

# Survey Interviewers Information Booklet

**IRC269360**

**Please Note:**

**Completed application forms must be made online and submitted by  
12 noon (UK time) on 15<sup>th</sup> October 2021**

# CONTENTS

	Page
1. About us	3
2. The Role of Survey Interviewer	4
3. Requirements of the Role	5
4. Next Steps	6
5. Location of Posts	7
6. Training	8
7. Pay and Holidays	9
8. Interview guidance	11
9. Further information	13
10. Nationality information	15

# ABOUT US

The Northern Ireland Statistics and Research Agency (NISRA) is the principal source of official information related to Northern Ireland's population and current social and economic conditions.

Survey interviewers work for NISRA's Central Survey Unit (CSU). CSU is an integral part of NISRA and carries out social and economic surveys on behalf of government departments and other public bodies.

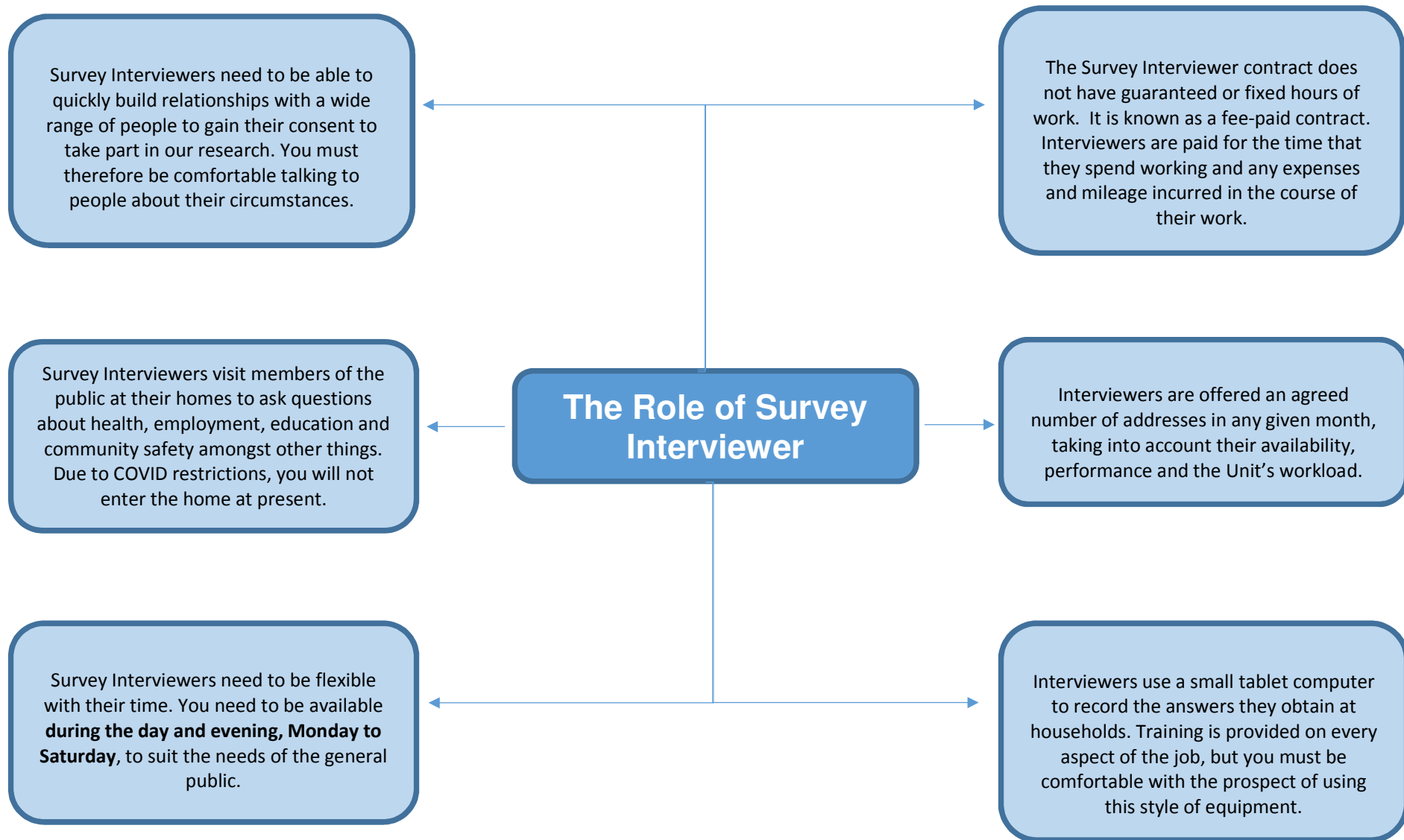
The statistics produced by the Agency help to inform the policies created by Local Government Departments and also contribute to academic research and debate in the wider community.

