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## APPLICANT'S INFORMATION PACKAGE

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**Vacant Position:** Administration and Quality Officer

**Reference Number:** GISC64

**Closing Date:** Monday 1 February 2021

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**ONLY APPLICATIONS SUBMITTED ONLINE AT  
[www.gisc.nsw.gov.au](http://www.gisc.nsw.gov.au)  
WILL BE ACCEPTED FOR THIS POSITION**

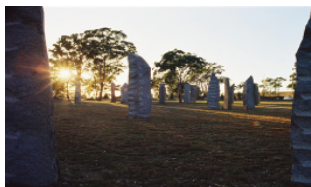
Your information package includes the following:

1. Position Advertisement
2. Selection Criteria
3. Position Description
4. Application Checklist
5. Guide to Applying for Employment with Council

*If any of the above items are missing or are incomplete, please contact Helen Stapleton, Human Resources Officer.*

*Telephone:* 02 67302303  
*Email:* [jobs@gisc.nsw.gov.au](mailto:jobs@gisc.nsw.gov.au)





## Administration and Quality Officer

- **Permanent Full-Time (35 hours per week)**
- **From \$60,548 per annum (plus super)**
- **Monthly Rostered Day Off (RDO)**

***This position is government funded.***

Reporting to Council's Manager of Community Services, this challenging position will assist consumers and provide administration support and quality assurance to Life Choices – Support Services.

You will have demonstrated experience and ability in the provision of business administration services and quality management; demonstrated commitment to quality, continuous improvement and risk management; excellent interpersonal skills and effective oral and written communication skills together with demonstrated attention to detail, to accurately calculate and balance cash transactions and sound computer skills, particularly word processing, internet and spreadsheet skills with a proven ability to deal appropriately with sensitive and / or confidential information. You will also need to have an understanding of how to communicate with a diverse group of customers which may include people who have a sensory deficit, people who are have a disability and people who have dementia.

Demonstrated experience as a supervisor or team leader, together with a current drivers licence, first aid certificate and Working with Children Check would be looked upon favourably.

***This position has been identified as child-related employment. It is an offence for a person convicted of a serious sex offence or a Registrable Person under the Child Protection (Offenders Registration) Act to apply for this role. Working with Children Checks and National Criminal Record Checks apply.***

Enquiries relating to the application process may be directed to Helen Stapleton on (02) 6730 2303 or email [jobs@gisc.nsw.gov.au](mailto:jobs@gisc.nsw.gov.au)

Job specific enquiries may be directed to Tony Williams, Manager of Community Services on (02) 6730 2504 or email [awilliams@gisc.nsw.gov.au](mailto:awilliams@gisc.nsw.gov.au)

Council is an EEO employer. Women, Aboriginal people and Torres Strait Islanders, people with a disability, and members of racial, ethnic, and ethno-religious minority groups are encouraged to apply.

Apply by 5:00pm on Monday 1 February 2021. Ref No: GISC64

**Craig Bennett – General Manager**  
***Promoting a safe and healthy workplace***



# Recruitment – Position Selection Criteria

## Part A: Vacancy Details

Position Title:	Administration and Quality Officer
Vacancy Ref No:	GISC64
Closing Date:	Monday 1 February 2021

## Part B: Essential Position Specific Criteria

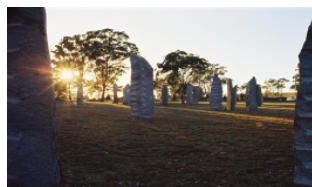
1	Demonstrated experience and ability in the provision of business administration services and quality management
2	Demonstrated commitment to quality, continuous improvement and risk management
3	Excellent interpersonal skills and effective oral and written communication skills
4	Demonstrated attention to detail, to accurately calculate and balance cash transactions
5	Sound computer skills, particularly word processing, internet and spreadsheet skills
6	Proven ability to deal appropriately with sensitive and / or confidential information
7	An understanding of how to communicate with a diverse group of customers which may include people who have a sensory deficit, people who are have a disability and people who have dementia

## Part C: Desirable Position Specific Criteria

8	Class C (Car) Drivers Licence
9	Current First Aid Certificate
10	Current NSW Working with Children Check (WWCC)
11	Qualification and/or experience performing audits
12	Experience supervising and leading staff

**Please Note: Failure to adequately address the selection criteria in your application may prevent the Selection Panel from assessing your suitability for the position and may exclude you from further consideration at the short-listing stage. For further information on how to correctly address selection criteria, please refer to the enclosed booklet 'Guide to Applying for Employment'**





