

Your name:



Job Application & Interview Techniques

Contents

My needs and attributes

Reasons for changing jobs	4
How do I know if this job is for me?	5
Profile of my ideal job	6
The building blocks to an effective resume	7
Are you competitive?	12

Applying for the position

Profile of a position advertisement	13
Sample questions to ask the contact officer	14
Proforma cover letter	15
Resume checklist	16
List of useful action words	18
How to address selection criteria	19
Some key words in selection criteria	20
How to address common selection criteria	22
How to apply for jobs in the private sector	29
Applying for jobs online using jobs.nsw	33

Interview preparation and answering questions

Who's who on the interview panel	37
What the interview panel is looking for	38
Interview preparation	39
Type of questions	41
Preparing questions and answers	44
Controlling nerves	50
My notes on "Interview Tips and Traps"	51
Notes on my rehearsal	52

Other advice and resources

Tips on applying through a recruitment agency	53
Tips on applying through the Internet	56
Resources – the other side of recruitment	57
References	58

Course Outcomes

By the end of this course, you will be able to:

- Identify positions that match your profile
- Write an effective resume
- Write an effective application for both private and public sector positions
- Search and apply for jobs using jobs.nsw
- Anticipate interview questions and prepare responses
- Demonstrate confidence in an interview

Other things I want to achieve:

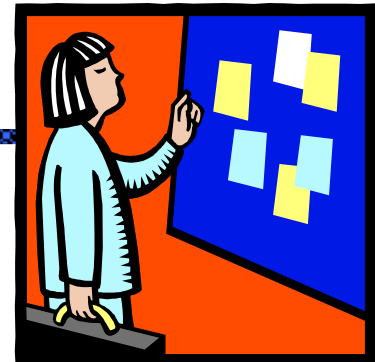
Reasons for changing jobs



- ⦿ It may look as though we're going to lose our jobs through a restructure, and we decide to leap before we're pushed.
- ⦿ We may be sick and tired of our job. We get bored, fed up, and hungry for something challenging, exciting and risky, that demands more of us.
- ⦿ Our job may have gone through profound changes we do not like, so that it is no longer our dream job, if it ever was. Jobs can alter profoundly in a day and a night. Our much beloved supervisor moves on, leaving us working for someone we don't like or respect. Or we are given additional responsibilities, without any increase in grade. Or we are promoted into a different position which uses none of the skills we like to use. Or, our workplace comes under stringent budget cuts. Or our funding is lost. Whatever. The job which was a perfect match for us just a couple of years ago is now the "job from hell." And we want out.
- ⦿ We may find ourselves asking the question: "Is this *really* what I want to do for the rest of my life?" And if the answer is "no", then eventually we may work up the courage to take the leap.
- ⦿ We may be stressed, burnt out, exhausted and hungry for something peaceful, calm, and secure that demands less of us.
- ⦿ We may want to change careers for deeper reasons. Most of us are engaged in a life-long search for, and journey toward *meaning* – through all the varying jobs or careers that we may hold in our life. We may want a career that has more meaning.
- ⦿ We may increasingly want to find the work we feel we were *born* to do, what we speak of as *our vocation*, or calling. We may hunger for work which is the deepest fulfillment of our being, reflecting who we most truly are.

Source: Adapted from Bolles, Richard N. "The 1995 What Color is your Parachute?" Ten Speed Press, California

How do I know if this job is for me?



Characteristics about you

Before you apply for a position, consider the following:

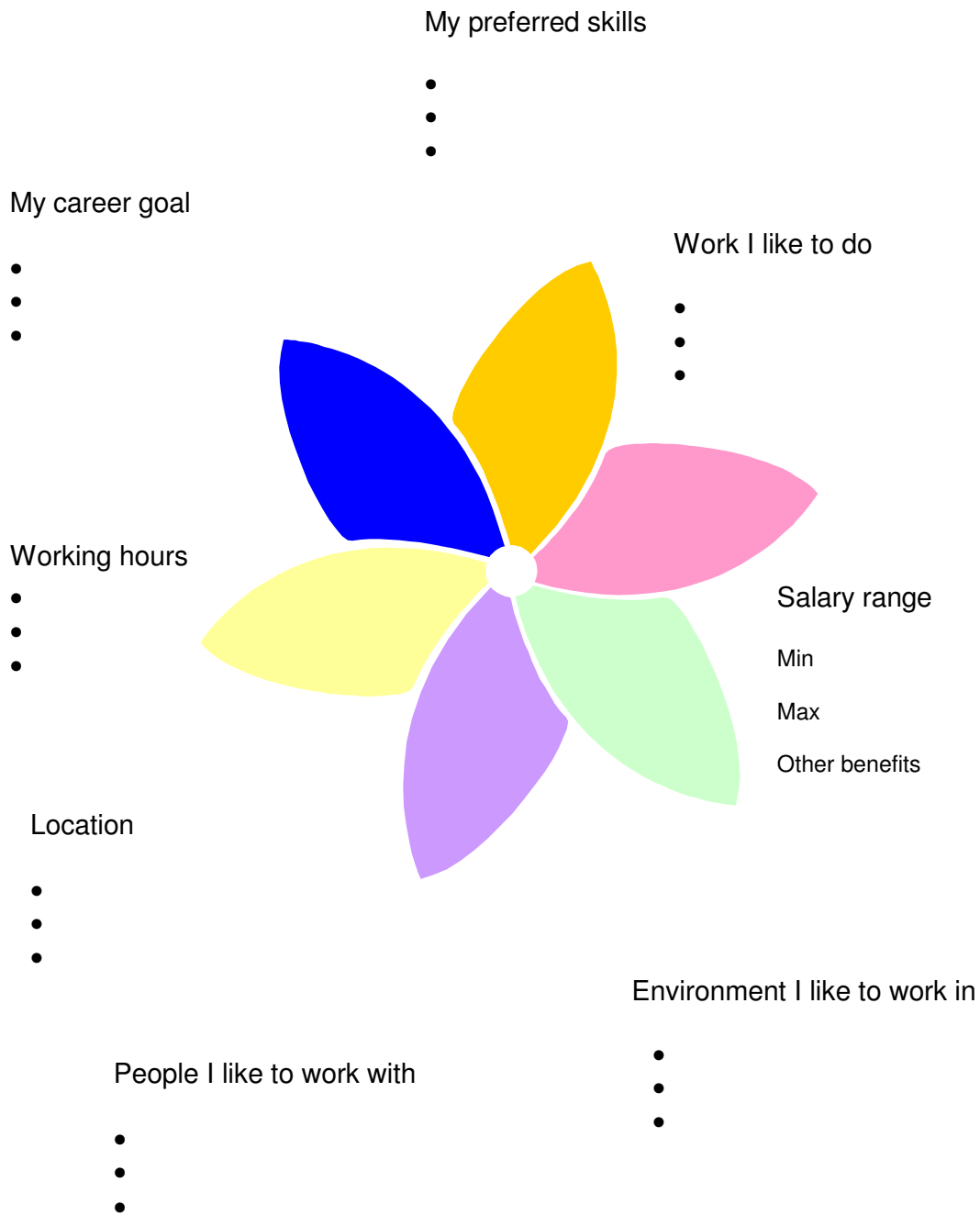
- What type of work do I enjoy?
- What are my career goals?
- Where do I want to be in 6 months, 12 months, 2 years' time?
- What are my skills?
- What skills do I have that I like using?
- What new skills am I learning/developing?
- What motivates me to do a good job?