For further information on CSU please visit our website at

<https://www.nisra.gov.uk/central-survey-unit>

## **Please Note**

**Survey Interviewers work from home and visit residential addresses at times which suit the people who live there. Due to COVID guidelines at present interviewers will only call to the door step and arrange a time to contact the household by phone. It is important to carefully consider whether you can fulfil the time requirements of the job, working during the day, at evenings and on Saturdays as necessary, particularly if you are already working full time. This Information Booklet will provide more information to help you decide if this is the job for you.**



# REQUIREMENTS OF THE ROLE

A successful Survey Interviewer will:



Have the right interpersonal and communication skills to gain the trust of a diverse range of people



Be persuasive without being forceful



Demonstrate a commitment to the role that drives them to meet their targets



Have the perseverance to carry on, even when faced with a setback



Be comfortable talking to new people within their homes



Have a flexible approach to their time, i.e. being able to work during the day, and at evenings and weekends as required by the people they will survey

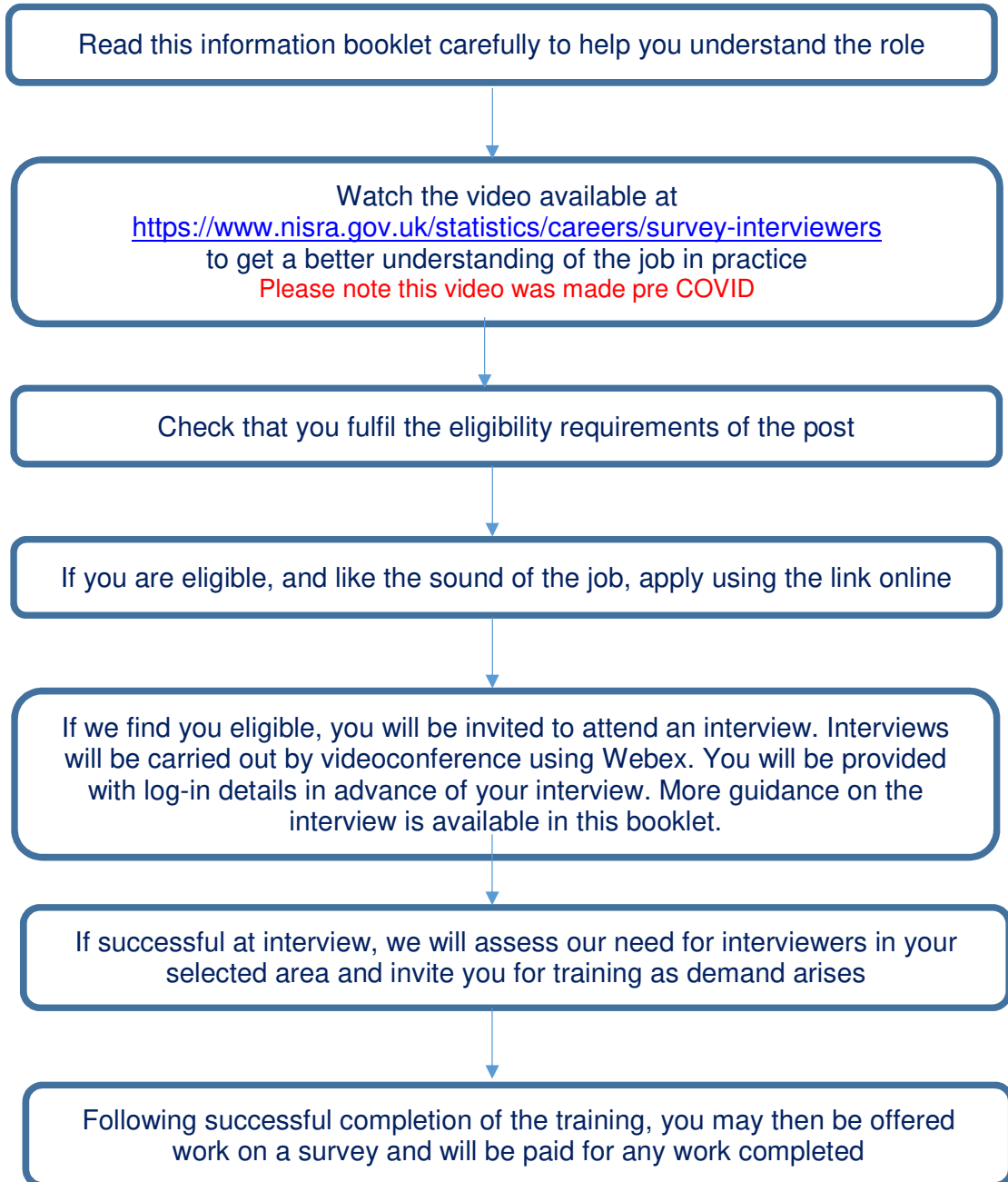


Be well organised and adaptable to a range of situations



Have a means of transport that will enable them to frequently travel to and from addresses which are spread up to 20 miles (30 miles in Fermanagh) from their home address, at times in remote rural areas, and at varying times of the day and evening in an efficient and cost effective manner

## NEXT STEPS



# LOCATION OF POSTS

This recruitment competition will be used to fill posts in locations across Northern Ireland as marked in the following map (see appendix 1 for complete list of location markers).



On your application form you will be asked to identify which location(s) you wish to apply for, however you will only need to attend one interview if you are eligible for a post in any area.

You may apply to work in more than one location, however **to be eligible** for any area you must reside within 20 miles of its town/city centre, or within 30 miles if you apply for work in Fermanagh. Please note that the area markers on the map above represent the main population area in each location. A complete list of area markers can be found in Appendix 1. The post will require you to cover surrounding towns and villages as well.

If you are successful at interview we will use an online map to measure the distance from your home post code to the City/Town Centre of location(s) that you have selected. If you live outside the mileage restrictions for any location that you have selected you will be withdrawn from consideration for that particular area. You will only be offered a post in one of your selected locations, provided the mileage restrictions are fulfilled. Your name will then be removed from the list of successful applicants for your other chosen locations.