## Glen Innes Severn Council Position Description

<b>Position Title:</b>	<b>Administration and Quality Officer</b>		
<b>Position Number</b>	CS35		
<b>Directorate</b>	Corporate and Community Services		
<b>Department</b>	Community Services		
<b>Section</b>	Life Choices - Support Services		
<b>Location</b>	134 Church Street, Glen Innes		
<b>Reports To</b>	Manager of Community Services		
<b>Award Classification</b>	<b>Band</b>	Administrative/Technical/Trades	<b>Level</b> 1
<b>Salary System Grade</b>	10		
<b>Status</b>	Permanent Full-Time (70 hours per fortnight)		
<b>Salary Range (pw)</b>	\$1,164.40 to \$1,223.30 (plus performance bonuses after step 2)		
<b>Prepared By</b>	Helen Stapleton, Human Resources Officer (Payroll) Anthony Williams, Manager of Community Services		
<b>Date</b>	12 January 2021		
<b>Approved By</b>	Anna Watt, Director of Corporate and Community Services		
<b>Date</b>	12 January 2021		
<b>Other Conditions and Benefits</b>	<ul style="list-style-type: none"> <li>Monthly Rostered Day Off (RDO)</li> </ul>		
<b>Child-Related Employment</b>	This position does not involve child-relation employment as defined in the <i>Commission for Children and Young People Act 1998</i> .		
<b>Council Codes and Rules</b>	The employee who occupies this job must be knowledgeable about Council's Code of Conduct and other policies and organisation rules that affect his or her employment. It is a requirement of the job that these codes, policies and rules are followed.		
<b>Work Health and Safety</b>	The employee who occupies this job must be knowledgeable about Council's safety policy and procedures as described in the organisation's Work Health and Safety (WHS) Management Plan. He or she must comply with relevant WHS policies and procedures and act in a manner that ensures the health and safety of all persons in the workplace.		



## SELECTION CRITERIA

*Applicants should carefully address all criteria in their applications. To be recommended for appointment, applicants must demonstrate that they meet the essential criteria.*

### **Essential Criteria**

- ✧ Demonstrated experience and ability in the provision of business administration services and quality management
- ✧ Demonstrated commitment to quality, continuous improvement and risk management
- ✧ Excellent interpersonal skills and effective oral and written communication skills
- ✧ Demonstrated attention to detail, to accurately calculate and balance cash transactions
- ✧ Sound computer skills, particularly word processing, internet and spreadsheet skills
- ✧ Proven ability to deal appropriately with sensitive and / or confidential information
- ✧ An understanding of how to communicate with a diverse group of customers which may include people who have a sensory deficit, people who are have a disability and people who have dementia

### **Desirable Criteria**

- ✧ Class C (Car) Drivers Licence
- ✧ Current First Aid Certificate
- ✧ Current NSW Working with Children Check (WWCC)
- ✧ Qualification and/or experience performing audits
- ✧ Experience supervising and leading staff

## JOB SUMMARY

Assists consumers and provides general administration support and quality assurance to Life Choices - Support Services, by performing the following duties.

## DUTIES AND RESPONSIBILITIES

**Essential Duties and Responsibilities** include the following:

*The duties and responsibilities listed here are considered essential to achieving the primary objectives of this job. Other duties consistent with the functions and role of the position may be assigned.*

- ✧ Works as a team member to ensure cooperation and the provision of informed, coordinated and quality services to consumers/participants.
- ✧ Promotes the image of the Council in a positive manner and actively works to promote good public relations.
- ✧ Ensures the provision of a high level of customer service within the Department of Corporate and Community Services, including providing timely feedback to customers, ensuring that the “loop is closed” and that excellence in customer service is achieved.
- ✧ Maintains an awareness of policies and procedures relevant to area of responsibility and ensures that all work complies with such requirements.
- ✧ Ensures strict confidentiality is maintained and privacy principles are adhered to regarding Council records / information.
- ✧ Assists the Manager of Community Services and Coordinators of Life Choices - Support Services Teams with the implementation of Council’s Operational Plan and Budget as well as other objectives relevant to requirements.
- ✧ Ensures that all hazardous conditions, injuries and near misses are recorded, investigated and appropriately actioned.
- ✧ Promotes risk management strategies to improve consumer/participant service delivery and integrate risk assessment and management into business planning.
- ✧ Coordinates and supports on-site audits conducted by external providers and document internal audits and other quality assurance activities.
- ✧ Implements a planned and organised approach to document management systems that includes reviewing existing system requirements and processes.
- ✧ Analyses monitors and reviews data related to procedures, standards, systems and business operations to identify areas for continuous improvement in the quality system.
- ✧ Identifies training needs and organises training interventions to meet the aged care Quality standards and the National Disability Insurance Scheme (NDIS)
- ✧ Drafts quality assurance policies and procedures.
- ✧ Writes standard correspondence and reports following prescribed formats.
- ✧ Ensures that information and records are maintained and stored in accordance with relevant policies and procedures, in consultation with the Manager of Community Services, Life Choices - Support Services Coordinators and Council’s Records Supervisor.
- ✧ Researches and assembles information for the preparation of reports, media release and other documents.
- ✧ Prepares orders in Council’s accounting system, for approval by Life Choices - Support Services staff as required.
- ✧ Conducts the annual Life Choices - Support Services consumer/participant and stakeholder surveys, to review and evaluate services being delivered.
- ✧ Performs routine clerical and administration tasks, such as data entry, filing and mail processing.
- ✧ Photocopies, collates, assembles and binds reports and other documents as required.
- ✧ Administers petty cash by maintaining the security of the cash, issuing cash for approved purchases, maintaining records of transactions and reconciling and reimbursing cash at monthly or more regular intervals if required.

