

**Candidate
Information
Booklet
Trawl**

IRC235896

Health & Safety PTO

**Driver & Vehicle Agency (DVA)
Department for Infrastructure (DfI)**

**Completed Application Forms
must be returned to HRConnect
no later than 12 noon (UK time)
on**

Friday 1st February 2019

Department for Infrastructure (DfI)

Communication between HRConnect and you

HRConnect will issue electronically as many competition communications as possible, you should therefore check your email account to make sure that you don't miss any important communications in relation to this competition. There may, however, still be a necessity to issue some correspondence by hard copy mail.

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BACKGROUND

Department for Infrastructure (Dfi)

The Dfi employs around 3,200 staff and is organised under a Departmental structure within the following Groups:

- **Roads and Rivers**
 - Dfi Roads
 - Dfi Rivers
- **Planning, Water and Driver and Vehicle Agency**
 - Strategic Planning
 - Planning Policy
 - Driver and Vehicle Agency
 - Water and Drainage Policy Division
- **Transport and Resources**
 - Safe and Sustainable Travel Division
 - Finance Division
 - Strategy, Communications and Change Division
 - Transport Strategy Division
 - Public Transport Division
 - Internal Audit

The Driver and Vehicle Agency (DVA)

The DVA is an executive agency within the Dfi and aims to deliver improved road safety and better regulation of the transport sector.

Key areas of responsibility for the DVA include:

- Operations Testing
- Driver Standards
- Driving Licensing Operations
- Passenger Transport Licensing
- Compliance & Enforcement

DVA is structured into three Directorates:

- Operations Testing
- Business Transformation
- Compliance and Enforcement

Operations Testing

- Driver licensing – issuing driver licences to drivers;
- Driver testing – ensuring effective systems are in place to check that learner drivers have the competence to drive safely;

- Vehicle testing – checking vehicles against statutory roadworthiness standards;
- Driving instructor registration – assessing the suitability of applicants and checking tuition standards;
- Technical training – delivering initial and periodic refresher training to ensure that staff have the necessary skills required to carry out their duties;
- Standards – liaising with the Department to identify and deliver new developments, from changes in policy or legislation at local, national or European level.
- Quality Unit – maintenance of internal processes and auditing in relation to the Agency's ISO 9001:2015 accreditation.
- Property Services - responsibility for the maintenance and refurbishment of the Agency's estate

Business Transformation

- Programme and project management - managing new developments and legislative requirements in a coordinated way, to ensure that specified benefits and outcomes are delivered;
- Business transformation programme – managing and communicating a complex change programme to ensure that DVA continues to deliver excellent services to the public, meets its statutory requirements in an efficient way and supports a multi-skilled, well trained workforce;
- Contract management and procurement – acquiring goods and services in accordance with NI Public Procurement Policy; and managing adequate and appropriate contractual arrangements to ensure value for money.

Compliance and Enforcement

- Passenger transport licensing – issuing licences to taxi drivers and operators and bus operators;
- Roadside enforcement – promoting (and checking) compliance with licensing, roadworthiness and other legal requirements in respect of goods and passenger carrying operators and vehicles;
- Quality control and assurance – the application and use of standards such as European Foundation for Quality Management – Gold Star Service Excellence standard and International Standards Organisation across the range of Agency activities;
- Customer services - dealing with enquiries, complaints, monitoring service standards, developing and delivering strategies for continuously improving customer service;
- Corporate governance;
- Health and safety management - responsibility for the development and maintenance of the Agency's health and safety management system.

To underpin these key activities, the Agency is also responsible for the management of a number of contracts with private sector providers e.g. for

the provision and maintenance of vehicle testing equipment, telephone and internet booking services, IT managed services, and the driving theory test.

How we operate

The Agency is led by its Chief Executive, who reports through the head of the Department's Road Safety & Corporate Services Group to the Permanent Secretary of the DfI and the Minister for Infrastructure.

