
A fresh start: Redesigning our field operation – including roles, contracts and casework allocations – at the ONS (UK)

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Abstract

As a result of emerging changes introduced by our ambitious transformation agenda, and, in the face of the increasing challenges experienced in our sector, it was recognised that the social survey field work undertaken within ONS, and the way in which we are set up to deliver this work, need to evolve.

As such, a project to undertake a fundamental re-design of ONS's field operation was established: the Field Redesign.

This project has re-examined all facets of our operation, with a view to redesigning what we need to set us up effectively for our future, including: - our interviewer roles and how these can be modernised to adapt to mixed modes of collection and changing needs - the contractual arrangements and how these can support the changing context within which we need to recruit and retain colleagues, whilst still supporting in-field work requirements - our allocations approaches, and how we can exploit technology alongside new contractual arrangements to support our operation

The presentation will set out the work progressed, the future design we are now working towards, and our progress to date in the Field Redesign project.