

Regional Census Support Manager (South East/Home Counties) - Job Description

Job title	Regional Census Support Manager
Location	Home / Field based in the South East/Home Counties You may also be required to travel to our Sheffield based Head Office on occasion.
Hours	37.5 hours p/w. Fixed Term Appointment to start as soon as possible until 27th May 2021. <i>You may be required to work out of hours to meet operational needs.</i>
Reports to	National Census Support Operations Manager
Staff responsible For	N/A
Date	October 2020
Salary	£27,000 (per annum, pro rata for the duration of the contract)
Other requirements	<p>In taking on this role, you will be required to sign the Census Confidentiality Undertaking which commits you to protecting personal information in line with legal and other requirements.</p> <p>You must be resident in, or have willingness to locate within easy travel distance of the South East/Home Counties/Outer West London</p> <p>You will be required to complete and pass a BPSS check.</p> <p>You will need to hold a UK driving license with no more than 6 penalty points. It is essential that you own a vehicle and hold business use insurance.</p> <p>You will also be required to successfully complete the training and assessment programme for Census Support Advisors.</p>

<p>Benefits</p>	<ul style="list-style-type: none"> ● 28 days holiday - to include bank holidays (pro rata for the duration of the contract). Your annual leave will need to be taken outside the main operational period (1st March to 27 May 2021) ● Up to 3 days paid emergency/compassionate leave ● Employer pension contribution of 3% and a 5% employee contribution ● Statutory sick pay ● Confidential Employee Assistance helpline ● Paid expenses (pre agreed) ● Laptop or tablet, & mobile phone for work purposes
<p>Job Purpose</p>	<p>You will work as part of the Good Things Foundation Census team to support the delivery of the Census Support Service for Census 2021. You will help plan and advocate for the service at a Regional level, managing the relationship with a network of centres, and ONS field and engagement staff, to ensure all those who need support to complete their Census can access the service.</p>
<p>Job summary</p>	<p>We are looking for an organised, efficient and collaborative individual with high attention to detail. Responsible for the contract, relationship and performance management of a network of around 60 Census Support Centres across the region.</p> <p>Playing a key role in the development and implementation of the Census Support Service for the 2021 Census, you will work with the Census project team and the Office for National Statistics (ONS), including local and regional teams managing field operations and community engagement support activities that will drive take-up of the Census Support Service and maximise Census completions across the regions.</p> <p>The Census:</p>

	<p>The census is a once a decade compulsory survey of the entire population of England and Wales. It provides detailed information and statistics that drive future decisions and the direction of the country.</p> <p>Census 2021 will continue a history that stretches back more than 200 years - there's been a census every ten years since 1801, except for 1941. The census is unique and touches every individual and household in the UK. The data collected is vital in helping us understand our society. It opens a window on the needs of different groups within our population, supports equalities monitoring and is used by organisations and individuals to make decisions that affect us all. Government, businesses, charities and local authorities use the data to understand changing demands for transport links and for public services such as schools, doctors' surgeries and hospitals.</p> <p>The Office for National Statistics (ONS) carries out the census for England and Wales. Good Things Foundation has been contracted by ONS to deliver the Census Support Service for Census 2021, to enable people who do not have the skills or access to be able to complete the Census to do so. Find out more about the Census 2021 here - www.census.gov.uk</p>
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Key Objectives and Accountabilities

Reporting

- Support the collation of information for reporting, as required
- Supporting complaints or incident investigation activities, working closely with the DSI Manager (Census) & National Census Support Operations Manager
- Produce weekly activity reports and attend regular Regional team and Project team meetings

Supplier and Stakeholder Management:

- Building and managing relationships with CSS centre managers and Lead Advisors
- Building awareness and confidence in the CSS service in the region with ONS field and engagement staff, and other key stakeholders
- Actively contributing to local ONS Census Engagement Managers plans for mobilisation of the community engagement and support services

Communication:

- Acting as the day to day contact for CSS centres
- Ensuring the timely and effective flow of information between the Census HQ project team and CSS Centres
- Ensuring the timely and effective flow of information between the CSS centres and ONS Field and engagement staff
- Adopting a collaborative approach to problem solving and maintaining business continuity in live Census operations
- Using social media to promote the CSS service and advising and support CSS centres in promoting their services at a hyper-local level.
- Liaising with, and answering enquiries from local media about CSS activities

Processes, systems and documentation

- Daily updates of the CRM system (Monday.com)
- Exception reporting on key performance indicators
- Audit and compliance visits (where requested)

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Corporate responsibility

- Ensuring your work is always in the best interests of Good Things Foundation & Census Support Centres. Supporting others across the organisation to deliver their objectives when needed and be proactive in identifying and addressing opportunities and threats to the whole organisation
- Ensuring you comply with the contractual and legal requirements of the ONS contract adhering to confidentiality and security of census information and maintaining public confidence at all times

Person Specification

Criterion		Essential (E) Desirable (D)
Your Experience	<ul style="list-style-type: none"> • Experience of building and managing relationships with customers and stakeholders at all levels, communicating appropriately in a range of styles • Experience of managing processes, working to tight deadlines and delivering results under pressure • Experience of performance management, delivering exceptional results through collaborative working • Experience of working with the third sector, charity or local government organisations in the region • Experience of remote working 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>
Your knowledge and skills	<ul style="list-style-type: none"> • Excellent written skills, in particular experience of customer communications and report writing • A confident communicator with excellent people/interpersonal skills • Excellent relationship building skills and the ability to work collaboratively both internally and externally, with people at all levels • Exceptional time management skills and ability to prioritise • Confident user of technology, with excellent digital skills • Understands the power of digital to transform people's lives • Understanding of the geographic region you are working in • Ability to communicate in languages in addition to English 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p>
Good Things Foundation Behaviours	<ul style="list-style-type: none"> • We are collaborative • We are positive • We are creative • We are people focussed • We are curious 	

Other requirements	<ul style="list-style-type: none"> ● Resident in, or willingness to locate within easy travel distance of the Region for which you are applying ● Eligible to work in the UK in line with civil service requirements ● Willing to work flexible hours, which may include some weekend or evening working during the main operational period ● Ability to travel to Sheffield and or other regions, where necessary ● Willingness and ability to travel throughout your geographically assigned region ● To demonstrate a commitment to safeguarding vulnerable adults ● To comply with our organisational Safeguarding Policies and Procedures ● To satisfy our pre-employment checking process (see below) ● To comply with our information security and data protection policies and procedures ● Please note: overtime is not paid for any additional hours worked 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Your education and qualifications	<ul style="list-style-type: none"> ● Minimum of five GCSEs A* - C or equivalent, including Maths & English 	<p>E</p>

Good Things Foundation is a social change organisation with a mission to ensure that everyone benefits from digital. We live the change we are seeking to achieve and encourage applications from diverse backgrounds. We operate a policy of providing equal opportunities in all aspects of work including recruitment, training, and promotion, whatever the colour, race, religion, belief, ethnic or national origin, gender, sexual orientation, marital status, age or disability of an employee, having regard to the individual's aptitudes and abilities and requirements for the job. Good Things Foundation is opposed to all forms of unlawful and unfair discrimination.

Safeguarding Statement and Pre-Employment Checks

Here at Good Things Foundation, we work with vulnerable adults and are fully committed to ensuring their safeguarding and welfare at all times, in line with our Safeguarding Policy and Procedures. All of our employees, contractors and volunteers will be expected to comply with the policy and procedures. Upon a conditional offer of appointment being made, all employees will also be required to satisfy our pre-employment screening process which for this position, will include:

- *An identity check (photo ID)*
- *Receipt of two satisfactory references*
- *Documentary evidence of right to work in the UK*

The organisation will also carry out a Baseline Personnel Security Standard check (BPSS) prior to your commencement of employment. This check will consist of a Right to work check, ID data check, criminal records check, employment history check and the disclosure of any significant periods spent abroad (6 months or more in the last 3 years). The BPSS check will be undertaken by an external agency.