

## 2013 Census – District Supervisor

### Job description

Job title	2013 Census – District Supervisor
Location	Based in a district office or home office (as allocated)
Business unit / Team	Census Collection Operations
Grade and salary	Pay Group 1, Pay Band 3 (fixed remuneration \$49,500)
Reports to	2013 Census – Area Manager
Employment type and period	Fixed term from 22 November 2012 to 17 April 2013. Full-time (except between 11-17 April which is part-time).

## Welcome to Statistics New Zealand

### Who we are

Statistics New Zealand – Tauranga Aotearoa is the country's main provider of official statistics. We also lead the Official Statistics System (OSS), which coordinates all statistics produced by government departments. Our aim is to inform society.

Official statistics are used by government, local authorities, businesses, community groups, and individuals. They are useful for:

- keeping track of and understanding the state and progress of New Zealand
- steering the economy to improve the prosperity, security, and opportunities of New Zealanders
- informing debate and making decisions.

Statistics NZ is a department of the New Zealand Public Service. Our duties and responsibilities are set out in the Statistics Act 1975.

### Our core values are:

- leading
- connecting
- communicating
- statistical excellence
- integrity
- confidentiality and data security.

### Our commitment to the Treaty of Waitangi

Statistics NZ works to ensure that the statistical needs of Māori are identified and progressively met. This complies with the principles for government action on the Treaty of Waitangi.

### New Zealand Census of Population and Dwellings

The census is the official count of people in New Zealand and the places in which they live. The information people give us in the census is used by many groups to decide how to provide the things New Zealand needs, like hospitals, schools, and roads.

The next census will be held on Tuesday, 5 March 2013. It will involve the delivery and collection of census forms for an estimated 4.6 million people and 1.8 million dwellings. Around 7,000 census collectors will be needed to personally deliver forms to every household before census day, and to promote completing census forms online.

## Summary of your role

As a 2013 Census – District Supervisor you will be accountable for recruiting, training, and leading a team of collectors and an office administrator (if applicable), and overseeing enumeration work in an assigned location.

There are 420 district supervisors who will each be responsible for about 16 collectors.

Your broad role as a 2013 Census – District Supervisor will be to:

- recruit and train a team of collectors to undertake census enumeration work, which involves delivering and collecting census forms and information to and from dwellings (private and non-private)
- recruit and train an office administrator (if applicable)
- supervise and manage the performance of your team
- plan the enumeration of your district, including pre-enumeration
- promptly and effectively deal with operational and staff issues
- assist with building and maintaining relationships with local community groups to promote the census and encourage the fullest possible participation of the district's population
- assist with the set-up, and decommissioning of a field office
- keep your Area Manager fully informed about field activity
- provide regular reporting.

You will be accountable for the work you do, and contribute positively to the values and outcomes outlined in our strategic plans, including Statistics 2020 Te Kāpehu Whetū, and our Statement of Intent.

You will report to, and work on a day-to-day basis with, your Area Manager.

