



Driver & Vehicle
Standards
Agency

Planning and Performance Coordinator

Reference: 348925

Closing Date: 6th May 2024

Location: Bristol

Salary: £28,119

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.



About the job

As a Planning and Performance Coordinator, you will:

- Support the Planning and Performance SEO and HEO in the production and publication of annual plans
- Participate in the agency performance management process including collation of performance reports for ExCo and the Directing Board (and other performance monitoring fora as required)
- Coordination of the quarterly monitoring reports on business and directorate plan deliverables
- Support the production and publication of the Annual Report and Accounts
- Support the quarterly agency performance reviews with DfT
- Lead in the facilitation of the change proposal process

Activities may include:

Planning and Performance

- Support the SEO and HEO with producing and maintaining a planning and performance timetable and forward look, ensuring all relevant colleagues and stakeholders are kept updated.
- Assist with the development of business plan including establishing processes and documentation for regular monitoring of progress against delivery.
- Work closely with agency planners/Business Managers to co-ordinate the production and consolidation of directorate plans.
- Assist in the drafting and quality assurance of the published business and directorate plans within given timescales.
- Gather and analyse performance data on behalf of the agency.
- Investigate anomalies in data provided and proactively challenge contributors.

- Monitor performance against measures, using the appropriate technical solutions.
- Support the team in producing the monthly single source spreadsheet for submission to DfT by the deadline.
- Participate in the production of the monthly ExCo performance pack
- Support SEO/HEO in the adoption of a continual improvement approach to ExCo reporting, developing, and adapting in line with ongoing business needs
- Provide high quality responses (written or verbal) to requests for performance data.
- Co-ordinate quarterly Directorate Plan monitors, analysing reports, challenging any anomalies.
- Support the SEO and HEO in meetings around the annual report content and assist in the drafting and quality assurance of the annual report and accounts within given timescales.
- Commission and gather information for the quarterly agency performance reviews with DfT, supporting G7 on delivery of any subsequent actions
- Analyse and challenge any anomalies in data and information on behalf of directors and/or CEO

Change proposals (CP)

- Ensure change proposal activities are aligned with planned change activity documented in approved Business and Directorate plans. Communicate variances to HEOs and support agreed actions to resolve.
- Maintain the CP tracker to keep an accurate account of all CPs reviewed at CRGs, CRG recommendations and ICC decisions
- Review and scrutinise content of initial versions of CPs to ensure that they are drafted appropriately ahead of submitting to stakeholders for feedback
- Facilitation and support for the Change Review Group.
- Execute management responsibilities effectively and in line with DVSA policies and processes, planning and coordinating tasks and activities and taking responsibility for ensuring objectives are delivered.

Leadership

- Provide guidance to staff to support the delivery of objectives. Manage and engage with honesty and integrity, upholding the reputation of the Agency, Department and Civil Service.
- Work in collaboration with colleagues across all functions for the good of DVSA and to create a high performing and well-respected Agency.

Relationships – Internal & External

- Planning and Performance SEO and HEO
- Business Strategy, Planning & Performance Manager G7
- Agency Directorate Planners
- Stakeholders from across the agency in relation to planning and performance
- DfT Transactional services HR reporting, Business Intelligence and Shared Services'
- DfT sponsorship team, as appropriate

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

- A strong desire to make a difference for our customers and the agency, striving for quality outcomes and excellence in everything you do.
- Strong analytical skills and demonstrable problem-solving ability, you use data and evidence to inform decisions
- Experience of organisational performance management systems and the interpretation of data to identify performance levels and trends.
- Ability to present analysis clearly in both written and data form with a high level of accuracy and attention to detail.
- Strong interpersonal skills with the ability to present and explain complex information in simple ways and interact with staff at all levels
- Knowledge, understanding and use of Microsoft 365 and Office applications, e.g. Excel, Word, PowerPoint, and Teams.

