



Driver & Vehicle  
Standards  
Agency

# Personal Assistant to the Chief Executive

**Reference:** 371451

**Closing Date:** 6<sup>th</sup> November 2024

**Location:** Bristol

**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.



The Prince's  
Responsible  
Business Network



# About the job

**As a Personal Assistant to the Chief Executive, you will deliver a high quality professional administrative service to the Chief Executive. Act as a Mentor to PAs supporting the Executive team and coordinate activities across the PA team to ensure consistency and quality.**

**The role involves close working with the offices of Ministers, Permanent Secretaries and Senior Civil Servants as well as Directors and senior management from DVSA. It is a demanding, varied and interesting role and requires someone who is pro-active, flexible and responsive. They must possess high levels of integrity given the often highly confidential nature of the Chief Executive's responsibilities.**

**Activities may include:**

## **Main Duties**

- Filter all emails and correspondence, categorising as appropriately.
- Pro-actively manage Chief Executive's diary and travel arrangements, maintaining free space in the diary, setting reminders for actions and responses, and managing priorities and clashes. Add reminders to calendar and keeping time free for actions to be addressed.
- Closely liaise with Corporate Office in making arrangements for all meetings between the Chief Executive and the Secretary of State, Ministers, Permanent Secretary, Select Committees and other senior Government officials.
- Liaise with Directors and senior management to ensure good quality information is available in advance of meetings, visits and presentations.
- Provide clear, accurate and timely advice and relay the Chief Executive's decisions to the Directors, senior management and the Department for Transport.
- Closely liaise with the Chair and Non-Executive Directors ensuring they have access to appropriate information where needed.
- Analyse papers and prepare them for the Chief Executive's attention.
- Track delivery of all actions delegated to Executive Directors and Senior Management and bring to the attention of the Chief Executive when deadlines are at risk.
- Manage DVSA's Register of Hospitality; be the Subject Matter Expert on its policy and be able to advise on and challenge employees where potential breaches of the policy may occur.
- Maintain a log of international travel requests signed off by the Chief Executive.
- Draft letters and process loyalty voucher awards for colleagues who have 25 and 40 years of service across the Agency.
- Maintain the Chief Executive's hub on sharepoint, ensuring information is updated when required

- Establish and maintain excellent working relationships at all levels including internal and external stakeholders, which may require different ways of working.

### **Leadership**

- Co-ordinate the workload of the PAs, ensuring cover is provided across all Directors at all times, taking account of annual leave, etc.
- Ensure consistency of output across the team and ensure that all mandatory training of the PAs is up-to-date.
- Mentor the PA team, giving advice to assist in resolving any issues.
- Pro-actively support Executive Directors with the recruitment and training of their PA support.
- Provide input to Executive Directors regarding the quarterly performance reviews of the PAs, ensuring consistency in the evaluation of PA performance.

**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/personal statement against the Job Description and Person Specification.

## Essential skills and Essential experience

- Experience of providing administrative support to a Chief Executive/Director Level.
- Experience of mentoring/co-ordinating the work of others.
- High levels of integrity, particularly when dealing with highly confidential topics
- Highly organised and responsive to changing demands. Willing to work outside the remit of the role and able to establish and maintain excellent working relationships at all levels including internal and external stakeholders, which may require different ways of working.
- Excellent time management skills and ability to meet deadlines.
- In-depth Diary Management experience.
- Advanced user of Microsoft Office 365 products (i.e. Word & PowerPoint) and email.
- Experience of drafting emails and letters accurately and concisely at appropriate level.
- Able to extract accurate, concise summaries from complex information.

## Mandatory Qualifications:

- N/A

## Further Information:

This role will be based in Bristol, 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. For example, due to the nature of this role, you will be required to be extra flexible with your working and be available to go into office when the Chief Executive is in office. 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).*

Occasional travel with potential overnight stays may be required.

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 over 5 days.

The working days for this role will be Monday-Friday each 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.

- **Making Effective Decisions**
- **Developing Self and Others**
- **Working Together**
- **Managing a Quality Service**

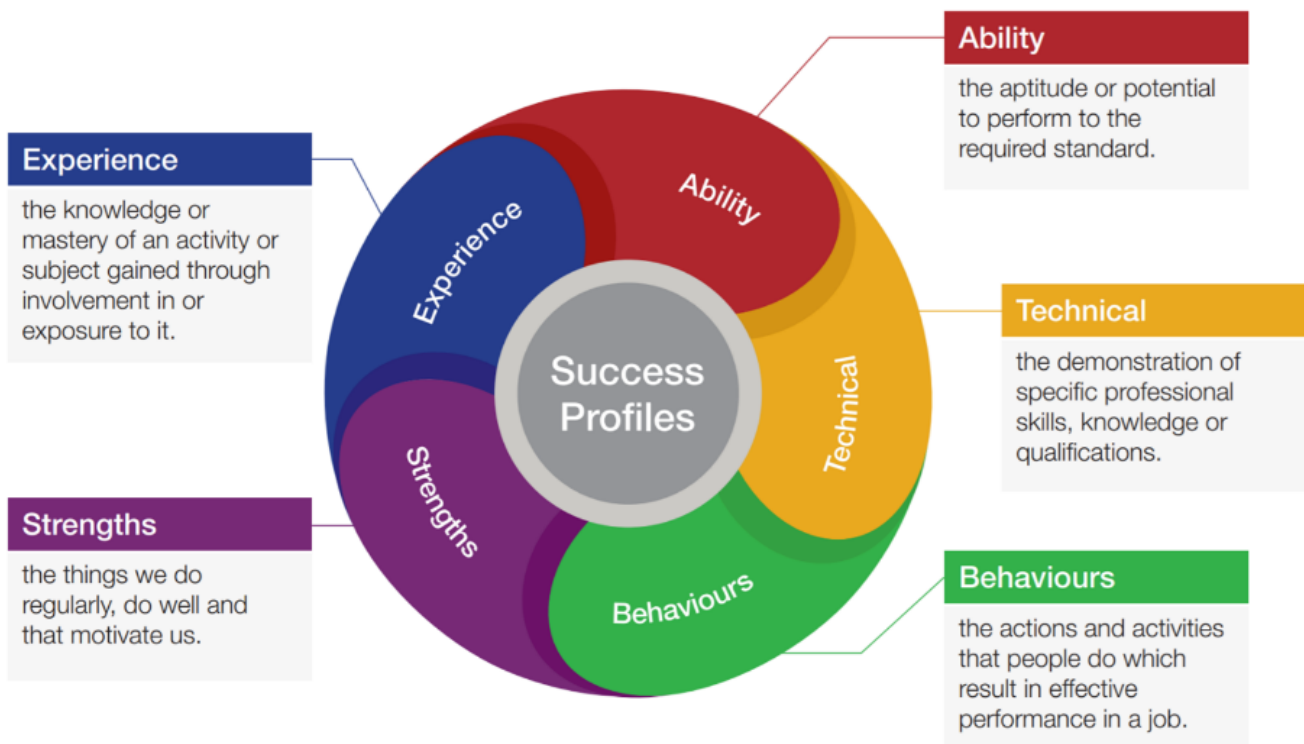
## Success Profile Level 3

# 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/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.

You're encouraged to become familiar with the role, as you may be assessed against any of the criteria recorded within.

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:** 6<sup>th</sup> November 2024

Shortlisting: From 7<sup>th</sup> November 2024

**Interviews:** From 3<sup>rd</sup> 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](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)



Driver & Vehicle  
Standards  
Agency

DVSA  
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Queensbridge Road  
Nottingham  
NG2 1AY

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

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