



Driver & Vehicle
Standards
Agency

Contract & Operations Manager

Reference: 346610

Closing Date: 17th April 2024

Location: Newcastle, Nottingham, Swansea

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

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 goods 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 Queen'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 and champion Stonewall Diversity, Business Disability Forum, The Prince's Responsible Business Network, ENEI and Employers for Carers.



About the job

As a Contract & Operations Manager you will: be responsible for supporting the Theory Test Contract Manager in the operational management of the services provided through one of two Theory Test Contracts: Test Centre Network (TCN) or the Test Engine and Test Content Management (TETCM).

The post-holder will carry out activities that both support the day-to-day monitoring of supplier performance to ensure that they are providing DVSA and its customers with a high-quality service and providing operational decisions to help them achieve this.

Activities may include:

Operational Delivery 50%

- Manage the operational relationship with the supplier, approving requests from them on changes to operational delivery that are in the best interests of the Service
- Manage TCN-raised incidents, working with the supplier to achieve an effective resolution
- Manage customer-related decisions that require DVSA approval (i.e. non-standard accommodations)
- Chair operational meetings with each supplier to discuss current operational performance against the expectations set out in the contract and service standards
- Monitor the delivery of any actions put in place to improve operational performance
- Share lessons learned in the operational delivery with other Operational Delivery colleagues

Contract Management 50%

- Monitor and manage supply of TCN capacity for a specific region and support the monitor of supply at a national level
- Support the Contract Manager with the management of supplier budgets, and Contract Cost Register
- Support the Contract manager with development and implementation of contract management plans, and the Contract Change process
- Manage the receipt and management of financial reports from the Supplier
- Monitor and manage the operational performance of a Theory Test Contract supplier against the specified service
- Highlight trends and non-conformance to ensure the enforcement of the contract.
- Monitor operational KPI's, producing statistical information as required.
- Raise concerns where KPI performance levels are not in line with DVSA's guidelines

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.

Management

- 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.

Relationships - Internal & External

- Liaise with relevant internal 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
- Communicate with all major stakeholders (internal and external) to achieve business objectives
- Work closely with internal stakeholders to manage key customers, thereby improving key Agency stakeholder relations
- Represent the Agency externally, where requested as subject matter expert to enhance and strengthen the Agency's profile
- Maintain an awareness of external factors, which affect the business.
- Work in collaboration with colleagues across all functions for the good of DVSA and to create a high performing and well-respected Agency
- Maintain effective relationships with suppliers and other Government authorities

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

- Your experience of the commercial cycle including tender evaluation, contract award and ongoing contract management
- Your experience of incident management and managing service change
- Your ability to work collaboratively and how you manage and maintain strong working relationships

Further Information:

Regular travel will be required to Nottingham and supplier Theory Test Centre sites.

You will be required to hold or have the willingness to work towards Cabinet Office Government Commercial College (Contract Management) – foundation level.

This role can be based in Nottingham, Swansea or Newcastle 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.

Success profiles

We assess candidates using specified [Success Profiles](#).

You will be expected to demonstrate the following [Civil Service Behaviours](#) and [Technical](#), during the selection process.

Behaviours

- Delivering at Pace
- Communicating and Influencing
- Managing a Quality Service
- Working Together

Technical

Commercial Framework:

Section B: Technical Expertise – B3a ‘Managing Contract Delivery’ (Foundation Level) - Aware of dependencies that impact the contract's ability to meet its objectives

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

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, 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.

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

We've designed the selection process specifically for this role.

You're encouraged to become familiar with the role profile, 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: 17th April 2024

Shortlisting: From 18th April 2024

Interviews: From 1st 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

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)



Driver & Vehicle
Standards
Agency

DVSA

4th Floor, The Axis Building
112 Upper Parliament Street
Nottingham, NG1 6LP

www.gov.uk/dvsa

If you have questions about the role please contact: Jenny.mayor@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**