



Driver & Vehicle  
Standards  
Agency

# Driving Examiner

- Salary: £28,119 | Location: Various (see advert for details)
- Benefits: Excellent Employer Salary contribution of around 27%. 25 days starting annual leave. Public holidays off.



Helping you **stay safe** on **Britain's roads**

## DVSA – who we are.

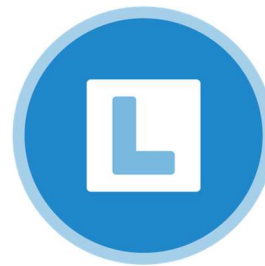
Great Britain's roads are among the safest in the world.

The Driver and Vehicle Standards Agency (DVSA) helps keep Britain moving, safely and sustainably.

We help people through a lifetime of safe and sustainable journeys, keep their vehicles safe to drive, and protect them from unsafe drivers and vehicles.

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



**2 million**  
theory tests each year.



# About the Job

As a **Driving Examiner**, you'll be on the frontline of road safety in Great Britain.

Every day, you will be involved in a crucial life moment of a driver as they take their driving test.

Your knowledge, driving skills, and judgement will determine if they are ready and safe to take to the road alone.

You'll get to meet people from all backgrounds, while being an important part of a tight-knit, diverse team, all focused on helping people start a lifetime of safe driving.

You'll get to use your **people skills**, and develop great **customer service**, as you meet and greet **customers** and instructors while **reassuring** nervous learners.

**This is an exciting opportunity to join the team and make a real difference to road safety in Great Britain**

## Your key duties will include:

- Establishing a good rapport with customers before the test to help them feel comfortable and enable them to drive as safely as possible
- Maintain outstanding customer service standards by treating every customer with civility and respect, and by fully acknowledging their diversity
- Evaluate customers' driving proficiency in accordance with DVSA standards and DVSA operational procedures
- Use a tablet to record test results; accurately filling out test outcome write-ups as needed
- Make prompt, sensible, and occasionally challenging judgements
- Communicate to customers in a clear, concise, and empathic manner when providing both positive and negative outcomes
- Create and preserve a positive teamwork atmosphere in the test centre by collaborating with the Local Driving Test Manager and other team members.

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In addition to working 37 hours a week over seven days, full-time driving examiners are expected to complete seven driving tests every day. One weekend day is required to be worked in each 4 week period. Employees will take weekday days off if they are expected to work on the weekend.

To improve your work-life balance, we advocate for an environment at work that offers a variety of flexible possibilities. You can also find more information about the work patterns by going to [Driving Examiner Information](#) (link to careers website).

If you accept a job offer, you must begin your training as soon as possible when the pre-employment checks are complete.

When you start, you will complete initial induction learning and online training, before undertaking practical training at a local test centre. After completing the practical training, you will travel to one of our regional training facilities, for up to 3 weeks, to complete your practical assessment training. All travel costs will be paid.

## Who are we looking for?

You'll be an **experienced driver** with good judgement and are committed to safe driving and improving road safety with the ability to reassure and support learner drivers.

You have **excellent communication and customer service skills** to help you deliver a brilliant and high-quality service in a fast-paced environment. You will be confident in making timely, justified and sometimes difficult decisions.

You have a **calm and composed persona** and thrive under pressure which will help you put learner drivers at ease during a nerve-wracking experience.

You can **multi-task** and manage different priorities at the same time with ease.

## Essential Requirements

- You must be **aged 23 or over** (a requirement of the 3rd EU Driving Licence Directive - Directive 006/126)
- You must have held a **UK or EU driving licence** continuously for the last **3 years**.
- For applicants with an EU licence **please note** - if you are successful in the recruitment process (including interview and drive) and offered a post there is a requirement to exchange your licence for a GB equivalent **before** attending the new entrant training course.
- You must have **no more than 3 penalty points** on your licence.

## **Experience**

You will have experience of the following:

- Ability to remain composed, compassionate, and professional at all times
- Capacity to comprehend difficult material and provide customers with clear explanations
- Effective verbal and non-verbal communication skills to be able to deal with a wide range of diverse customers
- Ability to consistently deliver outstanding customer service
- Capacity and desire to continuously learn, develop and evolve
- The ability to demonstrate and maintain a high level of driving at all time
- Comprehensive knowledge and understanding of the highway code and correct road procedures.