Characteristics about the job

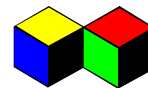
Before you apply for a position, consider the following:

- What sort of industry do I want to work in?
- What kind of environment do I enjoy working in?
- What kind of people do I like working with?
- Do I like dealing with routine problems or complex, unpredictable ones?
- What location do I want to work in?
- How many hours per week am I prepared to commit?
- What is my preferred working arrangement (eg permanent full time/part time, contract, casual?)
- What are my salary expectations?

Profile of my ideal job



Does the job you're applying for match these characteristics?



The building blocks to an effective resume

My current skills

Skills relate to your abilities that can be demonstrated both within and outside of work.

Transferable skills can apply to any position you apply for.

My transferable skills include:

Examples include:

- Communication
- Customer Service
- Computer Skills

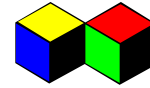
Job specific skills relate to your abilities that can be relevant to certain positions or industries.

My job specific skills include:

Examples include:

- Using a drill press
- Desktop publishing
- Contract Negotiation

Examples where I have demonstrated my transferable and job specific skills:



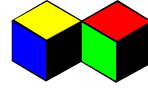
My current knowledge

Knowledge refers to your ability to recall, interpret or use information that relates to the job.

Examples include:

- Company policy & procedures
- Legislation
- Industry trends

Job specific knowledge I have:



My experience and achievements

Experience refers to work you have actually done that shows you are proficient in completing a task, process, project or some other job requirement.

You can gain experience by either assisting with the work (where you are responsible for some aspects of the role) or by managing the work (where you are responsible for all aspects of the role).

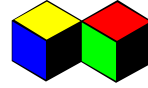
You can also gain experience through paid or unpaid volunteer work.

Achievements are examples of where your work has been outstanding, or you have been involved in a major project or initiative.

My experience in managing includes:

My experience in assisting includes:

Examples of my achievements includes:



My personal qualities

Qualities are similar to skills but refer to the personal attributes you bring to a role. Examples include:

- Quality focused
- Organised
- Team player

My personal qualities include:

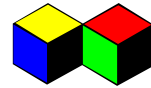
Courses I have attended

In your application you should list any relevant and recent short courses or programs (accredited or non-accredited) you have attended which relate to the position.

Examples include:

- Introduction to IT Systems
- OHS Practices and Principles
- Procurement Certification Program

Relevant and recent courses I have attended include:



My qualifications

Qualifications refer to formal recognition of your knowledge and skills. These include:

- Statement of attainment (single competency unit)
- Certificate I up to VI
- Diploma
- Advanced Diploma
- Degree
- Post graduate studies

My qualifications include:

Are you competitive?

Do I have all the necessary knowledge, skills, experience, qualities & qualifications to apply for the positions I want?



If not, what do I need to be competitive?

What skills, knowledge, experience, qualities or qualifications do I need to develop?	How can it be developed?
	<ul style="list-style-type: none"><input type="checkbox"/> Learning on the job?<input type="checkbox"/> Short term/long term course?<input type="checkbox"/> Assisting another team member?<input type="checkbox"/>

Profile of a position advertisement

Sample position advertisement from public sector notices (*jobs.nsw*)

Job Summary

Agency Name	ROYAL BOTANIC GARDENS AND DOMAIN TRUST
Job Classification	Gardens Officer Level 5/6
Location	Sydney CBD
Employment Status	Temporary Full-Time
Vacancy Ref	Job Reference No RBG03/19
Closing Date	Friday, 31 October 2003
Salary	(\$39,292.00-\$42,623.00)

Selection Criteria

- ▶ Relevant qualifications in Greenkeeping or Horticulture, or equivalent knowledge, skills and experience.
- ▶ Demonstrated experience in the maintenance of turf; weed, pest and disease control; and in the maintenance and use of all associated plant and equipment.
- ▶ Demonstrated written, verbal communication and presentation skills.
- ▶ Demonstrated experience in the supervision and training of staff, including exercising independent judgement.
- ▶ Proven conflict resolution skills.
- ▶ Demonstrated technical, organisational and project coordination skills.
- ▶ Demonstrated Computer skills.
- ▶ NSW C Driver's Licence (manual vehicle) or equivalent.
- ▶ Knowledge and understanding of Equal Employment Opportunity (EEO)
- ▶ Knowledge and understanding of Ethical Practice
- ▶ Knowledge and understanding of Ethnic Affairs Priorities Statement (EAPS)
- ▶ Knowledge and understanding of Occupational Health and Safety (OHS)

Inquiries

John Smith (02) 9999 6777

The job advertisement tells you:

- Whether you have the necessary attributes to apply for the role
- What to write in your application
- What sort of questions you may be asked at an interview

The job advertisement will not always tell you:

- Whether it matches the profile of your ideal job.

You should find this out by obtaining a position description and contacting the inquiries officer before you write your application.

Sample questions to ask the contact officer



1. What is the main focus of the job?
2. What sort of person are you looking for?
3. I would like to visit the workplace. Does (your preferred time) suit you?
4. Could I please obtain a copy of the statement of duties/position description?
5. Is there other written information I should refer to? (eg annual reports)
6. What sort of projects are coming up that will involve this position?
7. How many staff would I be supervising?
8. What legislation relates to the position?
9. What is the background to this job? Is it a new job or is there a current incumbent?
10. What is the history of the organisation?
11. What is the team environment like? How many members are in the team?
12. Where are your offices located?
13. Will there be opportunities for travel?

Other questions you might like to ask:

-
-
-



Proforma cover letter

Your cover letter should be a maximum of one page

[Your name]
[Your address]
[Suburb] [Post Code]
[Contact Phone Number]
[Email address]

[Date]

[Their name]
[Position]
[Organisation name]
[Address]

Dear [First name]

[Position Title and/or number]

I am writing to apply for the position of [position title] as advertised in [*Publication*] on [publication date].