- ✧ Operates a variety of office equipment, including personal computer, photocopiers, facsimile machines, printers and telephone systems.
- ✧ Assists Life Choices - Support Services Financial Officer and Customer Service Officer's as required during periods of leave and at other times as required.
- ✧ Maintains a system of staff records ensuring that essential staff documents such as drivers licence, Working With Children Checks (WWCC), and Criminal Records checks are renewed prior to expiry dates.
- ✧ Maintains a training matrix for all Life Choices - Support services staff.
- ✧ Maintains access to The My Aged Care (MAC) Portal in order to accept referrals, check documentation and update files.
- ✧ Maintains access to the NDIS Portal and works with the Coordinator Direct Support to provide a Plan Management service for NDIS participants.
- ✧ Assists in keeping the reception and work areas neat, tidy and organised.
- ✧ Trains and coaches new and/or relief staff, to assist them to learn relevant aspects of the position.
- ✧ Any other assigned duty consistent with the responsibilities of the position and within the limits of the skills, competence and training of the employee.

## SUPERVISORY RESPONSIBILITIES

This position directly and/or indirectly supervises the following positions:

- ✧ Customer Service Officers (2)

Carries out supervisory responsibilities in accordance with the organisation's policies and applicable laws. Supervisory responsibilities include:

- ✧ planning, assigning and directing work
- ✧ appraising performance
- ✧ coaching and advising employees
- ✧ approving overtime and leave
- ✧ authorising timesheets

The employee may be required to initiate action or provide advice on rewarding and disciplining employees, addressing complaints and resolving problems, identifying training needs and appointing employees.

## FINANCIAL AUTHORITY

This position has no authority to approve or control expenditure.

## PHYSICAL DEMANDS

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is regularly required to sit, talk and hear in a work environment with generally low levels of background noise, and use hands and arms to operate keyboards and other office equipment.

The employee must regularly lift and move objects up to 10 kilograms in weight using safe lifting techniques.

Specific vision requirements for this job include close vision for reading, writing and computer operation, plus distance vision, peripheral vision and depth perception adequate for the safe operation of motor vehicles.

## WORK ENVIRONMENT

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually quiet to moderate. There is no other unusual work environment characteristics associated with this position.

## EDUCATION, SKILLS AND EXPERIENCE

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Education and Experience**

Certificate III or IV in Local Government (Governance and Administration), Business Administration or the equivalent, plus one (1) to two (2) years related experience; or the equivalent combination of education, experience and/or training.

### **Language Skills**

Ability to read, and interpret documents such as safety rules, operating instructions and procedure manuals. Ability to accurately record information in written and numerical form and write routine notes, memoranda and business correspondence. Ability to effectively present information and respond to questions from managers, consumers and the general public.

### **Mathematical Skills**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to calculate figures and amounts involving discounts, interest, proportions and percentages. Ability to draw and interpret graphs and tables. Ability to design and apply basic spreadsheet formulae.

### **Reasoning Ability**

Ability to deal with problems involving several concrete variables in standardised situations. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

### **Computer Skills**

✧ Intermediate skills in spreadsheets, word processing, databases, Internet and email.

### **Certificates, Licences and Registrations**

✧ No specific certificates or licences are essential for this position.



***Other Skills and Abilities***

✧ No other specific skills or abilities are required for this position.

**SIGNATURES**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Application Checklist

Before you submit your application, have you:

- ☐ Carefully read all the contents of the information package?
- ☐ Carefully read the position description and acquainted yourself fully with the selection criteria?
- ☐ Completed the online application form at [www.gisc.nsw.gov.au](http://www.gisc.nsw.gov.au)?
- ☐ Uploaded a resume giving full details of your previous employment history?
- ☐ Uploaded cover letter, references, certificates, licences and/or qualifications in support of your application?
- ☐ Included your "Working With Children" Check details?  
**(Note: This item applies to child-related employment only)**  
***Important: If the position you are applying for is child-related employment, failure to provide the Working With Children Check application number with your application will exclude you from consideration at the short-listing stage.***

**Note: If you are running short of time to submit your application, please contact Human Resources on (02) 6730 2303 before the closing date. We may be able to assist you in this matter.**

Form No: HR 011.1.0	Version No: 1.0 Date: April 2011	Review Date: April 2013	Related Documents:	Resp Officer: Pay Officer
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# Guide to Applying for Employment

## Human Resources

October 2019



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Thank you for your interest in the recently advertised vacancy with Glen Innes Severn Council.

