)

Rich Hennessy
Director of Operations (South)

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

The Product Manager – Theory Test (Test Engine and Test Content Management System) is a critical role in the Theory Test team ensuring that all elements of the service meet customer, stakeholder and DVSA requirements.

The post holder manages the day-to-day quality of the service received from the Test Engine and Test Content Management (TETCM) supplier and the quality of the Theory Test user experience being delivered to candidates through this service. The post holder will support the management of the configuration of the DVSA TETCM service to ensure it continues to meet customer needs and DVSA requirements.

Working with the Product Manager (Theory Test Content), they will plan, schedule and deploy Theory Test Content and Test admissions and Test delivery functionality required to improve the candidate and Test Centre staff user experience of the Theory Test, while protecting the integrity of the Service.

The post holder will work with stakeholders to understand future customer needs and ensure these needs are compatible with the current and future TETCM capabilities.

Activities may include:

Manage TETCM Service Quality/Delivery - 25%

- Manage the operational delivery of the TETCM Service by the Supplier, against the agreed Service Levels, within the Service Level Agreement.
- Support the evaluation of customer/candidate satisfaction with the TETCM services delivered by both the supplier and DVSA.
- Manage the product-relationship with the TETCM Service supplier.
- Prioritise all TETCM product improvements and make recommendations on where investment is made in improving the service.
- Determine the scope of continuous improvement activities and lead a forward plan of work relating to customer-led product enhancements.
- Manage risks associated with the operation of the TETCM Service.
- Communicate issues with service delivery to the TETCM Contract Manager to assist in the effective management of the contract.
- Escalate and resolve TETCM service delivery issues with the supplier and teams managing the Theory Test platform.

- Analyse service delivery reporting to contribute to the effective contract and operational management of the TETCM service.

User (Customer and Delivery Staff) Experience - 25%

- Be responsible for the development, application and maintenance of a consistent look and feel and Theory Test identity of the user interfaces being provided by the TETCM service.
- Work with Customer Strategy Team's User Researchers to ensure excellent understanding of user requirements so that well-informed product development and improvement decisions can be made. This will include analysing and interpreting information on customers/end users.
- Ensure that customer requirements (including user accessibility) are understood and articulated in a way to enable the delivery of the desired developments. This may be by creating user stories and/or high-level acceptance criteria.
- Ensure the compliance of the TETCM service with the Equality Act.
- Be responsible for the development of processes and procedures to maintain these designs and configurations.
- Support the Head of Theory Test Content & Policy to ensure that the Service is accessible to all Theory Test customers, continually reviewing the support offered to customers and designing and releasing solutions to provide support through the TETCM service and the wider Theory Test Service.

Release and Deployment - 20%

- Be responsible for the creation and agreement of Test Engine and Test Content Management System release and deployment management plans with internal and external stakeholders, using own initiative to resolve issues and problems.
- Act as the escalation point for complicated issues or problems and use own initiative and experience to find resolution and solutions.
- Oversee the building and testing of release packages that consist of related Theory Test content and Test Engine configuration items. Ensure the integrity of all release packages and that their constituent components are maintained throughout transition into the live service.
- Ensure that there are appropriate systems in place in order that all releases can be tracked, installed, tested, verified, and uninstalled as appropriate.
- Ensure that the internal and external stakeholders are engaged and informed during release and deployment activities, resulting in a positive change experience for those involved in the operational delivery of the Service.
- Ensure that there is knowledge transfer to enable customers and users to optimise their use of the service to support the business activities.
- Ensure that skills and knowledge are transferred to those involved in the operational delivery of the Service to enable them to effectively and efficiently deliver the Service.

TETCM Configuration Management - 15%

- Ensure that accurate configuration information regarding the TETCM service is in place, to support efficient and effective service management processes by enable people to make decisions at the right time, for example to resolve incidents in live service operation.
- Be responsible for the identification, control, recording of, reporting, auditing and verification of services and other configuration items, including versions, baselines, constituent components, their attributes and relationships, allowing continued use and licence compliance, ensuring the TETCM service continues to operate
- Ensure the integrity of continuous improvement and configurations required to control the services by establishing and maintaining an accurate and complete configuration management system thus avoiding operational impacts and reduced costs

Continuous Improvement - 15%

- Maintain the TETCM service roadmap, working with the TETCM supplier and any internal opportunities for Theory Test service improvement, innovation and cost management
- Work with the wider service team to design processes and to provide feedback to identify where refinement is needed as development work progresses. The wider service team will include representatives from other branches of Digital Services and Technology, Strategy & Policy, Publications & Learning Materials, Operations, Human Resources, Learning and Development, and Finance.
- Monitor industry trends and testing developments for input into continuous improvement of the service.
- Support projects and initiatives that support the development of the Service, or the aim and objectives of the DVSA.
- Lead or contribute to operational and service development governance forums.

Leadership

- 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 requirements, including allocating resources and prioritising activities, over the short to medium term by fully understanding the business environment in which the wider team operates and the overall team objectives.
- 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.
- Deliver objectives in a flexible, agile and collaborative way, working with colleagues and teams in other areas of DVSA.
- Be responsible and accountable for the effective use of resources.
- Work in collaboration with other managers across all functions for the good of DVSA and to create a high performing and well-respected Agency.

