

## Census Collector – 2023 Census

### Poukahi – Whakaharatau Tatauranga 2023

#### Nga mahi o te tari kāwanatanga | Working in the Public Service

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

#### Mō Tatauranga Aotearoa | About Stats NZ

As New Zealand's national statistics office, Tatauranga Aotearoa Stats NZ is uniquely positioned to support the decisions that the Government, Māori and Iwi organisations, businesses, NGO's and New Zealanders make every day. Our structure, culture and systems are designed with collaboration and customers in mind – mobilised and working together to realise our ambition: **About Aotearoa, for Aotearoa – data that improves lives today and for generations to come.**

The increased availability of data brings data-driven innovation. Insights obtained from exploring data can lead to new and creative approaches in business, public services, and customer experience – ultimately improving the wellbeing of New Zealanders. Tatauranga Aotearoa Stats NZ, as data stewards and leaders of the data eco-system, proactively protect and enhance the provision of good quality data in order to realise the value of data.

Stats NZ is led by the Chief Executive who is also the Government Statistician and Chief Data Steward.

#### Position Overview | Mō te tūnga

As a Census Collector, you will support the delivery of a successful 2023 Census operation by undertaking Census field work in an assigned area. You will represent Stats NZ on the doorstep which

will involve interacting, engaging, listening to and understanding people from a diverse range of cultures, age groups and socio-economic backgrounds, to enable and/or motivate them to take part in the 2023 Census. and reports directly to a local Team Leader.

The work involves tasks such as checking and updating address information, delivering and collecting Census materials and information to and from a variety of households and dwellings, and keeping records of your experiences in the field. This will require you to walk around your designated locations carrying Census materials and use hand-held technology to undertake your Census work. This will also require you to be able to drive to, from, and between your allocated work locations. As a result of the requirement for person-to-person contact, work hours will be scheduled for times with the highest likelihood of making direct contact with respondents.

The position can either be undertaken on a full-time basis of 40 hours per week or part-time basis (minimum of 16 hours over 2 days) per week. Full-time Census Collectors will be required to work 8 hours per day for 5 days every week, including one weekend day.

### Position Responsibilities

The position requires you to carry out all or some of the following tasks:

- Issue census materials to households in advance of Census Day and follow up after Census Day if they have not responded
- Deliver and collect Census materials at non-private dwellings including hotels, campsites, residential care facilities, and hospitals in the weeks leading up to Census Day
- Promote and encourage Census completion, providing assistance and support as required at each address
- Complete face-to-face and online training programmes, accessing the knowledge base and participating in debriefs and hui
- Wear Stats NZ supplied equipment including mobile device, branded high-vis vest, and identification badge
- Practice care and prevent damage to or loss of all Stats NZ equipment and devices
- Return ALL Stats NZ supplied equipment and devices and materials post Census field operation

You will be expected to:	Actions you will take:
Undertake Census field work	<ul style="list-style-type: none"> <li>• Drive to, from, and between work locations in your allocated area, walk door to door to selected dwellings carrying equipment and materials</li> <li>• Competently use Stats NZ technology including a mobile device tablet and software applications</li> <li>• Accurately and consistently follow field procedures and processes, schedule appointments where necessary or requested, and complete all assigned work on time</li> <li>• Escalate all issues or concerns to your Team Leader or the Field Staff Helpline</li> <li>• Maximise contact with respondents and follow effective communications to increase response rates</li> <li>• Check that respondents have completed all questions on the Census materials in order to preserve data quality</li> <li>• Check and update dwelling information to ensure dwelling counts are accurate</li> <li>• Answer respondent queries or refer them to the public contact centre</li> <li>• Complete daily electronic timesheets and mileage logs</li> </ul>

Communicate effectively	<ul style="list-style-type: none"> <li>• Provide a positive experience for Census respondents by communicating and engaging professionally and respectfully</li> <li>• Communicate awareness of the purpose of the 2023 Census, confidentiality, the link to respondents' lives and value add to Aotearoa</li> <li>• Relate to and interact with people from a diverse range of cultures, age groups, and socio-economic backgrounds.</li> <li>• Listen, engage, motivate, and encourage potential Census respondents, including those that are hesitant or resistant, to complete the Census</li> <li>• Respond to all communications sent to you by your Team Leader and wider team in a timely manner</li> </ul>
Preserve public trust and confidence in Stats NZ	<ul style="list-style-type: none"> <li>• Represent Stats NZ in a professional and respectful manner, demonstrating Stats NZ values and adherence to relevant policies and processes. Respect and maintain the security and confidentiality of all information collected</li> <li>• Never disclose respondent information. Keep records and data secure both in the field and at home</li> </ul>
Enable data equity for iwi, Māori through Census	<ul style="list-style-type: none"> <li>• Understand Te Tiriti o Waitangi (Treaty of Waitangi) and how this applies to your role including use of greetings and pronunciation appropriate to the respective region</li> <li>• Increase your responsiveness to Māori by actively applying knowledge of te reo Māori and tikanga, and build knowledge of te ao Māori</li> </ul>
Keep yourself and others safe by promoting and demonstrating compliance to Health, Safety and Wellbeing obligations	<ul style="list-style-type: none"> <li>• Understand and comply with the responsibilities and obligations to maintain Stats NZ's health, safety and wellbeing policies. Follow appropriate procedures for reporting accidents and hazards</li> <li>• Take personal responsibility for your own health, safety and wellbeing and take necessary rest and meal breaks. Maintain regular contact with your Team Leader to report your daily movements when working out of cell phone range</li> </ul>

## Person specification | Ngā āhuatanga e hiahiatia ana e Mātou

- Excellent interpersonal, communication, organisational, and time management skills
- Always professional, remains calm in challenging situations and is compliance minded
- Competent user of mobile devices and technology (including email, text, mobile applications) and with access to a reliable internet connection
- Conscious of data security and personal information, and able to safely store kit and forms
- Excellent interpersonal and customer-service skills, including speaking to members of the public and sharing stories e.g. what census means to the local community
- Good knowledge of your local community, is community-focused and culturally aware

- Knowledge of te reo me ōna tikanga Māori (desirable) but most importantly the commitment to learn and understand Te Ao Māori.
- Comfortable working independently (including in rural locations) and as part of a team
- A level of physical fitness that allows you to walk for long periods while carrying bags with the required field equipment and resources (approx. 5kg)
- Ability to navigate maps and location information systems
- A valid New Zealand driver's licence is desirable but not essential. Also preferred, but not essential, is access to unrestricted use of a secure roadworthy vehicle with a minimum of third-party insurance that you are willing to use for work.

## **The Stats NZ Way | Ngā āhuatanga o Tatauranga Aotearoa**

- Our people are the driving force for achieving our goals. People and Culture are our number one focus.
- We engage in honest and open conversations and respect one another's feedback and ideas.
- We encourage a growth mindset and an appetite for continuous learning.
- We work to understand our stakeholder/customer requirements and deliver quality products and service visibly, consistently and repeatedly.
- We use plain language to write and explain because plain language helps create common ground and build connections. Making complicated simple and being transparent creates trust.
- We support initiatives to increase responsiveness to Māori including actively working to better understand Te Ao Māori and build relationships with Iwi and Māori stakeholders.
- We hold one another accountable for safety and security of our data and systems. We apply and monitor compliance with Stats NZ's information and data governance standards and protocols.
- We place high importance on each other's health, safety and wellbeing. We speak up, we listen, and we act on health, safety and wellbeing concerns.