



Driver & Vehicle  
Standards  
Agency

# Hearing Centre Support Officer

**Reference:** 349479

**Closing Date:** 1<sup>st</sup> May 2024

**Location:** Edinburgh

**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?

**“To make our vision a reality, we need you to join us. Our ambitious plans rely on skilled people like you.”**

**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.**

**With the recent launch of the Enforcement strategy, this is an exciting time for you to join one of DVSA’s Enforcement teams.**

There are several varied functions that make up Enforcement which range from front line activities, to office-based function support. Our approach is being clear about road safety standards. We use intelligence and data to target non-compliance across all the schemes we enforce so that our enforcement activity helps everyone stays safe on Britain’s roads. We value our staff and we know the importance of the work we do and we are proud of our contribution to road safety.

At the heart of our strategy is our ambition is that all enforcement activity is delivered by our well-trained, highly-skilled people who are trusted and respected throughout the industry. We are focusing on our current training and development programme to ensure that everyone has the skills and capability to undertake their roles.

We have several options available including an extensive apprenticeship programme and access to learning and development opportunities to progress your career. We offer attractive pension options, a work and life balance and a number of wellbeing initiatives.

If you feel you can make a difference in Enforcement please apply, we look forward to you joining us in ‘making every journey safer’.



**Marian Kitson**

Director of Enforcement

# 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 Hearing Centre Support Officer, you will work within the Office of the Traffic Commissioner (OTC).**

**The Traffic Commissioners (TC) have responsibility for the licensing and regulation of GB based operators of heavy and light goods vehicles involved in international transport, buses, and coaches (public service vehicles) and of those who drive them, the registration of local bus services, adjudication of appeals against the impounding of vehicles operated without a valid operator's license and other functions.**

**To work as part of a team providing support for the independently appointed Traffic Commissioner (TC) to enable him/her to undertake their statutory duties in relation to the licensing and regulation of goods and public service vehicle operators and vocational driving licence holders.**

**In particular, the role involves the preparation of cases for public inquiry and post hearing case administration. This will ensure the TC and all relevant parties have the required case papers**

**The role will include the clerking of public inquiry hearings both at the Hearing Centre and occasional venues away from the Hearing Centre.**

**Activities may include:**

## **Main duties**

- Adhere to the statutory guidance and directions of the Senior Traffic Commissioner and the relevant Operating Instructions.
- Ensure that a complete and properly prepared call up letter and brief is prepared and despatched in accordance with OTC procedures and in accordance with the SLA.
- Providing copies of further documentation to the Traffic Commissioner within three days of receipt taking the appropriate action
- Perform the function of clerk at the public inquiry.
- Send all relevant parties an accurate record of the Traffic Commissioner's decision or written directions in accordance with the SLA and taking all appropriate action as directed.
- Prepare complete and accurate appeal bundles in event of an appeal to the Upper Tribunal and taking all appropriate action.
- Take careful account of the data protection legislation and ensuring that there is no unauthorised distribution or publication of personal or sensitive data.
- Ensure a comprehensive and accurate electronic (and if appropriate paper) record exists for all cases.
- Ensure that any delegated authority granted by the Traffic Commissioner is strictly adhered to.
- Deal with telephone and written enquiries in a positive manner taking into account the data protection legislation, delegated authority and the statutory guidance and directions.



- Adopt a constructive approach to the OTC, in particular, providing assistance to colleagues and responding to management instructions.

### **Management**

- 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 Office of the Traffic Commissioner, Agency, Department and Civil Service.
- Where necessary work in collaboration with colleagues across all functions for the good of the OTC/ DVSA and to create a high performing and well-respected Agency.

### **Relationships (Internal & External)**

- Liaise with relevant internal and external departments to ensure that internal and external customer needs are met and that these requirements are fully communicated throughout the business.
- Ensure good relations and communications with all members of the team and responding politely and in a timely fashion to internal and external customers.
- Work with all TCs/TR to ensure the provision of high-quality OTC licensing functions.

**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

- Excellent verbal and written communications skills with the ability to draft complex submissions and letters within a legislative framework
- Excellent organisational and administrative skills with a proven ability to identify priorities based on risk factor
- Ability to analyse case work and create complex submissions within a legislative framework

## Mandatory Qualifications:

- N/A

## Further Information:

Whilst we accept applications for those looking for part time work, please note, that there will be a business requirement for successful candidates to work a minimum of **30 hours** per week.

