



**CAPITA**

# **2011 Census Recruitment**

**Community Advisors**

**May 2010**

## **Local Authority Information Pack**

Contact details for your Local Authority Census Liaison team:  
[census.networking@capita.co.uk](mailto:census.networking@capita.co.uk)



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## Who this pack is for

This is a toolkit of promotional messages to help local authority communications personnel, census liaison managers (CLMs) and their assistants (ACLMS) to spread the word about Community Advisors being recruited by ONS to work on the 2011 Census.

## Who we are

On behalf of the Office for National Statistics (ONS), Capita Resourcing is handling the recruitment for the 2011 Census. We sourced, selected and trained staff in four locations for the 2009 Rehearsal and Small Scale Test and are starting recruitment for the 2011 Census.

## The roles we are looking to fill

From **17 May 2010** we will be recruiting Community Advisors. The primary aim of Community Advisors will be to actively engage with specific ethnic minorities in locations throughout England and act as an ambassador to encourage participation in the census. Community Advisors may already be well-connected within their community or might be ordinary citizens with a knack for talking to a wide variety of people. Either way, they will need basic conversational skills in certain languages, so they can confidently communicate with their target community.

## The hours

The Community Advisor role is only available on a part-time basis, with a choice of either 15 or 25 hours per week.

## The locations

We have roles available in the following areas working with specific communities:

### Greater London

Community	Language Requirement
Bangladeshi	Bengali
Black African	Somali, Portuguese, French, Arabic or Yoruba
Black Caribbean	n/a
Chinese	Mandarin or Cantonese
Indian	Punjabi, Gujarati, Tamil or Hindi
Pakistani	Urdu, Punjabi, Mirpuri or Pahari

### Birmingham / Wolverhampton

Community	Language Requirement
Bangladeshi	Bengali
Black Caribbean	n/a
Chinese	Mandarin or Cantonese
Indian	Punjabi, Gujarati, Tamil or Hindi
Pakistani	Urdu, Punjabi, Mirpuri or Pahari

### Manchester/Liverpool/Rochdale/Oldham

Community	Language Requirement
Bangladeshi	Bengali
Chinese	Mandarin or Cantonese
Pakistani	Urdu, Punjabi, Mirpuri or Pahari

## Leeds/Sheffield/Kirklees/Bradford

Community	Language Requirement
Chinese	Mandarin or Cantonese
Pakistani	Urdu, Punjabi, Mirpuri or Pahari

## Luton

Community	Language Requirement
Bangladeshi	Bengali
Pakistani	Urdu, Punjabi, Mirpuri or Pahari

## Slough

Community	Language Requirement
Indian	Punjabi, Gujarati, Tamil or Hindi
Pakistani	Urdu, Punjabi, Mirpuri or Pahari

## Leicester/Oadby & Wigston

Community	Language Requirement
Indian	Punjabi, Gujarati, Tamil or Hindi

## Blackburn/Hydburn/Pendle

Community	Language Requirement
Pakistani	Urdu, Punjabi, Mirpuri or Pahari

## Recruitment timescales

For the Community Advisor role, the key dates in the recruitment campaign are as follows (dates may be subject to change):

<b>17 May 2010</b>	Advertising appears
<b>20 June 2010</b>	Closing date for applications
<b>9 August 2010</b>	Job starts
<b>27 May 2011</b>	Job finishes

(A full recruitment timetable for all other roles is included in the FAQ section at the end of this document.)

## How to find out more

At the centre of the recruitment campaign is our website: [www.censusjobs.co.uk](http://www.censusjobs.co.uk) where from 17 May, candidates will find everything they need to decide whether the job is suitable for them including: job descriptions, pay information and general information on the 2011 Census.



## How to apply for the positions

The recruitment process for the Community Advisor role consists of an application form and an interview, which is the preferred way for candidates to apply. If candidates have difficulty accessing the internet they can apply via the telephone helpline - 0845 6044 013.

## How to register an interest for other roles

We will be recruiting for a large number of different roles throughout 2010 and early 2011. If individuals are interested in roles that are not currently advertised they can register their interest on the website. We will get in touch with them when we begin advertising further roles.

## How you can help us

Community Advisors could be well-connected within the community or ordinary citizens with a knack for talking to a wide variety of people.

It would be really helpful if you could publicise the Community Advisor recruitment message among council staff, previous council staff, electoral canvassers, local community groups and similar organisations such as local strategic partners, in case they or anyone they know may be interested in the work. These part-time roles may also specifically be of interest to staff members who are currently involved in community engagement roles.

Here are some suggestions as to how the information could be communicated:

- An internal bulletin and/or email to council staff and electoral canvassers
- A link on your intranet and/or website linking to the census recruitment website
- Coverage in your newsletter
- Coverage in community publications, such as a council magazine or community flyers
- Displaying recruitment posters in staff rooms, communal areas, libraries, leisure facilities, community centres and so on
- Information on payslips

**To help, we have provided some example text that you could use. It is attached to the email from us, and enables you to easily copy and paste the text into your own documents.**



## Frequently asked questions

This section provides more detailed information to help you to handle any questions you may get from interested candidates. You will receive more FAQs in future communications from Capita.

### 1. What is Capita's involvement?

Capita has been awarded the contract by the Office for National Statistics (ONS) to provide recruitment, training and payroll services for the 2011 Census. All employees will be employed directly by the ONS. Capita Resourcing is handling the recruitment and selection processes.

### 2. What are the overall timescales for recruitment?

Role	Recruitment campaign start date	Post start date
Community Advisors	17 May 2010	9th August 2010
Census Coordinators	13 September 2010	7 February 2011
Special Enumerators	27 September 2010	7 March 2011
Census Collectors	1 November 2010	21 March 2011
Census Coverage Survey Team Managers	15 November 2010	3 May 2011
Census Coverage Survey Interviewers	15 November 2010	9 May 2011
Census Coverage Survey Regional Managers	4 January 2011	11 April 2011
Non-Compliance Co-ordinators	4 January 2011	11 April 2011
Non-Compliance Officers	4 January 2011	18 April 2011
Non-Compliance Assistants	4 January 2011	18 April 2011

*Further details on these roles will be provided in future communications from Capita.*

### 3. What is the recruitment process?

The recruitment process for the Community Advisor role consists of an application form and an interview. The recruitment process for the majority of Census roles consists of an application form, online sift and telephone interview. Before starting work, successful candidates will be required to complete a training course consisting of an e-learning package, taking around three hours as well as a classroom training session. They will receive payment for the training once they start work.

### 4. How many jobs are available for my local authority?

We are looking to recruit 41 Community Advisors in various locations throughout England and some Community Advisors will cover more than one local authority. Candidates can find full details about areas that the roles cover by visiting [www.censusjobs.co.uk](http://www.censusjobs.co.uk)

### 5. Will our local authority employees be given priority?

Local authority sourced field staff have proved to be ideal candidates in the past as they have an excellent knowledge of the local area and community. For this reason we value and encourage applications from local authority employees. However in order to promote fairness and consistency they would need to go through the same recruitment process as all other candidates.