The Chief Executive, who is also the Agency Accounting Officer, has day to day responsibility for its activities, and is accountable for its performance against the targets set by the Department and the Minister.

The Agency, which has a staffing complement of around 800, serves well over 1 million customers a year. It operates from a variety of locations across Northern Ireland including three main administrative centres, two in Belfast and one in Coleraine, 15 driver and vehicle testing centres, two satellite driving test centres and six theory test centres.

The Agency carries out around 1,000,000 roadworthiness checks annually on cars and motorcycles, light goods vehicles, trailers, large passenger carrying vehicles and heavy goods vehicles. Over 100,000 driving related tests are carried out each year, i.e. theory tests, practical 'L' tests, large goods vehicle (LGV) tests and passenger carrying vehicle (PCV) tests. In addition the Agency maintains an up-to-date register of around 1200 Approved Driving Instructors.

The Agency's Compliance Section is responsible for checking both vehicles and drivers to ensure they comply with statutory legal requirements.

JOB DESCRIPTION

There is currently 1 permanent, full time vacancy.

Further appointments may be made from this competition should NICS positions become vacant which have similar duties and responsibilities.

Applications Invited From

Trawls are open to all staff in all grades and disciplines who consider that they meet the eligibility criteria. Staff who have been advised by their Department in writing that they have been excluded from promotion/selection are excluded from the field of consideration.

Salary and Allowances

£26,962 – £27,819 (under review)

Salary will be the minimum of the scale. Pay progression will be as per current NICS pay policy. Starting salary on appointment will be determined by promotion, re-grading or downgrading terms. Please refer to the Pay and Grading Chapter of the Staff Handbook.

Location

The successful candidate will be based at the DVA Offices at Corporation Street, Belfast, BT1 3DH.

Note. While the post is currently based in Corporation Street, Belfast, all DVA staff based at Corporation Street will be relocating to another location due to the development of the York Street Interchange Project.

Business Area

The successful candidate will work within DVA Governance and Standards and will report to the DVA Health and Safety Manager.

Hours of Work

The normal conditioned hours of work are full-time: 37 hours excluding meal breaks Monday to Friday. Most offices work flexi-time.

Travel

The successful candidate must have access to a form of transport that will enable them to fulfil their responsibilities. It is likely that the post holder will be required to travel within Northern Ireland and occasionally to Great Britain. Applicants should be aware that the nature of the work necessitates some travel outside of normal working hours.

Training

The successful applicant will be expected to achieve the NEBOSH National General Certificate in Occupational Safety and Health (or acceptable alternative qualification) within 2 years if they do not already have this Certificate.

DVA will support the Officer's attendance at any necessary Health and Safety training.

Trial Period

On transfer as the result of a trawl, the successful candidate will serve a 12 month trial in the new post. This will commence from the date of placement. At the end of the trial period both the officer and the employing Department or Branch will consider whether the posting should be made permanent.

If the posting is not made permanent, the officer will be transferred back to the former grade/discipline (where applicable) but will remain in their new Department (where applicable). Only where absolutely necessary will the officer be considered for a return to their former Department or, if necessary the wider NICS.

Further Information

For further information please contact Section 40 (2), on Section 40 (2) (Section 40 (2) or by e-mail Section 40 (2)

If you have any questions about the competition process, you should contact HRConnect on 0800 1 300 330 or email: recruitment@hrconnect.nigov.net.