**Applications are considered as and when demand arises in a particular location. Therefore you may not be invited to interview in the short term if demand does not arise in your chosen location(s). Applications received will be held on file until demand for new interviewers arises in any given area.**

# TRAINING

The training programme commences with a one week, almost full-time, training course at our Belfast Headquarters. During the week you will be introduced to the Agency, will learn how to use the tablet computers required for conducting the interviews and will be given a wealth of information and interactive practice on interviewing skills.

You will also be assigned a Field Trainer who provides ongoing training, advice and support to you during your time with CSU. The Field Trainer is essentially an experienced interviewer who will act as a mentor and supervisor for you in your new role. You will also have the opportunity to shadow them during the course of their work to get first-hand experience of the job at hand.

Following this, you will be provided with a small number of addresses to complete a practice survey with members of the public. It is here that you will be expected to put into practice all the training you have received so far and you'll typically have around 2 weeks to get as many people as you can, at the addresses you've been given, to take part in the survey.

Provided you successfully complete the training, you will then be assigned to one or more survey projects and will be required to attend a briefing on the survey itself. These typically last from a few hours to a full day and are held at our Belfast Headquarters, usually between 10:00am and 4.30pm. You will be paid for all training attended.



# PAY AND HOLIDAYS

Interviewers are paid for time spent travelling to and from the working area and for time spent calling on people and interviewing. Study and other forms of administration time are also paid. Payment is made for attendance at training courses. All necessary expenses, incurred in the course of training and fieldwork, are reimbursed.

The basic rate for interviewers is £8.91 per hour. Beyond the basic hourly rate of pay, there are three merit additions known as merit 1, 2 and 3 which are performance related. An interviewer's merit rating is reviewed annually (provided they have completed their probation period) and is determined by performance in the previous twelve months. The outcome of that review then determines whether or not the interviewer receives merit additions for the next twelve months. The current hourly rates of pay, including the merit additions, are as follows:

Basic rate	£8.91
Basic rate + merit 1	£9.76
Basic rate + merit 2	£10.20
Basic rate + merit 3	£10.65

An extra allowance, calculated at hourly rate +15%, is also payable for interviewing time (and associated travelling time) carried out on Saturday, as well as after 17:00 and before 08:00 Monday-Friday. When the extra allowance is payable the effective rates increase and are as follows:

Basic rate + 15%	£10.25
Basic rate + merit 1 + 15%	£11.22
Basic rate + merit 2 +15%	£11.73
Basic rate + merit 3 + 15%	£12.25

## **Paid Annual Leave**

Interviewers are entitled to 28 days (pro rata) paid annual leave over each 12 month period.

## **Statutory Payments**

Interviewers are entitled to Statutory Sick, Statutory Maternity, Statutory Paternity or Shared Parental Pay providing they have met the qualifying conditions laid down by HM Revenue & Customs. No payment, other than any which may be due under statutory entitlement, will be made for any period of non-working.

