



*information by design*

## SOCIAL RESEARCH INTERVIEWER IN GLOUCESTERSHIRE

Are you presentable and confident? Do you enjoy talking to the public? We are looking for full-time or part-time members of staff to conduct interviews with members of the public. This advert is for a temporary post to start mid-September for 2-3 weeks. Please look at our website: [www.ibyd.com](http://www.ibyd.com).

## RATES OF PAY

The pay rate for this post is £10.42 – £12.00 per hour, depending on your experience. You will also accrue holiday pay at 12.06% – an effective pay rate of at least £11.68 per hour. You will be paid monthly in arrears, on the 1<sup>st</sup> of the month, for the hours worked up to the 20<sup>th</sup> of the previous month, via bank transfer.

## THE JOB

Staff work for a minimum of 16 hours (2 days) to a maximum of 40 hours (5 days). If you have a car, we have more flexible posts – please just complete the application and tell us this. You must be available:

- **At least one full day at the weekend** (either Saturday or Sunday) from 10.30 until 7.00 pm (a total of 8 hours per day). Please note start and finish times might vary slightly depending on the area worked and the weather.
- **A minimum of one other day in the week – the same hours - you can work more than that.**
- You can work both weekend days if you prefer (plus weekdays if you wish).

You will be entitled to take an unpaid half-hour break during the working day for lunch and you will not be paid for these breaks. Please note that there may be some days which are not available for working due to the weather/other staff availability. Please complete the availability part of the website to show which days you are available.

You will need to travel to and from the area of work for that day from your home address and you must arrive at the specified area to start at the appointed time (normally 10.30 am). Although you will not be paid until you start the work area, we will try to minimise the time it takes to travel to an area. During the working time you will travel between areas for which you will be paid. In some cases it may be possible to collect you from a central point. If you have a car, we may allocate you an area close to your home.

## WHAT DO I NEED TO HAVE TO APPLY FOR THE JOB?

You must have the right to work in the UK. We offer full training and support to do the work, so no experience is needed, but if you have already worked with the public, in research, in a call centre, charity fundraising, volunteering, or a similar area, that would be an advantage. You will need to be reliable, confident, and happy to work mainly outdoors. You'll need to be able to understand maps to go to the different areas and be well organised.

## TRAINING, HEALTH AND SAFETY

We will train you and provide everything you need to do the job including ID badge, questionnaires, and all paperwork. We take health and safety very seriously and we'll explain all our procedures in our training session. This includes ensuring that staff are kept safe, working in teams across areas.

## HOW TO APPLY

Please apply using the link below, answering the questions and uploading your CV if you have one:

<https://www.iby.com/glos2023>

If you'd like more information, please email Sean Wisher: [sean.wisher@iby.com](mailto:sean.wisher@iby.com)

On the application you'll be asked to tell us about:

- Your experience (any jobs or volunteering you have done)
- Any qualifications you have
- The number of hours you would like to work (minimum 16), and the days you can work.

If you are appointed, you will need to provide us with documents to prove your right to work in the UK, normally your passport, your national insurance number and your visa if appropriate. You'll also need to provide us with a good 'passport style' photo for your company ID badge, which you can take on your phone or computer and send to us.

## JOB DESCRIPTION

### **Our Company**

Information by Design is a research company established in 1998. We are based in Hull, and are Company Partners of the Market Research Society. We provide research and evaluation services to a range of companies, charities, local authorities and public sector organisations. Our Head Office is on the University of Hull campus, but we work across the country. Our website can be found at [www.ibyd.com](http://www.ibyd.com).

### **Key Function of This Job**

The job involves working in a small team, in Gloucestershire conducting a survey we are doing for local public sector clients. This involves asking members of the public to complete a questionnaire by knocking on their door, and leaving a questionnaire behind with them to collect later.

You will be expected to support some residents to complete the questionnaire should they need this (for example, if they are blind or partially sighted, or if they can't read or write).

You will then work with other members of the small team, often in pairs, to go to houses in each area, asking residents at specific addresses or areas (based on maps) to complete a questionnaire.

### **Job Details**

You will:

- Travel to areas of Gloucestershire with a small team to interview in specific areas on a map/contact list.
- Walk around the area, find the correct addresses and ask respondents only in that area to complete a questionnaire.
- Make sure you have the right number of questionnaires for that specific area.
- Make sure that you talk to people in the right age group, gender and ethnicity to the 'quotas' or number that we set for you.
- Make sure that the information you collect is accurate and recorded in line with our quality standards.
- Make sure that you complete your part of the work to the timescales we set.
- Complete all paperwork accurately including timesheets.

## PERSON SPECIFICATION

The person appointed will have the following:

AREA	SPECIFICATION	ESSENTIAL/ DESIRABLE	TESTING
Relevant Experience	Experience of customer contact, either in a market research or sales environment, customer service, or volunteering.	D	Application form
Qualifications or skills	Good numeracy and literacy and keyboard skills	E	Application / interview
Work Ethic	Flexible approach to work	E	Interview
	Ability to work as part of a team	E	Interview
	Ability to work the hours of the post	E	Interview
Motivation	Self-motivated – ‘can do’ attitude	E	Interview
	Commitment to providing a high-quality service.	E	Interview
	Smart presentable appearance and suitable clothing and shoes for the work	E	Interview
Equal Opportunities	You must show a commitment to equal opportunities	E	Interview
Equipment	Full driving licence and car available with business insurance	D	Application form

**August 2023**