Please note, due to the nature of the role candidates must expect travel and overnight stays, as per business requirements.

This role will be based in Edinburgh, where your presence at this location will form part of the working arrangements agreed with you. We operate a hybrid working model with the expectation that you will spend a minimum **60% on a DVSA site or on official business** giving you greater flexibility about where and when you work.



# 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**
- **Developing Self and Others**
- **Delivering at Pace**
- **Managing a Quality Service**

Interviews will include a blend of [Behaviour](#), [Strength](#), and [Experience](#) questions.

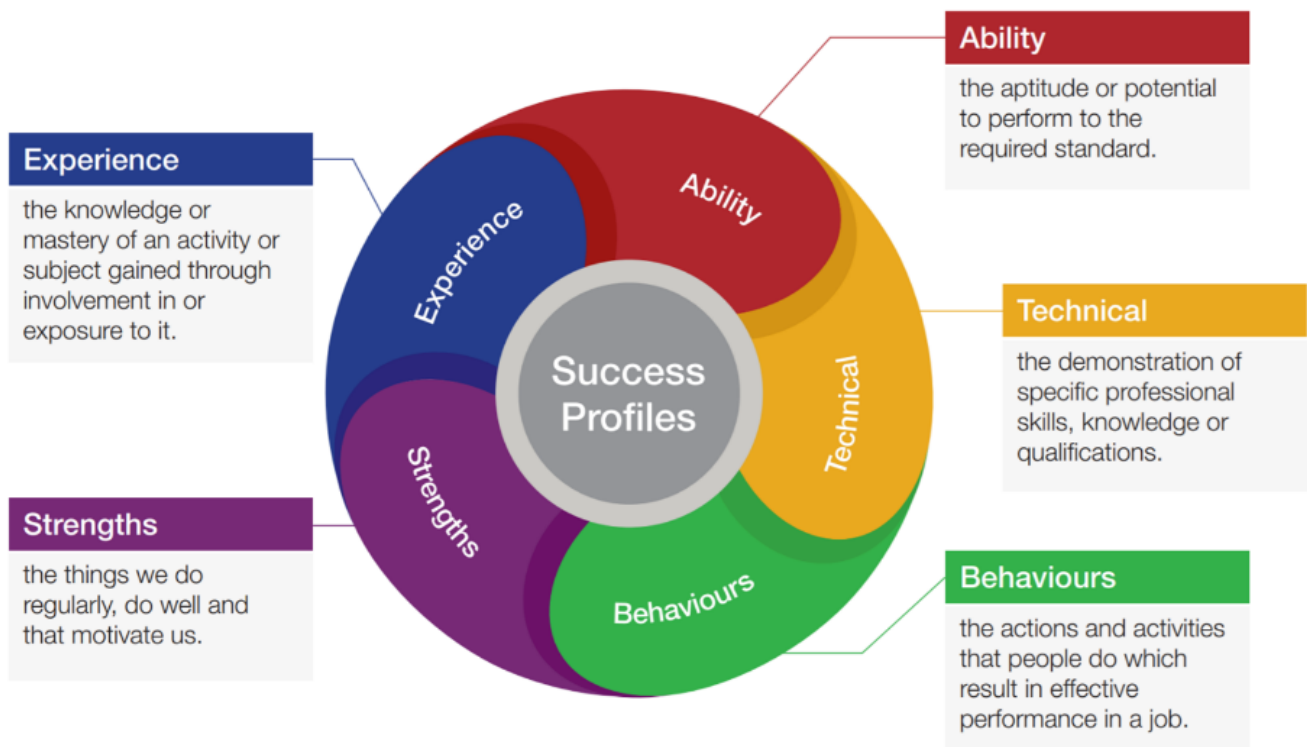
## Success Profile Level 1

# 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](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. As a result, your assessment will include:

- An interview

Interviews will include a blend of [Behaviour](#), [Strength](#), and [Experience](#) questions.

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. The anticipated timetable is as follows:

**Closing date:** 1<sup>st</sup> May 2024

Shortlisting: from 2<sup>nd</sup> May 2024

**Interviews:** from 15<sup>th</sup> May 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](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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Queensbridge Road  
Nottingham  
NG2 1AY

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

If you have questions about the role please contact: [simon.griffiths@otc.gov.uk](mailto:simon.griffiths@otc.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)