Council selects applicants by assessing their relative suitability and merit for employment in relation to the essential functions of the advertised position, and specifically by assessing their ability to meet the selection criteria provided in the position description.

This guide has been prepared to assist you with the preparation of your application, and to give you a more complete picture of the advertised position. Basic information is provided on how to apply for the position and how to prepare for your interview.

If you have any further questions, please do not hesitate to speak to the contact officer specified in the job advertisement. He or she will be pleased to assist you with additional information or will refer you to someone who has the information that you seek.

If you have any questions in relation to actual application process please contact the Human Resources contact officer specified in the advertisement.

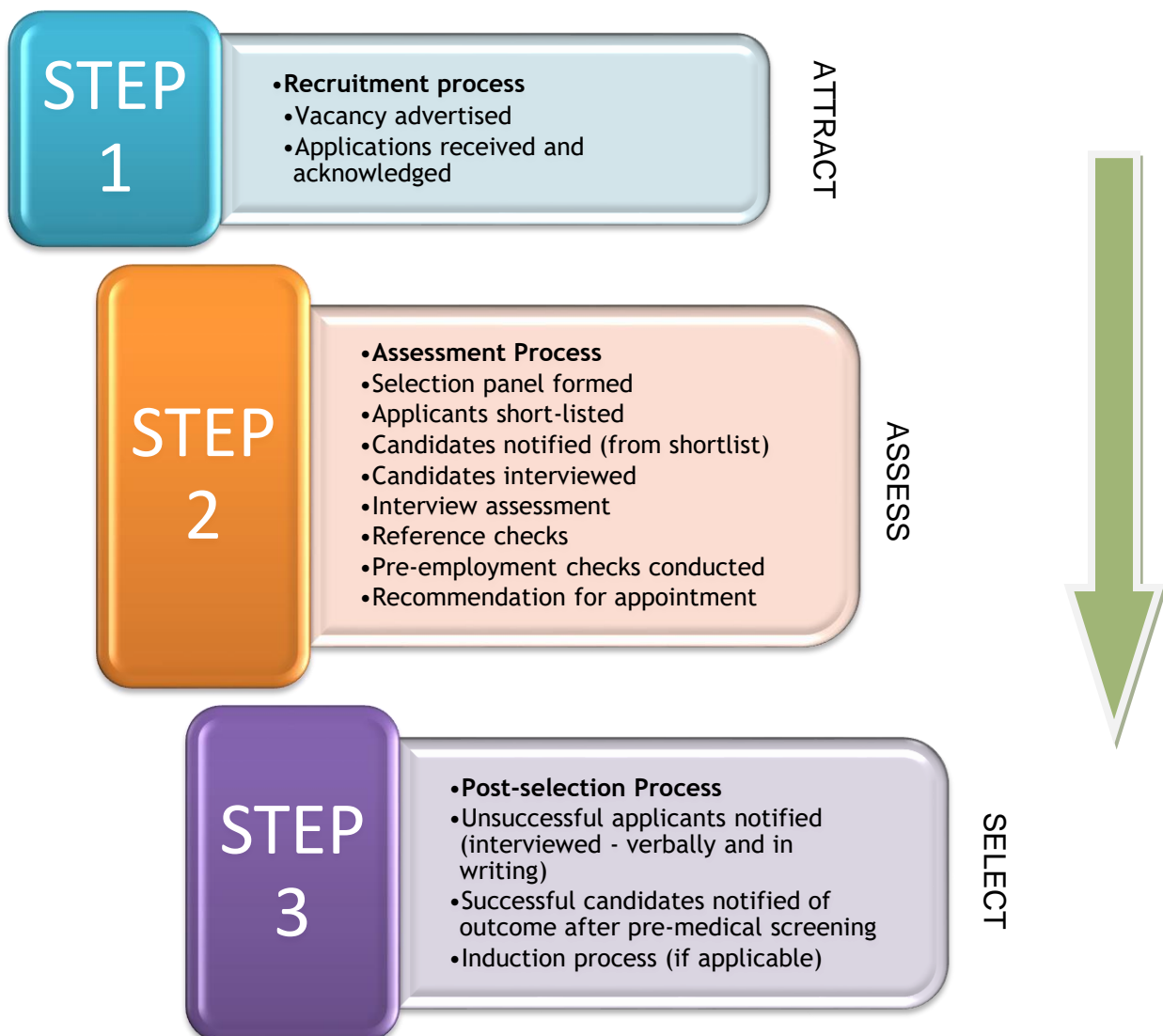
## EQUAL EMPLOYMENT OPPORTUNITY

Glen Innes Severn Council is an equal opportunity employer. The Council's recruitment and selection policy and procedures are based on the principles of equity and merit.