KEY RESPONSIBILITIES

The main duties of the post are:

- The completion, annual review and maintenance of all DVA Generic Risk Assessments.
- The completion of specialist Risk Assessments such as Noise and Control of Substances Hazardous to Health (COSHH) Assessments.
- The provision of Health and Safety advice relating to any re-engineering of Vehicle / Driver Testing and Enforcement processes.
- The provision of advice to DVA management and staff on all matters relating to health and safety.
- Consultation with Property Services and the Contract Management and Procurement Unit regarding potential remedial work at DVA premises to address shortcomings in health and safety standards.
- The provision of advice on non-generic health and safety training, assistance in the development of suitable training programmes and, where appropriate, delivery of training.
- Membership of several internal Health and Safety groups.
- Maintaining up-to-date knowledge of current and future health and safety legislative requirements and best practice through attendance at relevant training courses and seminars.
- The completion of air quality monitoring and noise surveys at each of the 15 Vehicle Test Centres on at least an annual basis.
- The review of all Test Hall Incident investigation reports.
- The preparation of reports for Departmental Solicitors Office in relation to Employers & Public Liability claims including attendance at consultations with Departmental Solicitors Office and court to give evidence.
- Auditing of health and safety performance in accordance with an Annual Audit Schedule including completion of initial Audit Report and follow up Audit Review.
- Line management responsibility for two EO2 Health and Safety Officers.

The above list is not exhaustive but gives a good indication of the main duties of the post. The emphasis on particular duties will vary over time according to business needs.

ELIGIBILITY CRITERIA

Applicants must, by the closing date for applications:

1. Possess one of the following qualifications;
 - National Council for Vocational Qualifications - Level 3 in Vehicle Mechanical and Electronic Systems (Heavy Vehicles Maintenance and Repair) or Vehicle Mechanical and Electronic Systems (Light Vehicle Maintenance and Repair).
 - Scottish Qualifications Authority - SNVQ Level 3 in Vehicle Mechanical & Electronic Systems Maintenance and Repair (Light Vehicle or Heavy Vehicle).
 - City & Guilds Motor Vehicle Craft Certificate 381 Part III.
 - City & Guilds Repair and Servicing of Road Vehicles Certificates 383 Level 3.
 - City & Guilds – 330 NVQ in Vehicle Mechanical & Electronic Systems.
 - BTEC (A8) Certificate in Motor Vehicle Engineering Level 3.
 - BTEC – Vehicle Mechanical and Electronic Systems – Maintenance and Repair Light Vehicles (Schedule No 125) or Vehicle Mechanical and Electronic Systems – Maintenance (Level 3, Schedule No 126) Heavy Vehicles.

AND

2. Be a fully qualified mechanic, having served a suitable apprenticeship period of at least 3 years in motor vehicle servicing and repair.

AND

3. Have at least 2 years, post apprenticeship, work experience in the preparation of vehicles for statutory roadworthiness testing.

AND

4. Possess a full current Category B driving licence which enables them to drive in Northern Ireland.

AND

- 5a. Possess a NEBOSH National General Certificate in Occupational Safety and Health (or acceptable alternative qualification).

Or

- 5b. Provide an undertaking that he/she will successfully obtain this certificate within 2 years of taking up post.

Applications will also be considered from applicants with relevant formal qualifications considered by the selection panel to be of an equivalent or higher standard to those stated.

Relevant or equivalent qualifications: give the type of qualification and date awarded (the date awarded is the date on which you were notified of your result by the official awarding body).

If you believe your qualification is equivalent to the ones listed above, the onus is on you to provide the panel with the details of modules studied and course content etc so that a well-informed decision can be made. Relevant qualifications must contain a strong bias towards motor vehicle engineering, maintenance or repair.

Please note:

- You should ensure that you provide evidence of your experience in your application form, giving length of experience, examples and dates as required.
- It is not sufficient to simply list your duties and responsibilities.
- The selection panel will not make assumptions from the title of the applicant's post or the nature of the organisation as to the skills and experience gained.
- If you do not provide sufficient detail, including the appropriate dates needed to meet the eligibility criteria, the selection panel will reject your application.
- **ONLY** the details provided by you in your application form (the employment history and eligibility criteria) will be provided to the selection panel for the purpose of determining your eligibility for the post.
- Further information on the Core Competences for this grade can be accessed through www.nicsrecruitment.gov.uk

PERSON SPECIFICATION

Candidates will be expected to demonstrate the skills and competencies set out in the eligibility criteria. In addition, they will also be required to demonstrate the skills and competencies set out in the Northern Ireland Civil Service (NICS) competence framework at Level 3 for the purposes of personal and professional development.