## Detailed description of your role

You will be expected to:	To achieve this you will need to:	As a result, we will see you:
prepare for work	<ul style="list-style-type: none"> <li>• read and become familiar with census handbooks, user guides and materials, and computer systems, both before training, as directed, and throughout your employment</li> <li>• attend and actively participate in each district supervisor training session</li> <li>• assist with the sourcing and set-up of a field office, as required</li> <li>• undertake pre-enumeration to become familiar with the district and any potential problems</li> <li>• formulate an approach to enumeration in your district based on local knowledge and pre-enumeration work</li> </ul>	<ul style="list-style-type: none"> <li>• knowledgeable in all aspects of the role</li> <li>• complete all pre-training tasks to a satisfactory standard complete all training tasks to a satisfactory standard</li> <li>• have a thorough knowledge of your district and identify potential enumeration problems in your district</li> </ul>
maintain confidentiality and security	<ul style="list-style-type: none"> <li>• follow, and ensure your staff follow, security and confidentiality procedures for delivering, collecting and storing census materials</li> </ul>	<ul style="list-style-type: none"> <li>• keep census materials secure and information confidential at all times</li> </ul>
ensure adherence to health and safety policy and procedures	<ul style="list-style-type: none"> <li>• follow, and ensure your staff follow, the health and safety policy and prescribed procedures</li> <li>• report, investigate, and document all accidents, incidents and hazards as prescribed</li> </ul>	<ul style="list-style-type: none"> <li>• ensure adherence to health and safety policy and procedures</li> </ul>
recruit your team	<ul style="list-style-type: none"> <li>• recruit the best available applicants for collector, special collector, and office administrator (if applicable) positions in your district following the census recruitment processes</li> <li>• provide recruitment support to buddy district supervisor(s) for the recruitment of their collectors, special collectors, and office administrator (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• follow census recruitment processes</li> <li>• recruit collectors, special collectors, and an office administrator (if applicable) as planned</li> </ul>
train your team	<ul style="list-style-type: none"> <li>• plan, prepare, and conduct delivery and collection training for collectors, with buddy district supervisor(s), following the District Supervisor Lesson Plan for Collector Training</li> <li>• provide on-the-job training for your office administrator (if applicable)</li> <li>• provide training for special collectors or additional training for any staff, as required</li> </ul>	<ul style="list-style-type: none"> <li>• follow census training procedures</li> <li>• ensure your collectors, special collectors, and office administrator (if applicable) are effectively trained</li> </ul>
provide leadership to your team	<ul style="list-style-type: none"> <li>• supervise and support collectors and office administrator (if applicable)</li> <li>• monitor the work performance of collectors and office administrator staff (face to face, via email and phone) against performance outcomes</li> <li>• appropriately manage, and escalate where required, performance or behavioural issues as they arise</li> </ul>	<ul style="list-style-type: none"> <li>• ensure staff are well supervised, monitored, and supported to ensure they meet performance outcomes</li> <li>• effectively manage the performance of your team</li> </ul>
manage communications and publicity within your district	<ul style="list-style-type: none"> <li>• build and maintain relationships with councils, community groups, iwi, and businesses within the district, following census stakeholder management principles</li> <li>• work with community organisations to promote the objectives of census in a professional way</li> <li>• ensure you, and your team, effectively and appropriately interact with the public</li> </ul>	<ul style="list-style-type: none"> <li>• establish effective working relationships with councils, community groups, iwi, and businesses</li> <li>• ensure public awareness, in your district, of the main messages of census</li> </ul>

You will be expected to:	To achieve this you will need to:	As a result, we will see you:
manage operations in your district	<ul style="list-style-type: none"> <li>• manage (or contribute to the management of) the district office</li> <li>• decommission (or contribute to the decommissioning of) the district office and return all relevant materials to the Operations Centre</li> </ul>	<ul style="list-style-type: none"> <li>• effectively manage (or contribute to the management of) the district office</li> <li>• decommission (or contribute to the decommissioning of) the district office and return all census materials to the Operations Centre</li> </ul>
oversee the enumeration in your district by your collectors	<ul style="list-style-type: none"> <li>• ensure your collectors have a good understanding of their maps and plan their route accordingly</li> <li>• ensure census forms are delivered and collected for every occupied dwelling and every person in your district by your collectors</li> <li>• ensure your collectors promote the online option during delivery and collection</li> <li>• carry out regular quality checks of your collectors' work to ensure a high quality is maintained</li> <li>• ensure appropriate attempts have been made to enumerate all dwellings in the district</li> <li>• ensure your collectors' fieldbooks are an accurate record of dwellings and enumeration in your district</li> <li>• check all forms and materials provided by collectors during handover</li> <li>• complete follow-up for refusals and non-response</li> </ul>	<ul style="list-style-type: none"> <li>• ensure delivery and collection of census forms, in your district</li> <li>• ensure the online option is promoted, in your district, during delivery and collection</li> <li>• complete collector quality checks during delivery and collection</li> <li>• ensure appropriate enumeration attempts are carried out at all dwellings in your district</li> <li>• complete the handover of census materials with all your collectors</li> </ul>
prepare and provide reports	<ul style="list-style-type: none"> <li>• provide daily progress figures for your district during delivery and collection</li> <li>• complete weekly reports on progress in your district</li> <li>• regularly report on recruitment progress</li> <li>• provide ad hoc operations reports, as required</li> <li>• participate in final debrief, if required</li> <li>• prepare collector and office administrator performance assessments</li> <li>• complete a final report on your district</li> </ul>	<ul style="list-style-type: none"> <li>• enter all daily progress figures into the computer system</li> <li>• keep your Area Manager fully informed about field activity</li> <li>• provide census management with relevant field intelligence</li> <li>• complete all required reports</li> </ul>
build connections and work collaboratively	<ul style="list-style-type: none"> <li>• work collaboratively within the team to achieve successful outcomes</li> <li>• develop good working relationships with councils, community groups, iwi, and businesses within the district to identify how you can meet their needs</li> </ul>	<ul style="list-style-type: none"> <li>• ensure your engagement with others is open, friendly, and responsive</li> <li>• build mutually beneficial internal and external relationships</li> </ul>
communicate effectively	<ul style="list-style-type: none"> <li>• communicate ideas and information to different audiences in plain English</li> <li>• communicate clearly and concisely in all written and oral communications</li> <li>• share information and knowledge with other census staff in a proactive, timely way that fits the purpose</li> </ul>	<ul style="list-style-type: none"> <li>• be understood by all internal and external people in both written and oral communication</li> <li>• write clearly and concisely</li> <li>• communicate with team members and managers regularly</li> </ul>