Equal employment opportunity (EEO) is the assurance of conditions in which all applicants have an equal chance to seek and obtain employment. EEO reinforces merit-based selection as it requires applicants to be selected and treated on the basis of their ability to do the job. Merit-based selection is an assessment of an applicant's abilities, skills, knowledge, qualifications, and potential, relative to those of other applicants against selection criteria set down in the position description. A merit-based recruitment and selection process involves a range of activities designed to ensure:

- Fair and open competition;
- A systematic and consistent process;
- Processes that do not unfairly discriminate at any stage;
- Skilled and impartial selection panels;
- Selection criteria that reflect the actual and realistic requirements of the position.

### Council's recruitment and selection process



## POSITION DESCRIPTION

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The position description (PD) is the major source of information regarding the position that you are applying for.

You should read this document very carefully. It includes the following information:

- Details of the position, including title, location, grade, salary and special employment conditions and benefits;
- Job summary, duties and responsibilities;
- Organisational relationships, that is, who the position reports to and who it supervises;
- Financial responsibilities and limits to financial authority;
- Representative qualifications, skills and abilities;
- A summary of physical demands and the work environment;
- SELECTION CRITERIA and other pre-employment conditions that must be met.

## THE CONTACT PERSON

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The advertisement for the position will nominate a contact person, who is usually the supervisor/manager for the position being advertised. It is the responsibility of this person to answer all specific enquiries in regard to the position.

There will also be a nominated contact person from Human Resources who is available to assist with any questions in relation to the application process and submission of applications.

*If you have an enquiry in regard to the vacancy or your application, at any stage of the recruitment or selection process, please feel free to speak to the contact person. He or she is there to assist you and will treat all enquiries with respect and confidentiality.*

## INTRODUCTION TO SELECTION CRITERIA

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You will note that this guide makes repeated references to 'selection criteria', which can be found in the Person Specification that forms part of the Position Description. When completing your application, it is essential that you address the selection criteria for the position that you have applied for.

If this is the first time that you have encountered selection criteria, you may be experiencing some confusion over the term. Selection criteria are simply those work-related skills, abilities, experience, knowledge and/or qualifications that are considered to be necessary for the competent performance of the essential duties and tasks of the position. They are determined by reference to the job's functions.

For more detailed information on selection criteria, refer to Pages 8 and 9 in this Guide.

***Failure to adequately address the selection criteria in your application may prevent the Selection Panel from accurately assessing your suitability for the position and may exclude you from further consideration at the short-listing stage.***

## THE SELECTION PROCESS

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The four stages in the selection process are as follows:

### 1. Shortlisting of Applicants

The Selection Panel will assess all applications for the position and will create a shortlist of those applicants that, based on their relative merit, will proceed to the next stage of the selection process.

During the shortlisting stage, the Selection Panel will:

- Read all applications for the position.
- Compare the information provided in each application with other applications and the selection criteria.
- Assess, using the selection criteria, applicants' relative merit in relation to the vacant position.
- Create a shortlist of applicants that will proceed to the next stage. Shortlisted applicants will be contacted and invited to participate in further assessment. Unsuccessful applicants will be advised accordingly.

### 2. Final Selection

At this stage of the selection process, the Selection Panel will use selection methods to reduce the shortlisted applicants to a single recommended applicant. Depending on the nature of the position and the quality of applicants, one or two default nominees may also be chosen. The default nominee(s) may be offered employment in the event that the recommended applicant does not take up duty.

The Selection Panel has a number of possible selection methods at its disposal. These may include one or more of the following:

- Structured interviews, where each applicant is asked the same set of questions relating to the selection criteria.
- Work assessments, in which applicants are required to carry out task(s) similar to that required in the position.
- Aptitude or ability tests, for example, typing tests, mathematical tests.

### 3. Verification of Prior Employment and Qualifications

You will be asked to supply the details of at least two referees. Preferably, these should be people that are able to comment on your previous work experience, although it is acknowledged that this will not be possible if this is the first job that you have applied for.

The Selection Panel will conduct reference checks before an offer of employment is made, and may also conduct checks with relevant educational institutions and/or training providers to verify applicants' qualifications and other credentials.