PTO grade is analogous to EO1 in the NICS.

What is the NICS competence framework?

The competence framework sets out how all NICS employees should work. It puts the Civil Service values of integrity, honesty, objectivity and impartiality at the heart of everything they do, and it aligns to the three high-level leadership behaviours that every civil servant needs to model as appropriate to their role and level of responsibility: Set Direction; Engage People and Deliver Results. Competencies are the skills, knowledge and behaviours that lead to successful performance. The framework outlines ten competencies, which are grouped into three clusters. The competencies are intended to be discrete and cumulative, with each level building on the levels below i.e. a person demonstrating a competence at level 3 should be demonstrating levels 1 and 2 as a matter of course.

The Northern Ireland Civil Service competence framework can be accessed through www.nicsrecruitment.org.uk

It is important that all candidates familiarise themselves with the competence framework as this forms the basis of the assessment / interview criteria as outlined below.

INTERVIEW CRITERIA

The selection process will include a competence based interview -

COMPETENCE BASED INTERVIEW

The selection panel will design questions to test the applicants' knowledge and experience in each of the following areas below and award marks accordingly.

1. Leading and Communicating

At all levels, effectiveness in this area is about leading from the front and communicating with clarity, conviction and enthusiasm. It is about supporting principles of fairness of opportunity for all and a dedication to a diverse range of citizens.

Marks available: 20

2. Making Effective Decisions

Effectiveness in this area is about being objective, using sound judgement, evidence and knowledge to provide accurate, expert and professional advice. For all staff, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well-reasoned, justifiable decisions.

Marks available: 20

3. Managing a Quality Service

Effectiveness in this area is about being organised to deliver service objectives and striving to improve the quality of service, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality and efficient service, applying programme and project management approaches to support service delivery.

Marks available: 20

4. Changing and Improving

People who are effective in this area are responsive, innovative and seek out opportunities to create effective change. For all staff, it is about being open to change, suggesting ideas for improvements to the way things are done, and working in 'smarter', more focused ways.

Marks available: 20

5. Building Capability for All

Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it is about being open to learning and keeping their knowledge and skill set current and evolving.

Marks available: 20

Total Marks Available: 100

Overall Pass Mark: 60

INTERVIEWS DATES

It is intended that interviews for this post will take place in Belfast week commencing 4th March 2019.

AVAILABILITY

Please note that this competition is being run to a very tight schedule and changes to the timetable will only be made in exceptional circumstances.

INTERVIEW GUIDANCE FOR APPLICANTS

If this is your first experience of a competence-based interview, bear in mind that it does not require you to:

- Talk through previous jobs or appointments from start to finish;
- Provide generalised information as to your background and experience; or
- Provide information that is not specifically relevant to the competence the question is designed to test.

A competence-based interview does however require you to:

- Focus exclusively, in your responses, on your ability to fulfill the competences required for effective performance in the role; and
- Provide specific examples of your experience in relation to the required competence areas.

In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:

- Situation – briefly outline the situation;
- Task – what was your objective, what were you trying to achieve;
- Action – what did you actually do, what was your unique contribution;
- Result – what happened, what was the outcome, what did you learn.

The panel will ask you to provide specific examples from your past experience in relation to each of the competences. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills, abilities and experience in each competence area. You may draw examples from any area of your work / life experiences.

SELECTION PROCESS

Making your application

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the eligibility/shortlisting criteria.