[First paragraph - why this position/career opportunity interests you]

[Second paragraph - mention your experience & achievements which are relevant to the position]

[Third paragraph – mention skills which are relevant to the position]

Please find enclosed my resume, application form and response to the selection criteria which provide further details on my skills and experience.

I look forward to meeting you at an interview at a time and date convenient to you. My contact number is [list preferred contact number] or [list alternative contact number].

Yours sincerely/faithfully [use sincerely if name of addressee is known, or use faithfully if addressing it to Sir/Madam]

[*Your Signature*]

[Your name]

Resume checklist

- **Heading** eg Resume of [your name]
- **Personal Details**
 - Postal Address
 - Contact Number(s)
 - Email
- **Educational Background** *(list most recent qualifications first)*
 - Year
 - Course and major
 - Institution
- **Career Highlights or Key Achievements** *(List overall key achievements during your career. Start each one with an “action” word) eg*
 - Developed and implemented online purchasing system for approx. 65 NSW Government clients
 - Drafted and presented Information Security Policies for internal stakeholders
 - Increased sales revenue in [business unit] by \$50K
- **Key Professional Experience and Skills** *(where possible, list your experience and skills that match the selection criteria) Eg*
 - High level verbal and written communication skills
 - Strong facilitation and presentation skills
 - Strong negotiation and conflict resolution skills
 - Experience in contract negotiation
 - Experience in working in a busy customer service environment
 - Experience in writing tender documents and proposals
 - Ability to analyse and interpret sales performance reports
 - Intermediate computer skills in MS Word and MS Excel
- **Employment History** *(chronological or functional-style. See next page)*
- **Volunteer Work** *(optional)*
- **Training courses and certificates**
- **Memberships** *(optional)*
- **Interests and Hobbies** *(optional)*
- **Referees** *(list at least two recent referees, preferably those that had the power to hire you ie direct reports)*

Chronological Format

[Organisation Name]

[Dates of employment – mm/yyyy]

[Position title]

[List key achievements/duties that are relevant to the position being applied for. Start each one with an “action” word]. Eg

- Processed online order requests
- Updated customer records in MS Access database
- Designed and implemented registration procedure

Functional format

- [Skill set/experience]
- [List specifics, including organisations, number of years, examples of skill application, standard of performance] Eg

- **Supervising and training staff**
 - Supervised and trained a team of 20 casual and full time staff in a busy retail environment over a period of 2 years in company ABC
 - Conducted performance appraisals with staff on a bi-annual basis
 - Planned and managed staff rosters in company XYZ

- **Experience in project support & coordination**
 - Supported a team of 15 staff with roll out of automated wage reporting system in Company X
 - Assisted with corporate launch of Fit-4-Life Program by booking venues and presenters, designing promotional materials, and mailing invites
 - Researched, analysed and implemented “Corporate Dress” guidelines

- **High level computer skills**
 - Proficient in Recfind, TRIM, CHRIS, MS Word & MS Excel
 - Created mail merges, templates, sales reports, graphs and tables and spreadsheets
 - Experience in raising purchase orders and tracking project files using Application ABC

List of useful action words



Arrange	Accelerate	Achieve	Accomplish
Budget	Administer	Advance	Analyse
Calculate	Assess	Assist	Award
Compose	Audit	Attain	Broker
Counsel	Build	Coach	Compile
Decrease	Consult	Communicate	Complete
Direct	Conduct	Control	Coordinate
Document	Create	Correct	Direct
Estimate	Deliver	Demonstrate	Design
Encourage	Deploy	Develop	Devise
Facilitate	Edit	Eliminate	Establish
Generate	Evaluate	Expand	Explore
Identify	Enhance	Find	Finance
Interview	Furnish	Format	Gain
Judge	Guide	Instruct	Improve
Manage	Implement	Initiate	Invent
Negotiate	Increase	Introduce	Innovate
Obtain	Join	Lead	Modify
Prepare	Motivate	Maintain	Monitor
Perform	Network	Organise	Optimise
Publicise	Participate	Present	Promote
Rectify	Plan	Progress	Problem Solve
Resolve	Provide	Produce	Persuade
Structure	Project Manage	Research	Review
Solve	Reduce	Rationalise	Revise
Test	Saved	Supervise	Sold
	Select	Schedule	Streamline
	Source	Teach	Train
	Write	Win	

How to address selection criteria

- ❑ The Public Sector Employment and Management Act 2002 sets merit as the criterion for employee selection. The Act describes merit as:
 - the abilities, qualifications, experience, standard of work performance and personal qualities of those persons that are relevant to the performance of those duties
- ❑ Selection criteria provide a standard by which panels can fairly and objectively measure someone's ability to do the job

When answering selection criteria:

- ❑ DO use the exact criteria headings and wordings in the advertisement
- ❑ DO provide complete and relevant answers to all criteria
- ❑ Do use your judgment about what to leave and what to leave out
- ❑ DO refer to the key action words in your response eg "Proven", "Demonstrated", "Ability to" etc (see next page)
- ❑ DO provide relevant, specific and recent examples of when you have demonstrated each criterion (see CAR exercise)
- ❑ DO a thorough spell and grammar check (spell check is inadequate) and ensure all names are spelt correctly
- ❑ DO ask a friend or colleague to have a read over it for you
- ❑ DO respond by the closing date

When answering selection criteria:

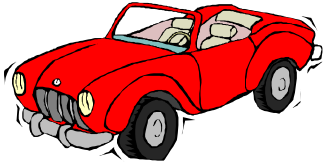
- ❑ DON'T make up your own criteria or leave criteria out
- ❑ DON'T provide generic responses without giving specific examples
- ❑ DON'T use negative statements eg "I have limited skills...."
- ❑ DON'T use flowery language or give long statements about lofty ideals
- ❑ DON'T get too repetitive or "pad" your response
- ❑ DON'T overstate or understate your case
- ❑ DON'T forget to address the common selection criteria
- ❑ DON'T leave it till the last minute to apply!

Some key words in selection criteria

Key Words	What this means
<i>Demonstrated knowledge:</i>	
<i>Ability to:</i>	
<i>Experience in:</i>	
<i>Effective, Proven, Highly developed, Superior:</i>	
<i>Good communication skills:</i>	

Selection criteria continued

- Your response to each criterion should include a relevant and specific example.
- You can use the “CAR” method to draft your answer to each criterion.



Context – briefly outline the situation

Action – what actions (or skills) you applied

Result – what was the outcome

Tip: For each criterion, use a different CAR

Context –

Action –

Result –

How to address common selection criteria

Why do we have common selection criteria?