**Pension**

Under the Provisions of the Pensions (No.2) Act (Northern Ireland) 2008, all interviewers who are eligible must be automatically enrolled into a workplace pension scheme. NISRA's workplace pension scheme for automatic enrolment is the National Employment Savings Trust (NEST). Interviewers can choose to opt out of the pension scheme at any time.

The normal retirement age for the position of survey interviewer is 65, although interviewers can work beyond this age with the agreement of CSU. Candidates wishing to apply for the position of Survey Interviewer, who are over 65, are eligible to take part.

**Probation Period**

The first 50 hours of interviewing constitute the probationary period, during which an interviewer's performance will be assessed over a number of different areas. Your continued employment as an interviewer is dependent on satisfactory performance during the probationary period.

# INTERVIEW GUIDANCE

If your on-line application is completed in keeping with the guidance, and you are eligible for a post, we will invite you to attend a competence based interview.

**If this is your first experience of a competence-based interview, bear in mind that it does not require you to:**

- Talk through previous jobs or appointments from start to finish;
- Provide generalised information as to your background and experience; or
- Provide information that is not specifically relevant to the competence the question is designed to test.

**A competence-based interview does however require you to:**

- Focus exclusively, in your responses, on your ability to fulfill the competences required for effective performance in the role; and
- Provide specific examples of your experience in relation to the required competence areas.

**In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:**

- **Situation** – briefly outline the situation;
- **Task** – what was your objective, what were you trying to achieve;
- **Action** – what did you actually do, what was your unique contribution;
- **Result** – what happened, what was the outcome, what did you learn.

The panel will ask you to provide specific examples from your past experience in relation to each of the competences. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each competence area. You may draw examples from any area of your work / life experiences.

In preparation for interview you should consider the bullet points listed under the two competency headings overleaf and think about situations and examples where these link to your past experience.

Interview marks are made up as follows:

**Competence A:** Communication & People 30 marks available

**Competence B:** Service Delivery 10 marks available

The pass mark for competence A is 18 out of a possible total of 30 and 6 out of a possible 10 for competence B and candidates must pass each competence to be successful in the competition.

## **Competence 1: Communication and People Skills**

- Tailors message to suit audience;
- Listens and responds constructively to the views and concerns of others;
- Communicates clearly and concisely;
- Demonstrates empathy;
- Uses well thought out arguments to achieve a positive outcome;
- Understands the importance of presentation to create a positive first impression;
- Ability to build and maintain trust with others;
- Deals effectively with difficult situations;
- Ability to understand and follow briefing material or instructions and to use or convey the information to achieve a positive outcome;
- Ability to successfully interact with a wide range of people from different backgrounds.

## **Competence 2: Service Delivery**

- Seeks and accepts responsibility, taking personal responsibility to make sure results are achieved;
- Prioritises work appropriately and delivers results to appropriate time and budget constraints;
- Shows commitment to the success of each task, and strives to successfully overcome setbacks;
- Searches for ways to improve on standards and results;
- Understands the importance of effective work planning and preparation to achieve a positive outcome.

# FURTHER INFORMATION

## **The Merit Principle**

In accordance with the Office of the Civil Service Commissioners' Recruitment Code, appointments to NISRA are made under the 'merit principle', where the best person for any given post is selected in fair and open competition. Further information on the Civil Service Commissioners can be found at [www.nicscommissioners.org](http://www.nicscommissioners.org).

## **Order of Merit**

The Selection Panel will only assess applicants based on performance at interview. Those who pass the interview will be placed on an order of merit based on their interview score. A separate order of merit will be formed and held for each location once interviewing in each area(s) has taken place.

If you have applied for more than one location you will only be interviewed once and your score will be held against all your chosen locations. Your merit position for each location may vary as it will depend on the number of applicants interviewed for each location. Once an order of merit has been formed for a particular location, there will be no further interviews for that area until the list has been exhausted. Orders of merit will remain valid for a period up to two years.

## **Changes in personal circumstances**

Please ensure HRConnect are informed immediately of any changes in personal circumstances.

## **Communication between HRConnect and you**

During the competition HRConnect will issue as much correspondence as possible via e-mail. You are responsible for ensuring that the e-mail address you provide is correct and kept up-to-date. If your e-mail address changes throughout the lifetime of this competition please ensure you notify HRConnect as soon as possible.

You should check your email account (and junk mail folders) to make sure that you don't miss any important communications in relation to this competition. There may, however, still be a necessity to issue some correspondence by hard copy mail.