Relationships – Internal & External

- Provide guidance, direction and work collaboratively with:
    - Product Manager – Theory Test Content and team
    - Theory Test Contract Managers
    - Theory Test Operational Managers
    - Service development colleagues
    - External Suppliers
    - DVSA Service delivery teams
    - Other parts of the Digital Operations Service teams

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 user experience design.
- Experience of communicating with and engaging external stakeholders.
- Experience of interpretation of policy and using this information to design and implement products.
- Experience of managing the configuration and release of a large-scale software product.

Mandatory Qualifications:

- Full UK driving licence is essential.

Further Information:

This role can be based in Bristol/Swansea/Nottingham/Newcastle/ Birmingham - Garretts Green/Leeds, 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, visiting other DVSA sites or work locations.

The ability to travel is essential. Occasional travel in Europe will be required.

There may be an occasional requirement to work late evenings or weekends to support service improvement activities – you will be paid overtime/granted TOIL to cover this work as agreed.

Please take note that DVSA does not hold a UK Visa & Immigration (UKVI) Skilled Worker Licence 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**

- **Changing and Improving**
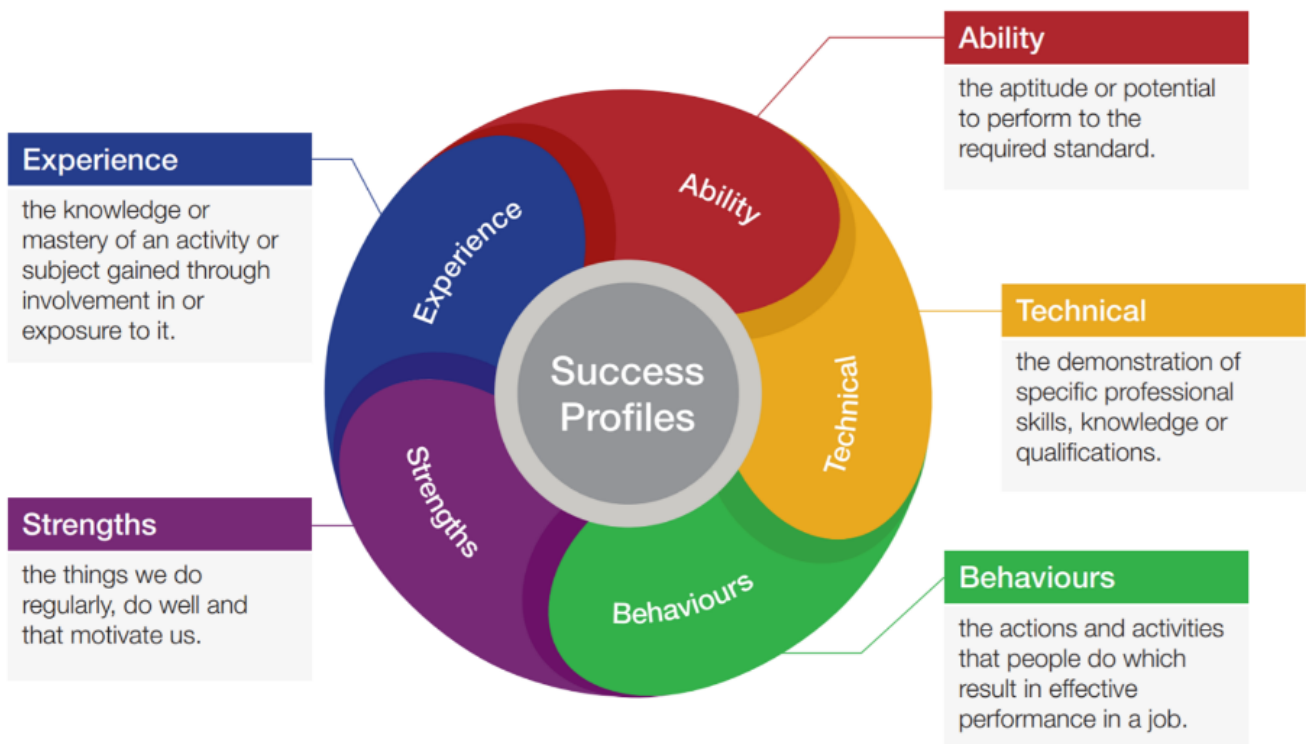
- **Delivering at Pace**

- **Working Together**

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?

Experience
the knowledge or mastery of an activity or subject gained through involvement in or exposure to it.

Ability
the aptitude or potential to perform to the required standard.

Technical
the demonstration of specific professional skills, knowledge or qualifications.

Strengths
the things we do regularly, do well and that motivate us.

Behaviours
the actions and activities that people do which result in effective performance in a job.

Success Profiles

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 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 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. The anticipated timetable is as follows:

Closing date: 19 August 2024

Shortlisting: 20 & 21 August 2024

Interviews: 16 & 17 September 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

Facebook – DVSAgovuk

LinkedIn – Driver and Vehicle Standards Agency

DVSA
1 Unity Square
Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: Helen.Luker@dvsa.gov.uk

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