- Working in the public sector is about serving the public
- As public servants we have a responsibility to ensure our actions are transparent, moral, ethical and accountable
- Common selection criteria shows our commitment to, and understanding of, EEO, OHS, Ethnic Affairs Priority Statement (EAPS) and Ethical Practice

Tips for answering common selection criteria

- Most job ads will ask for “knowledge of” and “ability to” implement the four selection criteria
- A definition of each criterion can be located on the jobs.nsw website (see next page)
- Summarise your understanding of each criterion to demonstrate your knowledge. This does not mean copying the entire definition word for word!
- To demonstrate your knowledge and ability, think about how you have dealt with each criterion in the workplace, for example:
 - Any relevant orientation, induction or general training undertaken that relate to the criteria
 - Your personal or work experience
 - Information you have accessed from the Intranet or Internet

Definition of common selection criteria

Source: jobs.nsw

1. Equal employment opportunity (EEO)

Equal Employment Opportunity (EEO) is about:

- making sure that workplaces are free from all forms of unlawful discrimination and harassment, and
- providing programs to assist members of EEO groups.

EEO groups are people affected by past or continuing disadvantage or discrimination in employment. These groups are:

- women
- Aboriginal people and Torres Strait Islanders
- members of racial, ethnic, and ethno-religious minority groups
- people with a disability.

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. Under the Anti-Discrimination Act 1977, it is against the law in NSW for any employer, including the Government, to discriminate against an employee or job applicant because of their: age; sex; pregnancy; disability (includes past, present or possible future disability); race, colour, ethnic or ethno-religious background, descent or nationality; marital status; carer's responsibilities; homosexuality; transgender.

Both direct and indirect discrimination is against the law. Direct discrimination means treatment that is obviously unfair or unequal.

Indirect discrimination means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Employees have the right to:

- a workplace that is free from unlawful discrimination and harassment
- equal access to benefits and conditions
- fair processes to deal with work-related complaints and grievances.

Employees have the responsibility to:

- act to prevent harassment and discrimination against others in the workplace
- respect differences among colleagues and customers such as cultural and social diversity
- treat people fairly (don't discriminate against or harass them).

Managers & supervisors have the responsibility to:

- take steps to ensure that all work practices and behaviours are fair and free from all forms of unlawful discrimination and harassment
- provide employees with equal opportunity to apply for available jobs, training and development, higher duties and flexible working hours
- ensure selection processes are based on merit, transparent and the methods used are consistent.

2. Ethical practice

People who work for the NSW Government must always work ethically and act in good faith in the public interest. This is their public duty.

The Independent Commission Against Corruption has developed these principles to help Government employees make better decisions and resolve ethical dilemmas that they face at work:

Serving public above private interests

Government employees must make decisions and take actions which best serve the public interest. When making decisions, employees should not consider their private or personal interests.

Integrity

Government employees should ensure that any decision made, or action taken, has these qualities:

Openness

- Giving reasons for decisions
- Revealing all avenues available to the client or business
- When authorised, offering all information
- Communicating clearly

Honesty

- Obeying the law
- Following the letter and spirit of policies and procedures
- Observing codes of conduct
- Fully disclosing any possible conflicts between the public interest and your personal interest

Accountability

- Recording reasons for decisions
- Submitting to scrutiny
- Keeping proper accessible records
- Establishing audit trails

Objectivity

- Fairness to all
- Impartial assessment
- Merit selection in recruitment and in purchase and sale of government resources
- Considering only relevant matters

Courage

- Giving advice fearlessly and frankly where required
- Doing the right thing even in the face of adversity
- Reporting and dealing with suspected wrongdoing
- Acting in the public interest above loyalty to colleagues or supervisors.

Leadership

Demonstrating, by your own ethical behaviour, the value of these principles in serving the public interest. Promoting public duty to colleagues and others in an agency and outside.

For more information ask any Government agency for a copy of their Code of Conduct for employees.

3. Ethnic affairs priorities statements (EAPS)

The NSW Government recognises and values the different linguistic, religious, racial and ethnic backgrounds of all the people of NSW.

The Community Relations Commission and Principles of Multiculturalism Act 2000 sets out four principles of multiculturalism. These are:

- All individuals in NSW should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.
- All individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.
- All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of NSW.
- All institutions of NSW should recognise the linguistic and cultural assets in the population of NSW as a valuable resource and promote this resource to maximise the development of the State.

All NSW Government agencies must include an Ethnic Affairs Priorities Statement (EAPS) in their annual report to Parliament. These contain the agency's strategies and plans for future action to meet the principles of multiculturalism.

Strategies include:

- offering programs and services which reflect the needs of the entire community
- developing and implementing policies which are sensitive to the needs of all staff and clients
- providing information in ways that will reach all staff and clients
- providing language services for all clients
- ensuring that boards and committees reflect the multiculturalism of the community
- training staff on multiculturalism issues and how these apply in their jobs
- using flexible, inclusive consultation processes.

A number of NSW agencies have been identified as key agencies on the basis of:

- a high degree of client contact, especially in the areas of welfare, justice, education and employment, and/or
- responsibility for developing and implementing Government policy in these areas.

These key agencies are also required to work closely with the Community Relations Commission in the preparation of their EAPS and to lodge their EAPS with the Commission.

4. Occupational health and safety (OH&S)

What everyone needs to know

The NSW Occupational Health and Safety Act 2000 aims to protect the health, safety and welfare of people at work by laying down general requirements which must be met at every place of work in NSW.

The Act covers employees as well as employers and self-employed people.

Employees must:

- take reasonable care of the health and safety of others
- co-operate with employers in their efforts to comply with occupational health and safety requirements.

Employers must:

- act to ensure the health, safety and welfare at work of their employees

All persons must not:

- interfere with or misuse things provided for the health, safety or welfare of persons at work
- obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work
- refuse a reasonable request to assist in giving aid or preventing a risk to health and safety.
- disrupt a workplace by creating health and safety fears.

What managers need to know

Employers must act to ensure the health, safety and welfare at work of their employees. They must:

- maintain places of work under their control in a safe condition and provide and maintain safe entrances and exits
- make arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- provide and maintain systems of work and working environments that are safe and without risks to health
- provide the information, instruction, training and supervision necessary to ensure the health and safety at work of employees
- maintain adequate facilities for the welfare of employees
- consult with employees to enable them to contribute to decisions affecting their health, safety and welfare
- adopt a risk management approach to managing workplace health and safety.

Common Selection Criteria continued

My understanding of EEO is:

This can be demonstrated by:

My understanding of OHS is:

This can be demonstrated by:

Common Selection Criteria continued

My understanding of Ethnic Affairs Priority Statement is:

This can be demonstrated by:

My understanding of Ethical Practice is:

This can be demonstrated by:

How to apply for jobs in the private sector

- Jobs in the private sector don't list selection criteria but they do list specific attributes they are looking for in an applicant.
- In your application, use the "mirroring method" to demonstrate that you can meet all the requirements they have asked for.

