

census 2021

Census 2021 Centre Support Service - Volunteer Role

Title	Volunteer Census Support Advisor
Hours	Minimum of one 3 hour session per week (additional welcomed) Role duration from March to May 2021 (inclusive). Dates TBC (Mandatory training required during January/February 2021)
Requirements	<p>In taking on this role, you will be required to:</p> <ul style="list-style-type: none">• Sign the Census Confidentiality Undertaking which commits you to protecting personal information in line with legal and other requirements.• Attend mandatory training, face-to-face (<i>subject to COVID-19 local/national restrictions</i>) and online between January to February 2021.• Have a standard DBS check dated January 2020 or later (Sutton Council will conduct this check and require your ID documents to do so). <p><i>Note: Advisors will be supporting adults in an open setting, with other people present.</i></p>
Role Purpose	<p>The United Kingdom census is a ten yearly compulsory survey that gives the most accurate estimate of all the people and households in England and Wales. The information collected from the census helps inform local authorities and government about demands for vital public services such as schools, hospitals, GP services and social care provisions.</p> <p>In 2021, the census will be 'digital-first' and accessible through an online platform. The Office for National Statistics (ONS) is responsible for carrying out the census in England and Wales and has contracted with Good Things Foundation to set up and mobilise a network of community organisations and libraries which will form the Census Support Centres to provide people with support to complete their census online.</p>

Key Tasks:

Playing a key role in the development and implementation of the face-to-face Support Service for the 2021 Census, you will:

- Complete online training on how to support the census (to include data protection and information security training)
- Meet and greet respondents, explain the purpose of the census and reassure respondents about how their data will be used
- Support the respondent to get an access code (if required), through use of the data collection tool
- Provide 1-1 support to complete the eQuestionnaire to meet the needs of the respondent - reading questions in English or translating into own language, acting as a scribe where requested (where the individual struggles to use a keyboard or has poor literacy), supporting the respondent to access online help (or call centre help, providing access to accessibility tools)
- Complete a count of individuals using the service, and their referral route (through the DCT (an online application) - no personal data is collected)
- Log any customer complaints using systems provided by Good Things Foundation
- Log any incidents using systems provided by Good Things Foundation
- Conduct an exit survey, provided by Good Things Foundation or ONS, if required
- Be willing to take part in dry runs/testing of the service including any systems in preparation for the live census
- Be willing to work with other centres and ONS engagement staff in the local area to support engagement activity. This could include:
 - Offering the support service to groups with which you have existing relationships/partnerships (ESOL learners, digital skills classes, religious/ethnic community groups, etc)
 - Actively trying to increase footfall and engagement to your centre through the use of social media marketing (support and templates will be provided by Good Things Foundation), poster distribution in your local area, providing advertisement within your organisation about the service, networking and word of mouth etc

Experience and Skills Required:

Your Experience	<p>Essential</p> <ul style="list-style-type: none">● Experience of working with the general public and communicating appropriately in a range of styles <p>Desirable</p> <ul style="list-style-type: none">● Experience of following processes and reporting of incidents● Experience of dealing with vulnerable adults and young people
Your Knowledge and Skills	<p>Essential</p> <ul style="list-style-type: none">● A confident communicator with excellent interpersonal/people skills● Excellent relationship building skills, customer care skills and the ability to work collaboratively both internally and externally, with people at all levels● Exceptional time management skills and ability to prioritise● Maintain confidentiality● Adaptable to changes in service delivery (where required) <p>Desirable</p> <ul style="list-style-type: none">● Fluent in additional languages or experience of working with those with language needs● Confident user of the internet and basic tablet/mobile phone apps● Have links with your immediate community and with local groups who can engage some of our target groups: elderly, carers, religious or ethnic communities, young people who live independently and are not in employment, education or training, etc.