



APPLICANT'S INFORMATION PACKAGE

Vacant Position: Casual Administration/Customer Service Officers

Reference Number: GISC91

Closing Date: Ongoing

ONLY APPLICATIONS SUBMITTED ONLINE AT
www.gisc.nsw.gov.au
WILL BE ACCEPTED FOR THIS POSITION

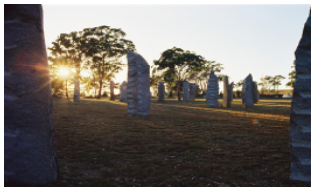
Your information package includes the following:

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*







Casual Administration/Customer Service Officer

- **From $27.94 per hour (plus casual loading and super)**

Council is seeking suitably qualified persons who are interested in becoming part of Council's casual employment pool to undertake work across a wide and varied range of positions and departments as Administration/Customer Service Officers.

We would love to hear from you if you have demonstrated interpersonal skills with a strong customer service focus; excellent oral and written communication skills; demonstrated attention to detail, including the ability to accurately calculate and balance cash transactions and sound computer skills, particularly data entry skills, spreadsheets, word processing, Internet and email.

Qualifications in Business Administration or the equivalent together with a current Class C (car) drivers' licence would be looked upon favourably although these aren't essential as would previous experience with Practical Plus / Open Office local government accounting software.

Enquiries may be directed to Helen Stapleton on (02) 6730 2303 or email jobs@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.

Ref No GISC91

Craig Bennett – General Manager
Promoting a safe and healthy workplace



Recruitment – Position Selection Criteria

Part A: Vacancy Details	
Position Title:	Casual Administration/Customer Service Officer
Vacancy Ref No:	GISC91
Closing Date:	Ongoing

Part B: Essential Position Specific Criteria	
1	Demonstrated interpersonal skills with a strong customer service focus
2	Excellent oral and written communication skills
3	Demonstrated attention to detail, including the ability to accurately calculate and balance cash transactions
4	Sound computer skills, particularly data entry skills, spreadsheets, word processing, Internet and email

Part C: Desirable Position Specific Criteria	
5	Qualifications in Business Administration or the equivalent
6	Familiarity with Practical Plus and/or Open Office local government accounting software
7	Current Class C (car) drivers licence

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

Position Title:	Casual Administration/Customer Service Officer			
Position Number	-------			
Directorate	N/A			
Department	As required			
Section	As required			
Location	As required			
Reports To	As assigned			
Award Classification	**Band**	Operational	**Level**	3
Salary System Grade	5			
Status	Casual			
Salary (per hour)	$27.94 plus casual loading			
Prepared By	Helen Stapleton, Human Resources Officer (Payroll)			
Date	2 August 2021			
Approved By	Anna Watt, Director of Corporate and Community Services			
Date	2 August 2021			
Other Conditions and Benefits	• Nil			
Child-Related Employment	This position does not involve child-relation employment as defined in the *Commission for Children and Young People Act 1998.*			
Council Codes and Rules	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.			
Work Health and Safety	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.			



OUR VISION

- Glen Innes Severn will have a vibrant, confident and inclusive community supported by a sustainable and prosperous economy underpinned by a well-maintained road network.

OUR SLOGAN

- Embracing Change, Building on History.

OUR MISSION STATEMENT

- To be a 'can do' Council, that is, a Council that is proactive and prioritises affordable and relevant service delivery for its community.

OUR VALUES

- Respect
- Integrity
- Courage
- Honesty
- Transparency

OUR STRATEGIC PRIORITIES

- **Community services** - Create a growing community with optimal access to community services and facilities.
- **Economic development** - Facilitate a growing local economy by continuing to support an attractive business climate.
- **Infrastructure management** - As a priority, provide adequate infrastructure and facilities for the existing and future population.
- **Environment and heritage** - Manage the natural values of our local area and conserve our heritage to ensure that it is enjoyed by the community, visitors and future generations.
- **Council sustainability, transparency and communication** - Continue to be a sustainable and independent council, and foster transparency through clear communication with both internal and external customers.