## Required qualities for your role

Quality <sup>1</sup>	As a 2013 Census – District Supervisor you will need to:
Experience, skills, and requirements	<ul style="list-style-type: none"> <li>• have experience in recruitment, team leadership, and managing people</li> <li>• have experience in facilitating group sessions (eg meetings or training)</li> <li>• work varied and additional hours (including some weekends and evenings) as required during peak periods</li> <li>• be available to travel (including overnight stays) for training and field work, as required</li> <li>• have a valid New Zealand driver licence</li> <li>• have unrestricted use of a secure roadworthy vehicle that you are willing to use for work</li> <li>• have a good sense of direction, the ability to read a map and follow street directions</li> <li>• have good knowledge of your local community</li> <li>• have a sound level of computer literacy, including experience with MS Word, MS Excel</li> <li>• have adult teaching experience (an advantage)</li> </ul>
Composure	<ul style="list-style-type: none"> <li>• be level-headed and a positive role model when under pressure</li> </ul>
Confronting direct reports	<ul style="list-style-type: none"> <li>• promptly and effectively deal with team members whose performance or behaviour is not meeting expectations</li> </ul>
Decision quality	<ul style="list-style-type: none"> <li>• make sound decisions based on analysis, wisdom, experience, and judgement</li> </ul>
Hiring and staffing	<ul style="list-style-type: none"> <li>• seek out and appoint people who will meet and often exceed the performance requirements of their positions</li> </ul>
Informing	<ul style="list-style-type: none"> <li>• ensure team members are well informed and have easy and timely access to all the information they need to do what is expected of them</li> </ul>
Integrity and trust	<ul style="list-style-type: none"> <li>• be straightforward, honest, and trustworthy</li> </ul>
Interpersonal savvy	<ul style="list-style-type: none"> <li>• relate well to all kinds of people and build effective relationships</li> </ul>
Learning on the fly	<ul style="list-style-type: none"> <li>• be open to the unfamiliar and quick to learn</li> </ul>
Managing and measuring work	<ul style="list-style-type: none"> <li>• achieve results by clearly assigning tasks and responsibilities, setting specific and measurable objectives, monitoring progress, reviewing outputs, and evaluating outcomes</li> </ul>
Organising	<ul style="list-style-type: none"> <li>• be organised and able to obtain and use resources effectively and efficiently</li> </ul>
Presentation skills	<ul style="list-style-type: none"> <li>• be an effective presenter in a range of settings</li> </ul>
Time management	<ul style="list-style-type: none"> <li>• manage tasks and time effectively and efficiently</li> </ul>
Written communications	<ul style="list-style-type: none"> <li>• communicate effectively in writing, using plain English</li> </ul>

## Definitions

Enumeration	To count all people and dwellings
Non-private dwelling (NPD)	A non-private dwelling provides short or long-term, communal or transitory-type accommodation. These dwellings are generally available to the public by virtue of employment, study, special need, legal requirement, or recreation (eg hotel, hospital, prison).
Respondent	A person required to take part in the census

## Our workplace: your workplace

Statistics NZ is committed to developing an equal employment opportunities (EEO) work place. All staff are required to comply with our EEO policy. Discrimination on the grounds of race, colour, sex, nationality, ethnic origin, sexual orientation, religion, disability, family, age, and marital status is not tolerated.

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