Sample position advertisement # 1 (source: www.seek.com.au)

Project Secretary / Administrator

Communications Design & Management Pty Limited (CDM) requires the services of a Project Secretary/Administrator within its Minor Works Section. Duties will include:

- Generating cost estimates using database templates and standard pricing schedules.
- Assigning preferred subcontractors to minor IT works within standard procedures and guidelines.
- Tracking job progress and notifying our clients of status.
- Raising purchase orders and processing invoices.
- Maintaining project files in both hard and soft format.

Training will be provided covering CDM's standard procedures and methodologies.

The successful applicant will require proficiency in Word, Excel and general Windows applications and be available to commence on 17 November 2003.

A remuneration package commensurate with the role and experience is negotiable.

Principals only should apply to:
NSW/ACT Regional Manager
Communications Design & Management Pty Limited
email: employment@cdm.com.au

Email: Please click the 'Apply Now' button below.

Example of mirroring method

Attributes required	Ensure you address this by:
<p>Experience/ability to perform the following duties:</p> <ul style="list-style-type: none"> - Generating cost estimates using database templates and standard pricing schedules. - Assigning preferred subcontractors to minor IT works within standard procedures and guidelines. - Tracking job progress and notifying our clients of status. - Raising purchase orders and processing invoices. - Maintaining project files in both hard and soft format. 	<ul style="list-style-type: none"> - Briefly outlining your experience in these areas in your cover letter - In your resume, highlight your experience (or similar experience) in performing each task - Under 'Key Professional Skills', mention the skills that you use to effectively perform these tasks eg <ul style="list-style-type: none"> - high level data entry accuracy - creating record keeping systems
<p>Ability to be trained in CDM's standard procedures and methodologies.</p>	<p>Giving examples where you have quickly learned new procedures and have been able to apply the learning to the workplace</p>
<p>The successful applicant will require proficiency in Word, Excel and general Windows applications</p>	<p>List your proficiency in these areas in your resume under 'key professional skills'</p>



Process Analyst

- **A Career in Retail**
- **Competitive \$\$\$**
- **CBD Location**

David Jones the premier department store has an opportunity for an enthusiastic and self-motivated Process Analyst to join the Stores Process and Administration team.

You will assist the business by improving and maintaining store based policies and procedures through effective analysis and evaluation.

As a Process Analyst you will:

- Consolidate existing standard operating procedures to ensure that practices in the business are relevant to current business process.
- Document and process map existing and new operating procedures and ensure that all procedures in the business are documented for reference in the stores.
- Analyse specific business processes and develop new approaches and improvements, which impact 38 department stores.
- Provide support to projects that impact the stores

To be successful in this role you will be:

- Ideally degree qualified with experience in a business consulting/ retail environment.
- An excellent communicator with good project management skills.
- Organised and have the ability to juggle more than one task at a time.
- Achievement focused with the ability to meet deadlines and work within a fast paced environment.
- Quality focused with a keen eye for attention to detail.
- Confident in taking the initiative and implementing process improvement.
- Experienced in servicing internal clients.

Interested? Please forward your application to:

Niro Williams
FAX: 02 9267 9736
POSTAL ADDRESS: PO Box 503, SYDNEY NSW 2001

To join Australia's premier department store please
Email by clicking on the 'Apply Now' button below.

DAVID JONES

David Jones is an equal opportunity employer

Example of mirroring method

Attributes required	Ensure you address this by:						
<p>Experience in or ability to perform the following duties:</p> <ul style="list-style-type: none"> - Consolidate existing standard operating procedures to ensure that practices in the business are relevant to current business process. - Document and process map existing and new operating procedures and ensure that all procedures in the business are documented for reference in the stores. - Analyse specific business processes and develop new approaches and improvements - Provide support to projects that impact the stores 	<ul style="list-style-type: none"> - Briefly outlining your experience in these areas in your cover letter - In your resume, highlight your experience (or similar experience) in performing these duties - Under 'Key Professional Skills', mention the skills that you use to effectively perform these duties eg: <table border="1" style="width: 100%; height: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> </table> 						
Ideally degree qualified with experience in a business consulting/ retail environment.							
An excellent communicator with good project management skills.	Highlight these under "Key Professional Skills" and give examples of projects you have successfully completed						
Organised and have the ability to juggle more than one task at a time. Achievement focused with the ability to meet deadlines and work within a fast paced environment.							
Quality focused with a keen eye for attention to detail.	Give examples where your work has been commended by customers, managers etc.						
Confident in taking the initiative and implementing process improvement.							
Experienced in servicing internal clients.							

Applying for jobs online using jobs.nsw



Introduction

The Jobs.nsw website allows applicants to view, download information and apply online to externally advertised NSW Government positions. It can be accessed from the Employee Resources Intranet site without an Internet password.

Searching for a Job

Jobs can be found in several ways on the jobs.nsw web site. The Job Search facility allows you to search on ten (10) options. This also includes a Keywords search facility. All these options are explained in more detail in the sections that follow.

Location

There is not a consistent use of location names across the NSW Government, so it is not possible for jobs.nsw to provide the exact location as used by every agency. The locations in this drop-down menu are those used by the NSW Premiers Department with the addition of some Sydney specific areas. Select a location, or use Any to obtain job advertisements from the whole state regardless of location. The [map](#) can also be used to select a location to search on.

City / Town / Suburb

This is a free text field to describe the specific city town or suburb of the position being advertised, eg Ashfield or Broken Hill. Leave this field blank if not relevant.

Job Category

All Jobs advertised are categorised under one or more of these categories. If you know the category of Jobs you are looking for, then select a category/categories from this list. If un-sure then select Any.

Salary Range

You can search for a Job by selecting a salary range in ten thousand dollar (10,000 \$) intervals. To search for Jobs in any range select Any.

Agency Name

If you know the NSW Government Agency for which you want to work for, select the Agency from this list, otherwise select Any to search for jobs in all agencies.

Division Name

If you know the Division within a NSW Government Agency for which you want to work for, select the Division from this list. Once you select the Division name, the Agency field is automatically populated with the Agency name.

Job Title

You can search for a job by Job Title, else leave this field blank.

Employment Status

You can select the type of employment such as, FULL-TIME, PART-TIME, CASUAL etc. from this field. Select Any to search for jobs with any employment status.

Vacancy Ref

You can search for a Job by its Vacancy Ref number, else leave this field blank.

Keywords

Type any words on which you would like to search. If you use more than one word, jobs.nsw will conduct a "phrase search", ie a search on PROJECT MANAGER will retrieve job ads including the phrase "Project Manager", but if the one word PROJECT is used, jobs.nsw will retrieve all ads which include the word "project" anywhere in the advertisement.

Job Search Results

The Job Search Results page lists the results of your search. You can view the details of a position by clicking on the Job Title. You can also view multiple jobs at a time by selecting the check boxes and clicking on See Selected Jobs.