APPROVAL

Approved by: Date:

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 interpersonal skills with a strong customer service focus.
- ✧ Excellent oral and written communication skills.
- ✧ Demonstrated attention to detail, including the ability to accurately calculate and balance cash transactions.
- ✧ Sound computer skills, particularly data entry skills, spreadsheets, word processing, Internet and email.

Desirable Criteria

- ✧ Qualifications in Business Administration or the equivalent.
- ✧ Familiarity with Practical Plus local government accounting software.
- ✧ Current Class C (car) drivers licence.

JOB SUMMARY

Undertakes general administration duties and greets customers and visitors to Council's offices, responding to enquiries made in person or by telephone, 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.

Core Duties

- ✧ 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, including providing timely feedback to customers, ensuring that the "loop is closed" and that excellence in customer service is achieved.
- ✧ Greets customers and other visitors to Council's offices, provides information and assistance, and issues relevant forms and information pamphlets.
- ✧ Answers and screens incoming telephone calls.
- ✧ Responds independently to enquiries where possible and refers issues requiring specialist or expert knowledge to staff members who have the appropriate expertise.
- ✧ Records details of telephone calls not answered / connected and distributes messages to intended recipients.
- ✧ Records information about enquiries and complaints and forwards such information to relevant staff, using prescribed formats such as Council's Practical Plus Customer Request System.
- ✧ Arranges appointments for customers in consultation with relevant staff members, records appointments and advises employees of appointments made.
- ✧ Collects and distributes incoming mail and other deliveries, updates mail registers and delivers outgoing mail to the Post Office or other local destinations.
- ✧ Receives and distributes incoming facsimile transmissions when required and forwards outgoing transmissions.
- ✧ Provides basic support and maintenance for Council's photocopiers, facsimile machines and printers by checking and ensuring that toner and paper supplies are maintained in machines at all times and by assisting other staff and maintenance personnel with routine problems.
- ✧ Maintains public foyers, reception areas and photocopy / computer rooms to ensure that these areas are kept in a neat and orderly state.
- ✧ Types reports, correspondence, memoranda and other documents as required and assists other staff by proof reading documents for typographical and grammatical errors.
- ✧ Inputs data into various electronic accounting or records systems, as required.
- ✧ Photocopies, collates, assembles and binds reports and other documents.
- ✧ Assists other staff to carry out sundry administration tasks as required or directed.
- ✧ Operates a variety of office equipment, including personal computers, photocopiers, facsimile machines, printers and telephone systems.
- ✧ Participates in training as required.
- ✧ Any other assigned duty consistent with the responsibilities of the position and within the limits of the skills, competence and training of the employee.

Other Duties (Dependent on Position / Location Filled)

- ✧ Receives payments from customers and issues receipts using Council's online or other receipting systems, as required.
- ✧ Balances payments received at end of shift each day, or at more regular intervals if required during peak business times, prepares banking and deposits monies received into bank accounts, as required.

- ✧ Maintains records of bookings for rooms, equipment and other facilities, and charges appropriate fees according to Council's Management Plan, as required.
- ✧ Maintains an inventory of stationery, toner and other general office supplies and ensures supplies are kept fully stocked, are stored in designated areas and are neat and orderly.
- ✧ Assists with catering for meetings and group training sessions.

SUPERVISORY RESPONSIBILITIES

This position does not have any supervisory responsibilities.

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 job, 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 occasionally lift and move objects up to 10 kilograms in weight, using safe lifting techniques.

Specific vision abilities required by this job include close vision for reading, writing and computer operation; plus distance vision, peripheral vision and depth perception, necessary for the safe operation of a motor vehicle on public roads.

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 are no other unusual work environment characteristics associated with this job.

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 II in Business Administration or the equivalent, plus six months to one year's 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 routine information and write basic notes and memoranda. Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organisation.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, percent, area and volume and apply these concepts to practical situations.

Reasoning Ability

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Computer Skills

- ✧ Basic competence in Microsoft Word and Excel, Internet and email
- ✧ Competence in Civica / Open Office accounting software

Certificates, Licences and Registrations

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

Other Skills and Abilities

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

ACKNOWLEDGEMENT

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. This is not a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

_____	_____	_____
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?
- ☐ 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.

