HOW TO APPLY
for a job







HAVE YOU FOUND A JOB YOUR INTERESTED IN?

Carefully read the position description to see if you have the qualifications, experience, skills and personal attributes required for the role.

BEFORE YOU START

Once you start an online job application, you cannot save and return to it later.

We suggest the easiest way to prepare and review your application is to copy and paste the selection criteria (you'll find this in the position description) into a Word document. This will enable you to work on it until you are happy with your responses.

Check if any supporting documents have been requested as attachments (e.g. your resume, cover letter or qualifications). If so, make sure you have these readily available in electronic format. Please scan them in as one file as this is the only way they can be uploaded.

YOUR APPLICATION

Click on the job you wish to apply for. If you have prepared your responses in a separate document, cut and paste these responses into each question field.

Upload your resume along with any other documents requested for example: qualifications, licenses, Working with Children Check (remember they need to be in one file).

Click to go! Once you're happy your application is complete, click on 'Confirm' to submit your application. If the application is successfully submitted you will receive an immediate acknowledgement email.

KEEP INFORMED

Remember we'll be communicating with you via email so keep checking to see if you've been shortlisted for interview. You don't want to miss any vital communication so check your emails regularly. (Please make sure your email address is active and up-to-date)

FAQS

Can I save my application and come back to it later?

No. your application needs to be completed in one sitting. You cannot save it and come back to it later.

How do I answer the questions?

Some questions just require you to click on the button next to 'yes' or 'no'. Other questions require you to type your answer into the box. The answer box will expand as you type. You can use as many words as you like – there is no limit - but please be keep your responses concise.

Do I need to answer all the questions?

The questions marked with a small red asterisk or star, are compulsory and need to be completed in order to process your application. If you do not answer a required question, red writing will show you which answers need to be reviewed and which boxes cannot be blank.

NEED HELP?

Please contact one of our friendly People, Safety and Culture team members

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02 6643 0850
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www.clarence.nsw.gov.au

RECRUITMENT
and selection under the Capabilty Framework







Applications for positions advertised by Clarence Valley Council (CVC) must be submitted online. Applications will only be accepted in response to advertised positions.

HOW TO APPLY

Recruitment at Clarence Valley Council is based on merit. The candidate who best meets the selection criteria is the one who will be given preference for appointment to the position.

When applying it is important to prepare an application that demonstrates why you are the best person for the job and how your skills, knowledge and experience match the selection criteria.

You really need to download and read the Position Description to prepare your application.

LODGING YOUR APPLICATION

Applications must be lodged by the advertised closing time.

Just in case there's any technical hiccups, it's recommended you do not wait until the last minute to submit your application.

All applications are via our online portal, we do not accept hard copy posted, hand-delivered or emailed applications.

LATE APPLICATIONS

Late applications will only be considered in extenuating circumstances. Requests for late submission will be assessed on a case-by-case basis by the People and Culture team.

FOCUS ON YOUR APPLICATION

Your application is the first information we see about you, so show us why you are the right person for the job and make a positive impression. Include how your capabilities, knowledge and experience match the job you are applying for. The panel will review your application and decide whether you should proceed to the assessment stage.

About the application

At the start of the application you may be asked whether you meet the essential requirements for the job. You cannot progress with your application unless you meet these requirements.

An application usually consists of:

- cover letter
- resume
- short statement against one or two targeted questions – this is an important step

You will also be asked to provide information such as personal details, diversity information, work experience, education and details of referees.

If you require additional assistance to participate in the recruitment process please discuss with the advertised contact person. You can ask for reasonable adjustments to be made at anytime during the recruitment process.

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WRITING YOUR APPLICATION

The assessors know nothing about you so you need to show how your capabilities, knowledge and experience are relevant to the job you are applying for.

Provide examples of your accomplishments and work ethic in other jobs and relate these to the requirements of the job you are applying for to show how your capabilities, knowledge and experience are transferable.

For example, if a core part of the job is to manage a team, you could mention details of your previous experience in managing others in your cover letter and also highlight this in your resume.

If you have limited work experience you can draw on your experiences from other contexts such as university, school or volunteering.

And remember to tailor your application to the position you are applying for and always check spelling, punctuation and grammar before submitting your application.