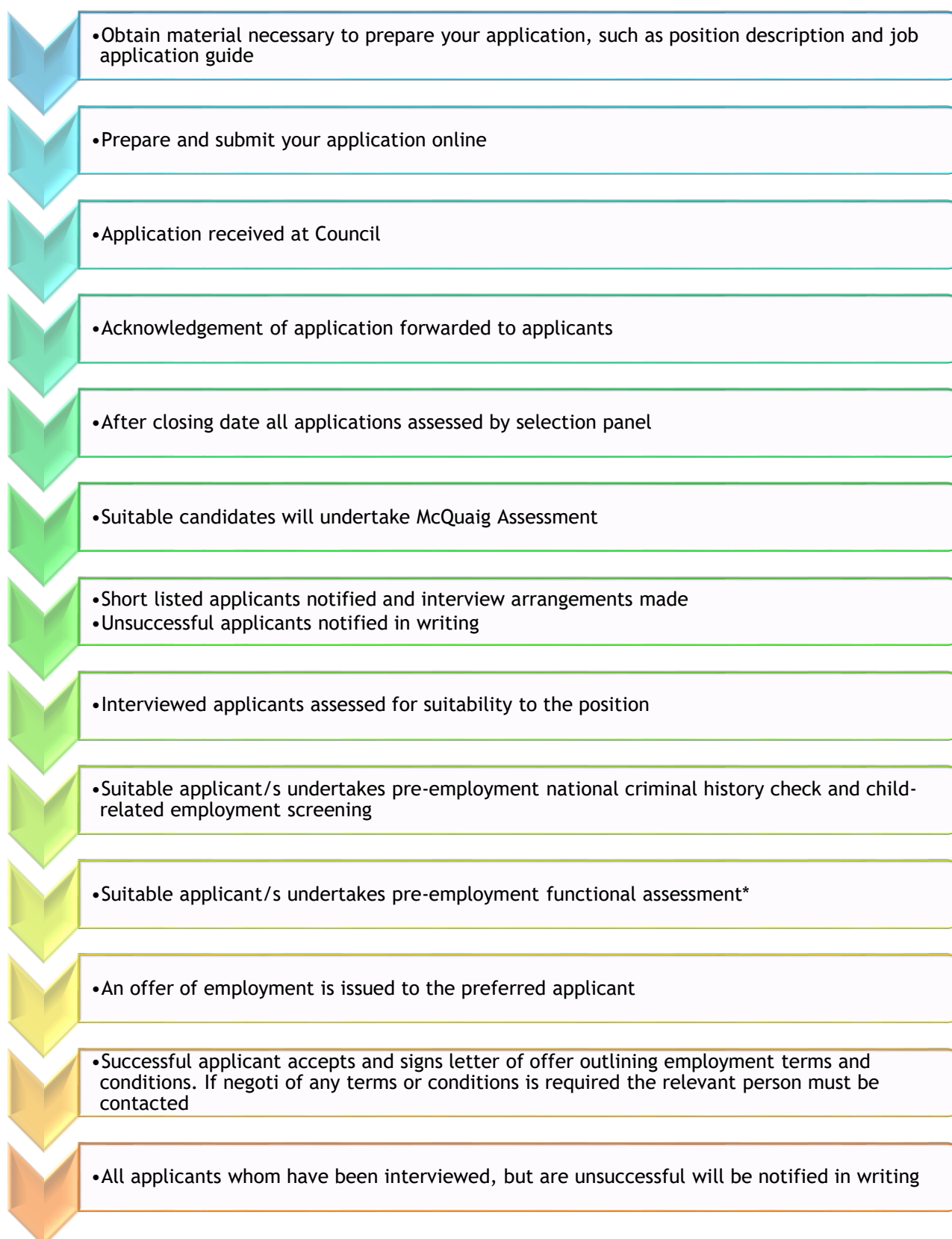
### 4. Feedback on Your Application and Interview

The convenor of the Selection Panel will be available for feedback and advice on applications and/or interviews at the conclusion of the selection process. Unsuccessful applicants will be advised in writing of the convenor's contact details. It is intended that this advice will assist all applicants with future applications and interviews, particularly in relation to merit-based selection processes and selection criteria.



## **Recruitment Process**

The following chart depicts what you can anticipate to happen with your application:



\* Before a prospective employee can commence with Glen Innes Severn Council, a pre-employment functional assessment screening is conducted to ensure that the candidate is physically fit for employment in that particular field. Council will cover the costs of this assessment.

## EMPLOYMENT ELIGIBILITY

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Only Australian Citizens, permanent residents or people holding a valid working visa will be offered positions with Glen Innes Severn Council unless the position is otherwise designated. You must indicate your residency status in your application and you may be required to provide one of these documents as proof:

- Australian Birth Certificate
- Australian Citizenship Certificate
- Passport including a valid work Visa for Australia

## CHILD-RELATED EMPLOYMENT

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Council has a number of positions that have been identified as child-related employment in accordance with the NSW Child Protection (Prohibited Employment) Act. It is an offence for a person convicted of a serious sex offence to apply for these positions. Advertisements for vacant positions will advise applicants if a position involves child-related employment.