If your search is unsuccessful it may be necessary to search again on broader search options. For example, if you selected category = health, location = Sydney CBD, Occupation type = IT Manager, it may be better to broaden your search by selecting or entering lesser options, by selecting just category = health only.

Registering with jobs.nsw

You must register with jobs.nsw to apply for a job online. Refer to the Help menu on the jobs.nsw site for more information.

Applying for a Job

To apply for a job advertisement, you must first select the job that you wish to apply for. You can do this by searching for a Job and clicking on the Job title to view the job details. From the Job details page you can click on **Apply Online** to apply for the Job.

Applying online is a five (5) step process and is explained below.

Applying Online

The five (5) main steps involved in applying online are;

Step 1: Complete the Application Form

Step 2: Complete the Claim for the Position either **Online or Offline**.

Step 3: Attach resume and other documents

Step 4: Save application

Step 5: Submit application

Applying Offline

To complete the claim for the position offline (ie paper based application), you must download the offline claim for the position, complete the selection criteria and then attach the completed claim for the position form.

More information on this process can be found in the Help menu on the jobs.nsw website.

Closed Jobs

Job advertisements can be viewed and accessed for 2 days after the job has closed. Closed jobs are labelled closed and a Warning message is displayed advising about the closed status of the Job.

File Attachments

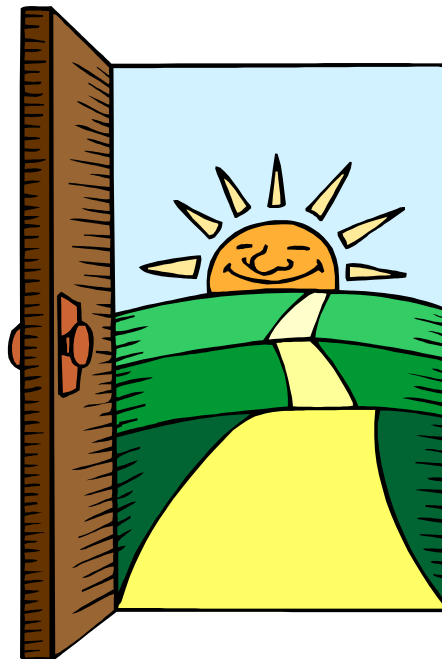
An ad may specify which file formats are preferred or required by individual Agencies. In general, jobs.nsw preferred file format is Microsoft Word (.doc). However, we also accept the following file types:

- Adobe Acrobat Portable Document Format (.pdf)
- Plain Text (.txt)
- Microsoft Word Rich Text Format (.rtf)
- Hypertext Markup Language (.htm or .html)

Finally, please remember the maximum size of your attachment is 250KB.

Congratulations!

You made it through to the interview stage!



Now is your chance to show your potential employer why YOU are the best applicant for the job.

Who's who on the interview panel



What is the role of panel members?

Panel members are involved in all stages of the selection process, including short-listing, interviewing, discussion of referee reports and all decision-making.

Panel members rank applicants in order of merit during the cull and interview stage, using the selection criteria to assess the skills, knowledge and experience of each applicant against the job requirements.

What is the role of the convenor?

The convenor is the leader of the selection panel. They are responsible for deciding what goes in information kits, ensuring everyone receives the same information kit (including on-line applicants) and answering inquiries.

They are also responsible for assembling the panel and with the panel, drafts questions to be asked at interview. The convenor ensures all available evidence for each applicant is considered including the written application, test results, interview, referee feedback and any other assessment.

The convenor may also provide post-selection feedback to unsuccessful applicants on request.

What is the role of the independent?

The independent is a member of the panel who is not a current employee of the agency with the vacancy, and is preferably not a former employee. The role of the independent is to help select the best applicant for the job by ensuring decisions are based solely on evidence provided by each applicant.

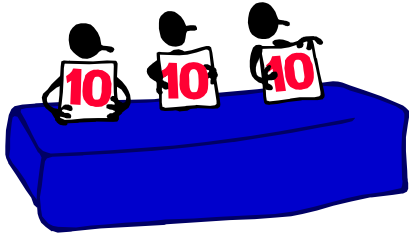
Independents must avoid being inappropriately influenced by the opinions of the other panel members and should declare in writing any conflict of interest (eg a work, personal or business relationship with another panel member or applicant).

What is the role of the job expert?

The panel must have at least one member who is thoroughly familiar with the vacant position, its duties, its environment and the skills, knowledge and experience needed to do the job, including expert or technical aspects. The job expert participates in the evaluation of all responses given by applicants, particularly in relation to technical questions and helps to answer any questions the applicant may have about the technical aspects of the job.

What the interview panel is looking for

Purpose of interviews



- ⦿ To find out more about you than can be read on your application.
- ⦿ To find out what you've got other than qualifications and experience – in other words, whether you've got the skills and personal qualities to “match” the position, the team, and the culture of the organisation.

General characteristics

- ⦿ Appearance and general behaviour – neatly groomed, polite, articulate, good posture and eye contact
- ⦿ Full answers given to questions
- ⦿ Appropriate & relevant examples provided in your answers

Characteristics about your experience

- ⦿ Relevant & sufficient exposure to all or most facets of the role
- ⦿ Understanding of the duties required and terminology relevant to the position
- ⦿ Experience in a similar working environment (eg similar industry, work demands, organisational structure etc)

Characteristics about your skills

- ⦿ Proficiency in producing **high quality** work, not just ability to do the work itself
- ⦿ Ability to handle both routine and non-routine problems
- ⦿ Ability to quickly learn new skills to adapt to changing work environments

Characteristics about your personal qualities

- ⦿ Self-motivation, enthusiasm and commitment to work in the position and organisation
- ⦿ Your personal qualities match the team environment
- ⦿ Flexibility and willingness to put in “a little bit extra” to get the job done

Interview preparation

Before you get to the interview

1. Re-read the PD, the advertisement and your resume
2. Identify some questions you may get asked based on the position requirements (hint: see selection criteria)
3. List dot points to these questions (see page 44) and practice responding to them
4. Familiarise yourself with the interview location and arrive at least 5 - 10 minutes early
5. Think of some of your outstanding achievements & remind yourself why you are the best applicant for the position!



During the interview

1. Bring a copy of your resume and/or portfolio and refer to it if you need to
2. Reiterate key points from your application
3. Don't over elaborate with answers to the point where you are uncertain of the original question (approx. 2 minutes for each answer is sufficient)
4. Listen intently and answer precisely. The moment you introduce any imprecision in your answers, you will sow a seed of doubt into the interviewer's mind.
5. If in doubt of the question, ask for clarification
6. Allow the interviewer to set the pace – don't try to take control. However,
7. Be a part of the process by engaging with the panel – don't just be a passenger
8. Avoid small habits like pulling an ear, slouching, tapping a foot or pen, holding a hand over your mouth when you talk etc.
9. Develop rapport with the panel members

After the interview

1. If unsuccessful for the position, contact the convenor for post selection feedback. This can assist you with future job applications and interviews by informing you of your strengths and recommending where any areas of weakness can be rectified, in relation to the selection criteria.