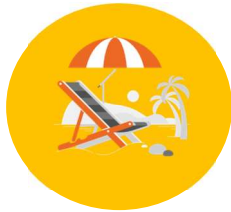


## Working at DVSA

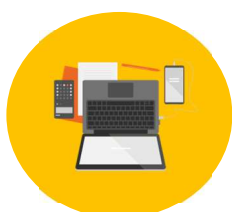
We offer a wide range of employee benefits, such as:



Flexible working, including part-time working and job share options.



Generous Annual Leave, public holidays, and paid privilege entitlement to mark the King's Birthday.



Fast, modern IT kit enabling seamless collaboration working.



Access to apprenticeships from L2 - L7 and study leave



Childcare schemes and generous parental and carer schemes



Development Opportunities



Cycle to work



Plus, lots more benefits, discounts, and schemes. See more at [DVSA Careers](#)

## 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're committed to giving all our colleagues purpose, professionalism and pride in what we do. We work in supportive, diverse and inclusive teams where everyone is valued. You can grow, develop and progress, and make a real difference to society.

We welcome applications from every part of the community. We believe everyone is involved in making DVSA an inclusive and great place to work.

For more information on Civil Service Recruitment Principles, see the [Civil Service Commission](#) website.

# Success Profiles

We assess applicants using [Success Profiles](#). This assesses a range of elements using a variety of methods. This provides the best possible chance of finding the right person for the job and improving diversity and inclusion.

You will be expected to demonstrate the following [Civil Service Behaviours](#)

- **Making Effective Decisions**
- **Communicating and Influencing**
- **Managing a Quality Service**



## The Application Process

There are three stages to the application and assessment process.

### Application

You should 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 an [online customer service skills test](#) **This is a timed test**. This is to test your skills as a **Civil Servant** and measure your ability to **demonstrate judgement, decision-making** and **managing customers**, which are the key skills which have been selected as important for success in your chosen job. (See advert). This means questions are more **rounded** and not solely linked to the role of a Driving Examiner. Please see below links for more guidance on this.

- [Practice Customer Service Skills Test](#)
- [Customer Service Skills Test Video](#)

## Interview and assessment.

Candidates that meet the standard of the online test will be invited to undertake an online interview using the Microsoft Teams platform.

As part of the online interview, you will have the opportunity to respond to questions that have been selected for this role; the best part, you can take this interview anywhere, and there will be a number of available slots to choose from within the deadline.

The interview offers you the following benefits:

- The chance to bring your skills and attributes alive
- Really demonstrate why you're ideal for the job
- Demonstrate your communication skills in 'real-time'

We encourage you to complete this interview as soon as possible before the deadline so we can help you if you require any technical support

Interviews will be held between xxxx and xxxx and if you fail to sign up for, and, complete the online interview before the deadline your application will be withdrawn.

## Driving assessment

Successful interview candidates will be invited to a **driving assessment** (undertaken in a manual car, provided by DVSA).

- You will be required to drive on **various types of roads** and in **different traffic conditions**. This will include a section of independent driving.
- You'll be asked to give a **short** talk-through of your **observations**, including how you **prioritise risks** and **plan** your responses accordingly. **Safety and technique** will be assessed, while being mindful of eco-safe driving techniques.
- In the event of a high volume of applicants, we reserve the right to raise the pass mark at each stage of the selection process to determine how many candidates progress to the next stage.
- Driving assessments will be held between xxxx and xxxx and if you fail to sign up for, and, complete the driving assessment before the deadline your application will be withdrawn.

For further information about the assessment and what to expect on the day please visit the following site where a video has been included to provide more information and an outline of the 12 assessment elements:

[DVSA Driving Examiner Roles - Department for Transport Careers \(dft.gov.uk\)](https://www.dft.gov.uk/dvsa/driving-examiner-roles)



## Find out more about working with us.

If you want to learn more about us, 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)

**To find out more information about our virtual events and open days, please visit our Driving Examiner page.**

[Driving Examiner Information](#)

**Get more info about DVSA, our work and service, at GOV.UK: [www.gov.uk/dvsa](http://www.gov.uk/dvsa)**

**Read Despatch, our blog for driver and rider trainers: <https://despatch.blog.gov.uk/>**

**Sign up for DVSA Directs on driver and rider training and updates to the Highway Code:**

[www.gov.uk/guidance/dvsa-email-alert](http://www.gov.uk/guidance/dvsa-email-alert)

**You can also follow us on social media:**



– [@dvsagovuk](#)



Facebook – [DVSAgovuk](#)



LinkedIn – [Driver and Vehicle Standards Agency](#)