WRITING YOUR RESUME

Your resume (also known as curriculum vitae or CV) is a summary of your qualifications, experience, skills and qualities. It needs to be clear, concise and neatly organised with content relevant to the position you are applying for.

Your resume should include:

- education, qualifications and details of any courses or areas of focus that might be relevant to the position.
- experience, paid and volunteer, with most recent experience first. For each job, include the position title, name and location of employer, and dates of employment. Briefly describe your position responsibilities for each job using dot points or a brief paragraph.
- special skills, computer skills, achievements, and membership in organisations.
- names of referees.

RESPONDING TO TARGETED QUESTIONS

Targeted questions are open-ended and allow you to give examples of how you have demonstrated the behaviours of a particular capability. Be sure to adhere to the required word limit.

Tell us how you have shown the types of relevant capability behaviours in other jobs or contexts.

A particular level applies to the capabilities identified in the position description, i.e. foundational, intermediate, adept, advanced or highly advanced. You must be able to demonstrate your ability to perform the capability at that level.

The capability of Communicate and engage may be assessed in the way you respond to a targeted question or in how you have written your cover letter.

The behavioural indicators applicable to each capability are explained in the CVC Capability Framework.

EXAMPLE OF A TARGETED QUESTION AND HOW TO RESPOND

A capability for an Administrative Support Officer position is to have a Community and Customer Focus. A targeted question on this capability at the intermediate level might ask you to:

Give an example of a situation where you provided services that were customer focused.

In responding to this question, have a look at the behavioural indicators relating to this capability and the level required for that position. For example, you could describe where you provided customer service and give examples of how you did some or all of the following:

- Identifies and responds quickly to customer needs
- Demonstrates a thorough knowledge of services provided
- Puts the customer and community at the heart of work activities
- Takes responsibility for resolving customer issues and needs

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A GUIDE TO SOME KEY WORDS USED IN TARGET QUESTIONS:

Demonstrated knowledge or skill - give examples that prove you have knowledge or possess the particular skills required.

Ability to - you may or may not have done this kind of work before. If you haven't you may have some transferable skills, knowledge and experience. Describe things you have done which prove you could do this kind of work, for example; if you need finance ability, have you managed your household budget?

Experience in - you need show you have done this work before. Give examples.

Effective, proven, highly developed, superior - these are all asking you to show your level of achievement. Give as much detail as you can while remaining succinct. Give actual examples of your achievements not your previous work team achievements.

Sound communication skills - describe your experience in dealing with people, details of things you have written, and examples of problems you have solved using your communication skills.

REFEREES

The referees you include in your application should have supervised you in a position requiring performance of the skills/duties which you claim to have previously performed, and which align with the duties required of the position you're applying for.

This may not be possible for new entrants to the workforce, in which case the most relevant referees should be supplied.

You should let your referees know you have applied for a job with Clarence Valley Council. Give them some background on the position so if they get a call they'll be prepared.

CONTACT WITH COUNCILLORS

Councillors may only be used as referees where a genuine employer/employee or business relationship exists and the applicant can substantiate such an association.

Applicants who contact a Councillor to advance their application in circumstances will be immediately disqualified from being appointed to the position.

THE INTERVIEW AND SELECTION PROCESS

Selection involves the following:

SHORTLISTING

A panel (usually three people) will assess all applications to decide who will be interviewed. Applicants who best meet the selection criteria will be considered.

If you are shortlisted for the job you will be contacted via email and requested to attend an interview. You may be asked to provide some documents (e.g. evidence of qualifications, birth certificate).

If your online application is unsuccessful you will be advised by email. We do not provide feedback on applications at this stage.

INTERVIEW

The Selection Panel may use a number of methods to assess your ability to do the job, including work samples and/or practical assessments. We'll let you know this when booking the interview.

REFEREE CHECKS

Your referees will be contacted if you are one of the preferred applicants for the position.

PRE-EMPLOYMENT SCREENING

A pre employment screening (at Council's expense) is part of the selection process. You will be contacted after the interview to make these arrangements.

AND FINALLY...

The successful applicant will be contacted by the Panel Covener of the Selection Panel with a job offer. This offer will then be confirmed in writing. Should you wish to accept the position you may accept the position verbally, however you will also need to respond in writing.

Unsuccessful interviewees will also be contacted by phone and offered feedback if it is requested.

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