These recommendations may include:

- More detailed preparation
- More detailed information
- More specific examples related to the selection criteria
- Additional experience, training or qualifications which may make you more competitive

What is meant by “rapport” and how do you build it?

Rapport is a state of mutual trust and respect existing between two or more people. Rapport is the primary basis for all successful communication (*Andy Bradbury, Develop your NLP skills*).

You can develop rapport by:

- ▣ Matching your pace and energy with the panel members eg observe if they are conservative vs energetic, formal vs informal, open vs reserved
- ▣ Show interest and enthusiasm during the interview ie smile, give a firm handshake, sit erect, don't slouch and maintain good eye contact
- ▣ Responding to visual and verbal “cues” eg responding to “small talk”, wrapping up a response if the panel stop writing
- ▣ Other?

Type of questions

Interviewers use an array of questions to assess the attributes of each applicant. These types of questions include:



Icebreaker

Icebreaker questions are used at the beginning of the interview to open the interview discussion. They can help you to be at ease and give interviewers insights into why you want the position eg

- “tell us about your experience and how it relates to the position?”
- “what interested you to apply for this position?”

Behavioural

These questions ask about your past performance or response to a situation. They are used on the basis that past performance is a good indicator of future performance eg

- “Tell us about a time when you had to deal with a team member who wasn’t pulling their weight. How did you solve the problem?”
- “What measures have you taken to implement EEO policy? Have they been successful?”

Perception

These ask for your perception or views of effective work practices eg

- “Why do you think supervisors fail to delegate adequately?”
- “What sort of communication skills do you think are important to this position?”

Type of questions



Double-Barreled

These are “two in one” questions eg

- “Tell us why good customer service is important and how you deal with a customer who is not satisfied?”
- “Can you define delegation for us and list some consequences of inappropriate delegation?”

Hypothetical

An example of a situation is introduced before asking for your ideas on how the problem can be solved. These are usually “what if” questions eg

- “Suppose you were working in a team of staff who were used to receiving emails containing inappropriate jokes. What would you do if a new staff member came to you and claimed they felt harassed because of these emails?”

Theoretical

These questions assess your knowledge and understanding of terminology and processes that the position incumbent needs to be familiar with eg

- “what is a safety management system?”
- “what are the steps involved in running a project?”

Key thing to remember about interviews

If you have prepared well there should be no surprises in the job interview

BUT...

DON'T TRY TO SCRIPT AN ANSWER TO EVERY POSSIBLE QUESTION!



Keep your responses natural

+ AND

TAKE your TIME to THINK
about the question before
answering

Preparing questions and answers

Interview Question	Tips for preparing your answer	My response (list dot points only)
1. Questions about the job		
1.1 Outline your experience in relation to the position OR Tell me about yourself	<ul style="list-style-type: none"> Don't relate your life story to the panel – 3 or 4 <u>relevant</u> examples of what you have done and your key work skills are sufficient 	
1.2 What attracted you to the position/company?	<ul style="list-style-type: none"> Don't say "it sounds interesting" – tell them <u>exactly</u> <u>what</u> interests you about the position or company 	
1.3 What is your understanding of the role?	<ul style="list-style-type: none"> Show that you have done your homework by picking out the key functions from the position description 	
1.4 Other questions you have been asked?		

Interview Question	Tips for preparing your answer	My response (list dot points only)
2. Questions about you		
2.1 What are your key strengths/ What skills can you bring to the position?	<ul style="list-style-type: none"> • Mention your key skills that are specifically related to the position. 	
2.2 What are your weaknesses?	<ul style="list-style-type: none"> • Mention areas that you would like to be developed in and how you are planning to develop these areas. 	
2.3 Tell me about a mistake you caused in your last position. How did you resolve it and what did you learn from it?	<ul style="list-style-type: none"> • Be honest – we’ve all made mistakes in the past. The important thing to illustrate is how you handled it and what you would do differently next time. 	
2.4 Tell me about a time when you had to handle conflicting deadlines...	<ul style="list-style-type: none"> • Outline a situation and mention the skills you used to handle it eg “I used my initiative to plan the tasks in advance...” 	
2.5 Tell me about a time when you had to deal with an irate customer...	<ul style="list-style-type: none"> • Don’t just say “I referred it to my manager.” Show that you can take initiative and problem solve eg “I calmed the customer down and asked them to 	

Interview Question	Tips for preparing your answer	My response (list dot points only)
	calmed the customer down and asked them to outline exactly what the problem was....”	
2.6 What key milestones have you achieved in your role?	<ul style="list-style-type: none"> List projects you have been involved in and what your role was. Be honest but don't understate your role. Avoid saying "it was only..." or "it wasn't really.....". Tell them why your role in the project was important. 	
2.7 How do you work in a team? OR What makes a team effective?	<ul style="list-style-type: none"> Mention 3 or 4 specific things you do that contributes to the team success. Expand on broad answers such as "I try to get along with everyone." 	
2.8 What sort of manager do you like to work with?	<ul style="list-style-type: none"> Don't give a detailed wish list – outline 3 or 4 key qualities you think are important 	
2.9 What sort of team do you like to work with?	<ul style="list-style-type: none"> As above. 	

Interview Question	Tips for preparing your answer	My response (list dot points only)
2.10 Where do you see yourself in 5 years' time?	<ul style="list-style-type: none"> • Don't overestimate or underestimate your potential but do show your interest & commitment in learning new aspects of the job/industry. 	
2.11 How would you handle an OHS/EEO/Ethical Dilemma?	<ul style="list-style-type: none"> • Show that you understand the common selection criteria beyond the stated definition. Briefly outline the steps you would follow. 	
2.12 Other questions you have been asked?		
3. Questions about the industry		
3.1 What do you see are the trends in this industry?	<ul style="list-style-type: none"> • Show that you have an understanding of the role outside the day-to-day tasks. You can mention the impact of technology or the changes you have observed in your own working experience. 	

Interview Question	Tips for preparing your answer	My response (list dot points only)
3.2 How do you keep up to date with trends in the industry?	<ul style="list-style-type: none"> • Show that you have an understanding of the role outside the day-to-day tasks. You can mention professional associations that you are a member of, conferences or training sessions you have attended, journals or magazines you subscribe to, research you have done on the internet or contacts you deal with on a formal/informal basis (eg clients, suppliers, managers etc) 	
3.3 Other questions you have been asked?		
4. Do you have any further questions?		
4.1 Do you have any further questions or anything else you would like to add?	<ul style="list-style-type: none"> • Don't ask "what does the job involve?" Don't ask about salary unless prompted – this should be negotiated if and when the position is offered to you. 	