Glen Innes Severn Council

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.

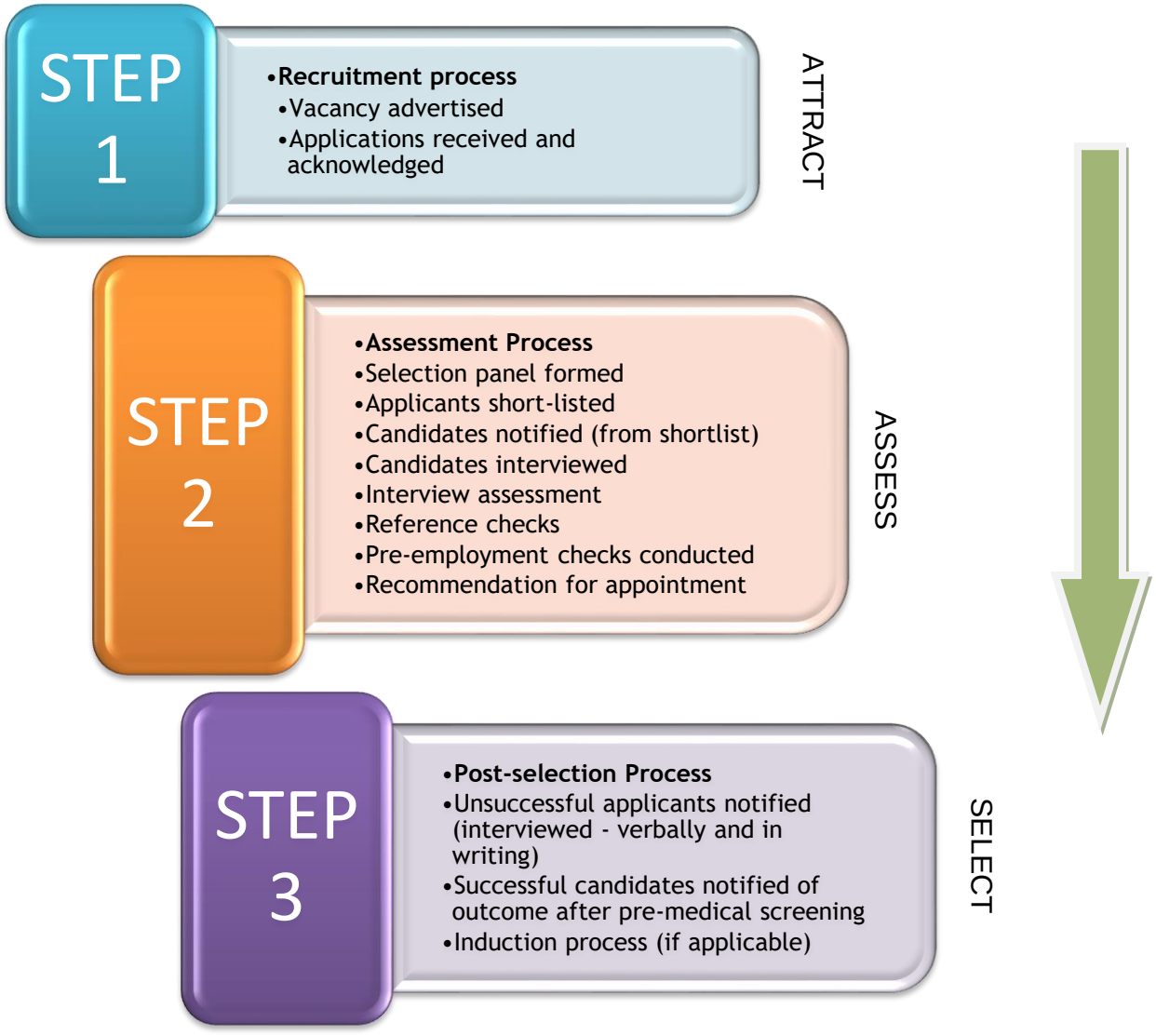
EQUAL EMPLOYMENT OPPORTUNITY

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

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

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

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

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

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

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

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

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

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

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

The Section 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

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

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

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

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.