Further Information:

*This role can be based in Bristol, 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.*

Some travel may be required, this would always be planned and scheduled.

This post is offered on a Fixed Term Appointment (FTA) basis to complete a finite piece of work.

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.

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**
- **Working Together**
- **Delivering at Pace**
- **Managing a Quality Service**

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

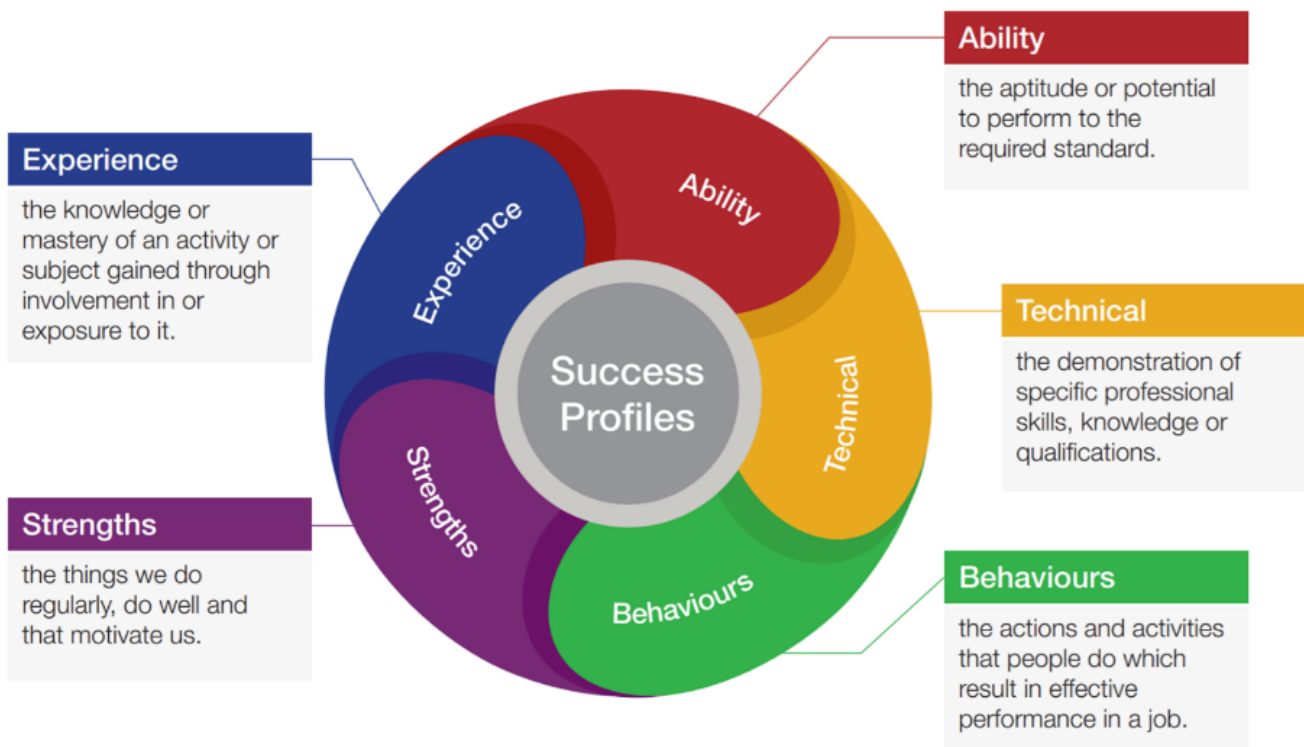
Success Profile Level 2

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 2 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 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.

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

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: 6th May 2024

Shortlisting: from 7th May 2024

Interviews: from 20th May 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)



Driver & Vehicle
Standards
Agency

DVSA
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Queensbridge Road
Nottingham
NG2 1AY

www.gov.uk/dvsa

If you have questions about the role please contact: emma.burton@dvsa.gov.uk

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