Recommended applicants will be required to pass appropriate employment screening, including referee and discipline checks, criminal record checks and certain apprehended violence order checks before an offer of employment will be made.

If you are applying for a position that involves child-related employment, you must have a valid “Working With Children” Check application/verification number, which can be applied for online at [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)

*All information gained through employment screening will be treated with the utmost confidentiality by Council and will be held in a secure file, which can be accessed only by the Human Resources Section.*

## NATIONAL CRIMINAL HISTORY CHECKS

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All recommended applicants will be required to undertake a national criminal history check and certain apprehended violence order checks before an offer of employment will be made.

*All information gained through employment screening will be treated with the utmost confidentiality by Council and will be held in a secure file, which can be accessed only by the Human Resources Section. Council will bear the cost of these checks.*

## YOUR APPLICATION

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The Selection Panel will be relying on your online application responses to assess how well you meet the selection criteria, you are asked to address each of the criteria separately.

You will need to upload copies of **relevant** certificates, licences and/or qualifications and resume with your application. These need to be either word or pdf files.

## SELECTION CRITERIA

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It is essential that you are aware of the importance of addressing the selection criteria correctly. The selection criteria, particularly the essential criteria, are the most important part of your application. The Selection Panel will refer to all of the information in your application when making decisions, but will concentrate primarily on the selection criteria for an analysis of your suitability for the position

The selection criteria in the position description clearly document the qualifications, skills, abilities, experience and knowledge that are considered necessary for a person to competently perform the duties of the position. By directly addressing the criteria you are given an opportunity to demonstrate to the Selection Panel that you are the best person for the job.

The following guidelines are given to assist you with the preparation of your statement of selection criteria:

- Ensure that you specifically address each of the selection criteria by outlining how your qualifications, skills, abilities, experience and knowledge meet the requirements of the position. To do this properly, you must read the selection criteria carefully and determine what each one is asking.
- When considering the length of your statement addressing the selection criteria, you should remember that it is quality, not quantity that counts. Critically analyse your statement and if a paragraph does not relate directly to the selection criteria, consider leaving it out. As a general rule, approximately half a typed A4 page should be sufficient for each criterion. Remember that the Selection Panel may have to read a considerable number of applications, so try not to include unnecessary information or be repetitive.
- The statement should consist of each of the selection criteria as a heading, with your written response underneath.

To complete each statement, Council recommends that the S.T.A.R. method be utilised:

- ★ Situation
- ★ Task
- ★ Activity / Action
- ★ Result

Carefully read the key selection criteria then describe a situation in which you have demonstrated this competency, write about the actual situation, what the task was, what activity or action you undertook (including delegation or team work), and the result of your efforts.

It is important to be very clear and concise in your response, ideally you will **not exceed one page** per selection criteria.

When using the S.T.A.R. method it may be useful to incorporate the below:

### 1. An initial statement - (situation)

This should be a clear statement of how you meet the criterion. For example:

*"I demonstrate my ability to ... by ..."*

*"I possess these skills ..."*

*"My role as X demands that I..."*

### 2. Supporting argument - (task, activity, result)

Justify your initial statement by showing how you meet the criterion. Identify the key issues for each selection criterion and include these in your response. Provide 1 or 2 examples that best demonstrate your skills, knowledge or abilities and cover as many of the relevant key issues as possible. The examples to include:

- Content - *what occurred and what you did;*
- Context - *your responsibility: whether you were in charge, responsible or part of a team;*
- Outcome - *what happened as a result? Was your work approved? Adopted? Successful? What difference did your work make to the organisation?*

### 3. Validity statement

Validate your examples by showing supporting evidence. For example:

*"Attached testimonials verify..."*

*"Feedback from customers was..."*

*"In support of my claims please contact..."*

### 4. Concluding statement

Reinforce again why and how you meet the criterion. Relate your responses back to the criterion. For example:

*"I believe that through this I have gained..."*

*"This demonstrates..."*

Addressing the key selection criteria of the job is the most important part of your application. The panel will use all the information provided in your application and attachments provided, but will concentrate on the key selection criteria for an analysis of your qualifications, skills, ability, experience and knowledge.

Remember to address each of the key selection criteria so the panel can fully assess your application.

## YOUR INTERVIEW

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The Selection Panel's task is to select the applicant that most closely fits the requirements of the position, as determined by the position description and selection criteria, or has the greatest potential to meet those requirements.

Your task is to determine whether the job is suitable for you and to convince the Selection Panel that you have displayed the greatest merit for appointment to the position.

The best indicator of future success is past performance in related positions. Accordingly, the Selection Panel will use the interview to ask applicants a set of specific, job-related questions to investigate past achievements and test knowledge, skills and abilities. The questions will be based on the selection criteria and all applicants who are interviewed will be asked the same set of questions.