## **Transgender Requirements**

Should you currently be going through a phase of transition in respect of gender and wish this to be taken into consideration in confidence to enable you to attend any part of the assessment process please contact HRConnect. Details of this will only be used for this purpose and do not form any part of the selection process.

## **Disability Requirements**

We will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend interview. Details of any disability are only used for this purpose and do not form any part of the selection process. If you have indicated on your application that you have a disability and are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact HRConnect.

## **Equal Opportunity Monitoring Form**

Please note, this form is regarded as part of your application and failure to complete it will result in disqualification.

For guidance on completing the Monitoring Form and to read the NICS Equal Opportunities Policy Statement please visit:

<https://www.finance-ni.gov.uk/articles/equal-opportunities-information-candidates>

The Northern Ireland Civil Service is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

## **Feedback**

The Northern Ireland Civil Service is committed to ensuring that the processes used to recruit and select staff is fair and in accordance with the principles of the Civil Service Commissioners Code. We are consequently committed to providing feedback in respect of decisions taken in determining eligibility as well as at interview. All requests for feedback are welcome.

**THIS INFORMATION PACK DOES NOT FORM PART OF CONDITIONS OF EMPLOYMENT**

## **Contact Details**

If you have any queries regarding the competition process please contact HRConnect at [Recruitment@HRConnect.nigov.net](mailto:Recruitment@HRConnect.nigov.net) or 0800 1 300 330.

# NATIONALITY AND VETTING REQUIREMENTS

All candidates invited to attend for interview must bring sufficient documentation to satisfy the Nationality and Vetting requirements. Further details regarding acceptable documentation will be issued with an invitation to attend for interview.

We will organise a Criminal Record Check on all successful applicants which will be carried out by AccessNI. The category of AccessNI check required for this post is a Basic Disclosure Certificate.

You should not put off applying for a post because you have a conviction. We deal with all criminal record information in a confidential manner and information relating to convictions is destroyed after a decision is made. For more information about AccessNI you may visit their website <http://www.accessni.gov.uk/>. Criminal Record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978.

## **Nationality Requirements**

There are no nationality restrictions for this post. However, before an offer of appointment can be made to an overseas candidate, NISRA will need to ensure that all UK visa and immigration requirements are met. If you are invited to interview we will ask you to provide documentation confirming that you are entitled to work in the UK, under the terms of the Asylum and Immigration Act 1996. You should check whether there are any restrictions on your stay or your freedom to take or change employment before you apply for a post.

## Appendix 1 – Location Markers

To be eligible to work in a given area candidates must live within 20 miles of any of these locations (30 miles for Enniskillen / Fermanagh)

BT41 4AQ	Antrim	Antrim Court House
BT61 9DJ	Armagh	Armagh Court Office
BT54 6EY	Ballycastle	Dalriada Hospital
BT43 5BS	Ballymena	Ballymena Court House
BT53 6AZ	Ballymoney	Ballymoney Police Station
BT32 3DA	Banbridge	Banbridge Old Town Hall
BT20 4BT	Bangor	North Down Borough Council, Town Hall, Bangor
BT1 5GS	Belfast North	Belfast City Hall
BT1 5GS	Belfast West	Belfast City Hall
BT1 5GS	Belfast South	Belfast City Hall
BT1 5GS	Belfast East	Belfast City Hall
BT38 7DG	Carrickfergus	Carrickfergus Borough Council Office
BT8 6RB	Castlereagh	Castlereagh Council HQ
BT52 1DE	Coleraine	Coleraine Town Hall
BT80 8QF	Cookstown	Cookstown Leisure Centre
BT64 1AP	Craigavon	Craigavon Court House
BT30 6BU	Downpatrick	Ulster Bank Downpatrick
BT70 1JD	Dungannon	Dungannon Library
BT74 7DR	Enniskillen	Enniskillen Library
BT34 4AG	Kilkeel	Kilkeel Visitor Information Centre
BT40 1RZ	Larne	Larne Town Hall
BT49 0HA	Limavady	Limavady Borough Council Office
BT28 1AG	Lisburn	Lisburn Linen Centre & Museum
BT48 6DQ	Derry / Londonderry	The Guildhall
BT45 6AN	Magherafelt	Magherafelt Library
BT34 1DQ	Newry	Newry Town Hall
BT36 5QA	Newtownabbey	Mossley Mill
BT23 4JA	Newtownards	Newtownards Town Hall
BT78 1DU	Omagh	NI Court & Tribunal Services, the Courthouse, Omagh
BT82 8DT	Strabane	Strabane Court House