Guidance for Applicants

- The space available on the application form is the same for all applicants and must not be altered.
- We will not accept CVs, letters, additional pages or any other supplementary material in place of or in addition to completed application forms.
- Applicants must complete the application form in either typescript font size 12, or legible, block capitals using black ink.
- Applicants must not reformat application forms.
- Information in support of your application will not be accepted after the closing date for receipt of applications.
- HRConnect will not examine applications until after the closing deadline.
- Do not use acronyms, complex technical detail etc. Write for the reader who may not know your branch or your job.
- Write down clearly your personal involvement in any experience you quote. Write “I” statements e.g. I planned meetings, I managed a budget, I prepared a presentation. It is how you actually carried out a piece of work that the panel will be interested in.
- The examples you provide should be concise and relevant to the criteria.– This is very important as the examples which you provide may be explored at interview and you may need to be prepared to talk about these in detail if you are invited to interview. It is your *unique* role the panel are interested in, not that of your team or division.
- Where qualification form part of the eligibility/shortlisting criteria, candidates will be required to provide documentary evidence, if invited to interview.

Application Form Submission

- Please refer to the Candidate Information Booklet before completing an application.
- **All** parts of the application form **must** be completed by the applicant before this application can be considered. Failure to do so may result in disqualification.
- All applications must be received by the advertised closing date. Late applications or applications received by fax or by email will not be accepted. Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is also the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to HRConnect. HRConnect will not accept any application where they are asked to pay any shortfall in postage.
- Only the eligibility sections will be made available to the panel.

- Applicants are encouraged to submit online applications wherever possible. However, all requests for hard copy application packs are welcomed and all applications will be treated equally regardless of whether they are hard copy or online.
- When completing the online application, your information is saved as you move through the pages. You may leave the application at any time, providing you have clicked on the 'Save & Continue' button. Once your application has been submitted the option to edit will no longer be available.
- Please note - the session timeout for the online application is 40 minutes, if you do not save or change page within this time you will automatically be logged out and any unsaved work will be lost.
- Please do not attempt to reformat application forms as this will result in disqualification.

Communication between HRConnect and you

HRConnect will issue electronically as many competition communications as possible, you should therefore check your email account to make sure that you don't miss any important communications in relation to this competition. There may, however, still be a necessity to issue some correspondence by hard copy mail.

Transgender Requirements

Should you currently be going through a phase of transition in respect of gender and wish this to be taken into consideration in confidence to enable you to attend any part of the assessment process please contact HRConnect. Details of this will only be used for this purpose and do not form any part of the selection process.

Further appointments from this competition

Where a further position in the NICS is identified during the lifetime of the competition which has the same duties, essential skills and experience requirements to that outlined in this candidate information booklet, consideration may be given to filling the position from this competition.

Disability Requirements

Any candidate who because of a disability cannot complete the application form in its current format should contact HRConnect.

Vetting Procedures

1. Baseline Personnel Security Standard

The successful candidate will be required to be cleared to Basic level.

Order of Merit

The selection panel will assess the information presented by the candidate at interview against each selection criterion. A score will then be allocated against each selection criterion and a total interview score derived accordingly. Following the interview process HRConnect will add the score achieved at interview to the score(s) achieved in any other assessment(s) where applicable. Those candidates who achieve the overall competition and (if appropriate) individual criterion pass mark(s) will be deemed suitable for appointment subject to the number of posts to be filled. HRConnect will then publish the list on the portal and allocate a candidate (or candidates) to a vacancy (or vacancies) in merit order. The findings of the competition cease to be valid on the day on which a new competition is advertised or 2 years from the date of publication of the initial list, whichever is earlier.

Feedback

Feedback in respect of eligibility/shortlisting will be communicated automatically to those candidates who fail to satisfy any criteria. All other requests for feedback are welcome.

Completed Application Forms should be sent to the HRConnect Recruitment Team:

HRConnect
PO Box 1090
2nd Floor
The Metro Building
6-9 Donegall Square South
Belfast
BT1 9EX

NOTE: Late Applications or applications received by fax or email will not be accepted.

Contact details:

If you have any queries regarding the competition process please contact HRConnect at the address above or by:

Email: NICS@HRConnect.nigov.net
Tel: 0800 1 300 400
Fax: 028 9024 1665