Generally, all persons who are appointed to a Selection Panel will have received training in this area. If you feel that the Selection Panel, or a member of the Selection Panel, has asked you an irrelevant or inappropriate question that you feel may adversely affect your appointment to the position, it is your right to query this at the interview. An example might be a question in relation to your age or marital status.

We may use a combination of assessment methods to evaluate your application such as:

- Review of application (resume and online application form)
- Results of McQuaig Assessment
- Structured interview
- Case studies / role play (e.g. customer service interaction role play)
- Practical work-based skill testing (e.g. typing, construction, crane operation, claim processing)
- Written knowledge testing (e.g. knowledge of a particular legislation, best practice process etc)
- Other testing (e.g. motivation, personality)

It is imperative that you advise us of any special requirements/assistance that you need for any selection tests/tools.



### **Preparing Yourself for the Interview**

The questions asked at the interview will generally be behaviour based, but still relevant to the selection criteria for the position you have applied for. You have the same access to the selection criteria as the Selection Panel, so if you put thought into preparing for the interview, there should be no surprises.

Some useful hints are:

- Carefully read the position description and in particular the selection criteria and role and functions of the position.
- Identify the meaning and requirements of the above.
- List key issues relating to each.

Give some thought to likely questions that would directly apply to the position description.

Depending on the position you may be given preparation time immediately prior to the interview, so that you can familiarise yourself with the questions. Please feel free to take notes at this stage.

Remember that the Selection Panel's task is to determine the best person for the job, not to put you under undue pressure. Try to relax and prepare yourself in ways that work best for you.

### **Answering and Asking Questions**

This is a very important part of the selection process. It is important that you are honest, and answer the questions succinctly and clearly. It is helpful to be able to give examples of what you have done. Act positively and be enthusiastic about what you have to offer.

Listen carefully to the questions being put to you and query anything that you do not understand. If you have a 'mental block', ask the Panel if you can return to the question at a later point. Unless there are time constraints, this will usually be acceptable.

Remember that the interview is a two way process and that you may ask questions as well. In fact, if you have a few carefully considered questions about the position it may help to demonstrate your knowledge and enthusiasm.

### **Interview Expenses**

Council may reimburse some of the expenses that you incur to attend the interview. This will vary from position to position. The contact person will be able to advise you in regard to this matter.

## **REFERENCE CHECKS**

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The checking of referees is a process used to confirm or clarify issues and claims that you have made in your application and interview. It is a requirement that information provided by applicants be verified by referees prior to an appointment being made. Referee checks will therefore be conducted on applicants that achieve the highest consideration in the selection process.

In the event that you are progressed from interview stage, you will be asked to provide details of two (2) referees. These should be work referees, unless you are unable to provide work referees due to insufficient previous experience.

You have a number of responsibilities to your referees:

- Ask if they are prepared to act as your referee.
- Notify your referees that you are applying for the position.
- When you have been shortlisted, give your referees a copy of the position description and selection criteria - this allows them time to prepare their response.
- You may want to give them a copy of your application as well.
- Advise the referee that they may receive an email or phone call from Council.

## PRE-EMPLOYMENT FUNCTIONAL ASSESSMENT

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Before an offer of employment is made, you will be required to undergo a pre-employment functional assessment carried out by a qualified physiotherapist. Functional assessments are designed to assess the health and fitness of applicants against the essential physical requirements of the position, identified in the Physical Demands and Work Environment sections of the position description. Medical information that does not affect an individual's ability to carry out the duties and responsibilities of the position is considered irrelevant and is not taken into account when determining an applicant's suitability for employment.

*All information gained through medical examinations will be treated with the utmost confidentiality by Council and will be held in a secure file, which can be accessed only by the Human Resources Section.*

*In accordance with Council's EEO policies, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.*

## PROBATION PERIOD

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Most employees will undergo a probation period. The probation period is used to ensure that new employees are happy with their employment and have the capability to meet the requirements of the position. Supervisors will work closely with new staff at this stage to ensure that arrangements benefit both parties.

The length of the probation period will vary according to the position, but is usually three months (thirteen weeks). The letter of employment will outline the duration of the probation period and any conditions that apply. If for any reason the probation period is interrupted, this will be taken into consideration and the period will be adjusted accordingly.

During the probation period, new staff members are eligible for the same benefits as all other employees. If both parties are in agreement at the end of the probation period, employment will be confirmed as permanent.

## CONFIDENTIALITY

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All information gathered during the recruitment and selection process is considered confidential. Once the selection process has concluded and an appointment(s) has been made, information is placed in either a confidential recruitment file or on the successful applicant(s) personnel file. These files are held in a secure location and can only be accessed by the Human Resources Section. Applications and all attached information remain the property of the Glen Innes Severn Council.