



## **APPLICANT INFORMATION PACK**

### **WELCOME TO THE WESTERN AUSTRALIAN PUBLIC SECTOR!**

Thank you for your interest in the advertised vacancy. The Department of Treasury and Finance Shared Services Centre, manages the recruitment for a number of State Government agencies and will also manage the recruitment process for this particular vacancy.

It is important that you read the enclosed information as well as the job advertisement carefully when preparing your application, as this will tell you what is required and guide you through the selection process. You may also like to undertake some additional research about the organisation you are seeking to join by reviewing their agency website.

#### **Am I eligible to apply?**

To be eligible for permanent appointment to the WA Public Service, it is essential you have permanent residency status in Australia, or are a New Zealand citizen with a Special Category Visa. A New Zealand citizen who enters Australia on a current New Zealand passport is granted a Special Category Visa which enables them to remain indefinitely in Australia with unrestricted work rights.

If you do not meet these requirements you may still be eligible for employment opportunities but only those of a fixed term contract nature. In this situation, you must be able to provide documentary evidence of your entitlement to live and work in Australia for the period of the fixed term contract. The Department of Immigration and Citizenship has a form available at <http://www.immi.gov.au/employers/pdf/authority.pdf> which you will need to complete in order for that department to release your work rights status to your prospective employer.

Each public sector agency has their own policies in relation to criminal screening, working with children as well as medical or psychological examination for recruitment purposes. You may be asked to provide a 100 point identification check and undertake a criminal records screening clearance prior to recommendation for appointment.

These requirements will usually only apply to recommended applicants so it is not necessary to take any action at the application stage – unless the requirement to do so is listed as part of the work related requirements on the Job Description Form. Offers of appointment will be made subject to the relevant conditions being met.

### **STEP 1 - GETTING STARTED**

#### **Preparing your application**

Different agencies have different methods of assessing your suitability for the advertised position. The process you will need to follow will be outlined in the advertisement. For example, you may have to address the job related requirements, respond to specific questions, or submit a comprehensive resume with a covering letter. There are also other means of assessment such as participating in a psychometric test or giving a presentation. Whatever the format, you must be able to demonstrate in your application that you are competitive and stand out from other applicants.



It will be the responsibility of a selection panel to assess your application to determine whether you will be selected for the next phase of the recruitment process. The panel will consider all the elements and information gathered through the recruitment process to determine the most suitable candidate.

Remember to check the closing date and time for the job you are applying for, as the onus is on the applicant to ensure it is lodged correctly with all attachments and is *received on time!*

### Addressing the work related requirements

If the advertisement asks you to address the work related requirements (selection criteria), this will play an important part in the preparation and assessment of your application. To be considered for an interview, you will need to demonstrate to the panel that you meet the work related requirements for the position.

To do this, draw on your own experiences and provide a description of relevant and/or transferable skills and abilities related to the position. Your application should contain examples from your previous work history that best illustrate how your skills and abilities are related to the job. You may wish to use a formula such as the SAO approach (**S**ituation, **A**ction, and **O**utcome) when addressing the job related requirements. Be clear and concise in your statements and provide evidence to support your claims.

### Your resume and referees

Your resume will need to include a description of your relevant work experience preferably starting with the most recent periods (include dates). Please include a brief description of your duties and responsibilities for each job and if possible, outline your key achievements for each role. In addition, your resume should include your education, training and other achievements. You may also like to outline any activities that you have undertaken outside of work which you feel are relevant to the job.

Depending on the vacancy you are applying for, you may be asked to provide the selection panel with referees. Your referees may be contacted at any stage of the recruitment process and you will need to provide the selection panel with your referee's work address, e-mail and contact telephone number for this purpose.

A referee reporting guide may be forwarded to your nominated referee(s) and will be used in combination with other selection tools. The referee reporting guide enables the referee to provide information about your previous work experience in relation to the job related requirements.

It is good practice to contact your referees before you list them in your application so that you can confirm that they are available and willing to provide comments if required. It may assist your referee to know what job you are applying for, so consider giving them a copy of the Job Description Form and your written application so they can frame their comments in the context of the role.

As a general rule, selection panels prefer to contact your current or most recent supervisor. However, this is not essential if you feel that such contact would jeopardise or be detrimental to your current employment. Should this be the case, please feel free to discuss your concerns with the panel and an alternative referee can be used. If you are particularly concerned, note on your application, "Referees Available on Request" so you can be sure it will be discussed with you prior to any contact.



## Lodging your application

Applicants are requested to lodge their applications on-line. When you are ready to lodge your application, please check to ensure that you have actioned the following items before clicking on the URL link provided at the bottom of the advertisement on the WA Jobs Board:

- ✓ Addressed the 'work related requirements', or prepared the relevant information requested in the job advertisement. If you are unclear about what is required, contact the person nominated in the advertisement;
- ✓ Completed any form/s attached to the advertisement;
- ✓ Saved the form/s, along with a copy of your resume, covering letter and/or statement addressing the work related requirements ready for uploading in MS Word (.doc) or PDF file formats only. We also accept common picture file formats such as JPEG and TIF/F; and
- ✓ Ensured you have *plenty of time* to submit your application through eBusiness and allow for system outages. ***iRecruitment applications close at 11:45pm and no late applications will be accepted.***

When you have completed the above actions, click on the URL link provided on JobsWA and this will take you to the gateway to 'eBusiness' where you can lodge your job application. At this site, you will also find a link to a *Quick Reference Guide* (QRG), which will provide new users with a step by step guide to assist you with the lodgement of your application.