Interview Question	Tips for preparing your answer	My response (list dot points only)
4.2 Questions I'd like to ask		
5. Difficult questions?		
5.1		
5.2		
5.3		
5.4		
5.5		

Controlling nerves



What makes me nervous about job interviews?

-
-
-
-
-

How can I control this?

-
-
-
-
-

Notes on my rehearsal

Areas I did well in



Areas that I can improve

Tips on applying through a recruitment agency

What is a recruitment agency?

A recruitment agency is a business that sources employees for employers. The agency performs all or most functions of the recruitment process on behalf of the employer, including advertising, initial screening and assessment, short-listing of applicants and referee checking.

The employer may participate in this process by preparing a position description, reviewing resumes, interviewing candidates and making the final appointment decision.

Advantages of registering with a recruitment agency

- ⦿ Opportunity to apply for variety of jobs that may not advertised
- ⦿ These jobs are often with prestigious and large profile companies
- ⦿ Agencies can “present” your resume on your behalf to the employer
- ⦿ Saves you having to send multiple applications to different employers
- ⦿ Some agencies can negotiate salary & benefits on your behalf

How to select a reputable agency

Agencies should....

- ⦿ be a member of the Recruitment & Consulting Services Association Ltd (RCSA) which enforces the Industry Code for Professional Practice. Agencies that are RCSA members are listed at www.rcsa.com.au
- ⦿ get the balance right in terms of addressing the applicant’s needs and the client’s needs. Agencies will generally only put applicants forward for interview who are deemed willing, ready and able to do the job
- ⦿ ask you about your work history but be wary of those looking for sales leads (eg “who did you report to in your last position?”)
- ⦿ debrief you on all aspects of the role and not pressure you to accept a role that you don’t feel comfortable with (even if you have been interviewed for it)

Tips on submitting your application

- If applying online ensure your application includes the same key words as those used in the advertisement. Many agencies now having scanning systems which automatically “read” and cull applications. Applications that contain exact matches from the advertisement are more likely to be short-listed for the next stage of the process.
- If responding to an advertisement ensure you tailor your application to the job requirements.
- Keep your application near the phone so that if a consultant calls you back you are prepared, professional and create a good impression.
- Your resume should indicate years and months that you were employed in the role, as listing years only can be misleading (ie Dec 1999 – Jan 2000; not 1999 – 2000).
- If called for an appointment with the agency, arrive at least 10-15 minutes beforehand with your resume as you are likely to be asked to complete an application form.

What is the process of registering with an agency?

The basic recruitment process between employer, agency and individual is outlined below. Note: this process may vary for each agency.

The Employer...	The Agency...	The Individual...
	2. Sends acknowledgement of response	1. Responds to job ad or sends unsolicited cover letter + resume to agency
	3. Telephones individual for initial appointment	4. Completes application form before appointment
	5. Agency meets with individual to discuss his/her work history, interests and work preferences	
	6. May conduct skills and psychological assessments	
7. Identifies vacancy and prepares a position/job description	8. Receives signed off job description and works with employer to develop job analysis & person specification	
	9. Searches database for current candidates	
	10. May also advertise job via newspaper and/or internet job sites	
12. Receives shortlist from agency and decides who to interview	11. Receives applications and completes initial screening	
13. Receives briefing from agency on how to interview	14. Briefs candidate on position, interview time & location	15. Makes other necessary preparations for interview eg researches organisation
16. Employer and individual meet for interview(s)		
17. Makes decision on who to appoint	18. Conducts referee checks	
	19. Informs successful candidate and arranges necessary paperwork	
20. Individual commences employment with employer		

Tips on applying through the Internet

What are the advantages of applying online?

Online job sites allow you to search an extensive database of updated jobs that match your criteria, as well as build and submit an online resume to a field of potential employers.

Selecting online job sites

You should select an online job site that has a strong privacy policy. This will determine what happens to your information after it is posted on the site. You don't want your information to be passed along to catalogue companies and other commercial entities (unless you state otherwise). Read the privacy policy carefully before proceeding.

Using key words

Many online sites now have scanning systems that automatically detect and match key words in job applications. Applications that don't contain **exact matches** are **culled**. See below:

If the advertisement asks for...	and your application contains...	Then...
Information Technology	Computer skills	Cull
New South Wales	NSW	Cull
Organisational Behaviour	Organizational Behavior	Cull
Bachelor of Arts	BA	Cull

Terms and conditions

Some sites may incur a cost for holding your resume for a certain period of time. Most may require a valid email address so that you can login to the site and apply for jobs. Always check the privacy policy before submitting your details to these sites.

Australian Job Search Sites

- www.jobs.nsw.gov.au
- www.seek.com.au
- www.careerone.com.au
- www.jobsearch.gov.au
- www.mycareer.com.au
- www.employment.byron.com.au
- www.psgazetteonline.gov.au
- www.jobnet.com

Resources – the other side of recruitment

Internet Sites

- ▣ Picking the best person for the job — Merit Selection Guide for NSW Public Sector panels (source: www.eeo.nsw.gov.au). Also available in hard copy format from Recruitment Administration team.
- ▣ Merit Selection Techniques – Online Refresher Training (source: www.eeo.nsw.gov.au/merittraining/index.html)
- ▣ Personnel Handbook – Chapter 2, Recruitment, Selection and Appointment (source: www.premiers.nsw.gov.au)

Intranet Sites

- ▣ Recruitment Process Map (source: Employee Resources > Human Resources > Recruitment and Induction)
- ▣ Expression of interest – opportunity to serve as panel member (source: Employee Resources > Human Resources > Recruitment and Induction)

Video

- ▣ *A Fair Chance (Summer Hills Films)* (source: Infosource)

References

Books

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Weddle, P.D & Phillips, M (2000), *Finding A Job On The Web*, IDG Books Australia Publishing Corporation, Pty Ltd, Warriewood

Bolles, R.N. (1995), *The 1995 What Color Is Your Parachute?*, Ten Speed Press, California

Websites

Jobs.nsw – Government Jobs Online (www.jobs.nsw.gov.au)

Merit Selection Techniques Online Refresher Training
(www.eeo.nsw.gov.au/meritraining/index.html)

Video recording

Interview Tips and Traps, (2000), Video Education Australasia, Victoria

A Fair Chance – Five Trigger Videos on Selection Interviewing, Summer Hills Films

Interview

Interview on October 28th 2003 with Jenny Johnston, General Manager, Choice HR