Existing public sector employees, whose agencies currently receive human resource services from the Shared Services Centre, can already access WG iRecruitment Employee Candidate through eBusiness during business hours. In addition to this, by using the link on Jobs WA, you will be able to use your current log on as an employee to use the WG iRecruitment Employee Candidate outside of work and from any location. A QRG is also available for existing employees.

## STEP 2 - THE INTERVIEW

After assessing your application, the selection panel may invite you to attend an interview. At the interview, the panel may ask you a number of questions, respond to a case study, role play or give a presentation. Whatever process the panel adopts, they will ensure it relates to the position requirements.

### Preparing for the interview

So that you are prepared, you are encouraged to:

- Re-read the Job Description Form and the work related requirements;
- Consider how you would undertake the duties of the position and how you might resolve any problems. Also, think of examples where you have applied relevant skills and abilities in a similar role or situation; and
- If appropriate, prepare a portfolio of your work that demonstrates your skills and abilities. For example, copies of reports or spreadsheets. Please note that copies your work will be viewed by the panel at the interview and may not be retained by the panel.



## At the interview

You may find the following points useful to keep in mind when preparing for the interview:

- Be on time for the interview;
- Dress appropriately for the position for which you have applied;
- Do not assume that the panel members know about your suitability for the position, even though you may have worked with them previously;
- Take time to answer each question. Present answers clearly and concisely and where possible, relate your answer to relevant past experiences;
- Remember, an interview is an exchange of information, therefore you are welcome to ask questions, or clarify information; and
- Take a copy of your application to the interview.

## STEP 3 - WHAT HAPPENS NEXT?

Following the interview process, the panel will consider all the information gathered to determine which applicant(s), best meet the work related requirements and the business and diversity needs of the agency. All applicants will be notified of the outcome either electronically or in hard copy.

### Feedback

When applicants are notified of the outcome of the selection process, you are encouraged to telephone the contact person for feedback. This information may be valuable to you when you are looking for future job opportunities.

### Public Sector Standards - Recruitment

The recruitment process should comply with the Public Sector's Recruitment, Selection and Appointment Standard. The desired outcome of the recruitment process is that the most suitable and available person(s) are selected and appointed. The minimum standard of merit, equity and probity for recruitment, selection and appointment is met if:

- A proper assessment matches a candidate's skills, knowledge and abilities with the work related requirements of the job and the outcomes sought by the public sector body, which may include diversity.
- The process is open, competitive and free from bias, unlawful discrimination, nepotism or patronage.
- Decisions are transparent and capable of review.

### Breach process

At the conclusion of the selection process you will be notified of the outcome and are encouraged to seek feedback. If you are unsuccessful and are of the opinion that any of the above Recruitment, Selection and Appointment compliance requirements have not been met, you may lodge a formal application for a review of the process.

Information about this process will be sent to you when you are notified of the outcome of the selection and should you wish to proceed with a claim, this must be sent to the Human Resources Manager of the agency who advertised the position.



It is important to note that the regulations do not provide for a review of the process to be undertaken on the grounds that you consider that you were more competitive than the selected applicant(s).

The Recruitment, Selection and Appointment Standard covers every type of recruitment process whether it is fixed term, casual or permanent. However, if the advertised position was for less than six months, a person cannot claim unless the position was advertised with a possibility of extension beyond six months.

### Additional information

For specific information about the position please contact *the person nominated in the advertisement* in the first instance.

Once your application has been submitted and you wish to monitor the progress, please log into iRecruitment and check the status under 'Jobs Applied For > Status'.

All general enquires regarding recruitment can be directed to the Customer Service Centre at Shared Services on:

- iSupport in the eBusiness Centre (for employees of SSC client agencies only);
- Telephone: 1300 345 677 (external site visitors only); and
- E-mail: [enquiries@oss.wa.gov.au](mailto:enquiries@oss.wa.gov.au),

### Difficulties in lodging your application

Applicants are strongly encouraged to lodge their applications on iRecruitment and this is the preferred method of lodgement. Should there be a system outage a 'splash' page will be displayed on the DTF website and will provide applicants with information on the outage. As applicants may lodge their applications up to 11:45pm, please allow some time and then attempt to resubmit your application.

If the system does not resume normal operations in sufficient time for you to resubmit your application via iRecruitment, you can email your application to [recruitment@oss.wa.gov.au](mailto:recruitment@oss.wa.gov.au). Alternatively, if you do not have access to a personal computer, you can submit your application by mail marked: Confidential Advertised Vacancy, Shared Services, Department of Treasury and Finance, PO Box 591, Cannington, WA 6987. Mailed applications must be received by 5:00pm on the day/date specified in the advertisement.

Applicants are strongly encouraged to lodge their applications as early as possible.

**Good luck with your application!**