

GET THAT JOB! TABLE OF CONTENTS

INTRODUCTION 2

Contents	2
Read This First!	3
The Levels of Government, How Government Works and Who Are Public Servants?	4
Why work for the Government?	6
How Your Application Will Be Assessed:	8
The Merit Principle	8
The Selection Process	11
<i>Who are the People on a Selection Panel?</i>	12
<i>Differences Between Public & Private Sector Processes</i>	13
<i>What is an Order of Merit and How is it Used?</i>	14
<i>When a Position is Advertised as "Several Positions"</i>	14

THE GOVERNMENT 16

Contents	16
Federal Government	18
Australian Public Service employment classifications	18
Legislation governing employment in the APS	19
Finding Opportunities	19
Permanent Vacancies	19
Temporary Vacancies	20
Graduate Positions	20
Vacation Employment	20
Other Positions	20
Eligibility Requirements	20
The Public Service Board Exam	21
What is Required of an Application	21
Closing Dates	22
More Information	22
NSW State Government	23
Legislation governing employment in the NSW State Government	23
Finding Opportunities	23
Eligibility Requirements	23
What is Required of an Application	24
More information	24
Victorian State Government	25
Legislation governing employment in the VPS	25
Finding Opportunities	25
Eligibility Requirements	26
What is Required of an Application	26

More information _____	26
Queensland State Government _____	27
Finding Opportunities _____	27
Eligibility Requirements _____	27
What is required of an application _____	28
More information _____	28
Australian Capital Territory Government _____	29
Legislation governing employment in the ACT Government _____	29
Finding Opportunities _____	29
Eligibility Requirements _____	29
What is Required of an Application _____	30
More Information _____	30
South Australian State Government _____	31
Legislation governing employment in the SA State Government _____	31
Finding Opportunities _____	31
Eligibility Requirements _____	31
What is Required of an Application _____	32
More Information _____	32
Tasmanian State Government _____	34
Legislation governing employment in the Tasmania State Government _____	34
Finding Opportunities _____	34
Eligibility Requirements _____	35
What is Required of an Application _____	35
More Information _____	36
Western Australia State Government _____	37
Legislation governing employment in the WA State Government _____	37
Finding Opportunities _____	37
Eligibility Requirements _____	38
What is required of an application _____	38
More Information _____	39
Northern Territory Government _____	40
Legislation governing employment in the SA State Government _____	40
Finding Opportunities _____	40
Eligibility Requirements _____	40
What is required of an application _____	41
More Information _____	41
Local Government _____	42
Victoria _____	42
New South Wales _____	42
Queensland _____	43
Western Australia _____	43
South Australia _____	43
Northern Territory _____	44
Tasmania _____	44

THE APPLICATION **45**

Contents	45
Basic Steps in Applying for a Government Job	49
The Top Five Job Search Mistakes	50
The Different Ways you Might be Assessed	51
<i>Are you Entitled to Special Treatment?</i>	52
What to do Before Applying	53
How to Effectively Research the Position	54
Using the Contact Officer to your Advantage	54
<i>Questions to ask a Contact Officer:</i>	55
The Written Application	58
<i>Why is it so Hard to Write a Job Application?</i>	59
Application Forms	60
How to Answer Specific Questions on an Application Form	60
Cover Letters	62
Cover letter tips	62
<i>Examples</i>	63
Cover Letters that Address Key Accountabilities	67
Length	67
Format	68
Your Letter's Content	68
<i>Example</i>	69
Resume / Curriculum Vitae	72
The Difference Between a Resume and a CV	72
Resume Tips	73
Types of Resumes	74
1. <i>Chronological</i>	74
Example of Chronological Resume	75
2. <i>Functional</i>	77
Example of Functional Resume	78
3. <i>Combination</i>	80
Example of Combination Resume	81
Breaking Your Resume Down into Sections	84
1. <i>Personal Details</i>	84
2. <i>Profile</i>	85
3. <i>Education</i>	85
4. <i>Employment History</i>	86
5. <i>Referees</i>	87
<i>Optional Sections</i>	87
Special Types of Resumes	88
<i>Military to Civilian Transition Resume</i>	88
<i>Resume For Someone With Limited Work Experience</i>	93
Top Selection Panel Complaints About Resumes	95
Resume Checklist	96
Selection Criteria	97
What are Selection Criteria?	97
How to Address Selection Criteria	98
The Different Types of Selection Criteria and how to Respond to Them	100
<i>Skills and Abilities</i>	100

<i>Knowledge</i>	100
<i>Experience</i>	101
<i>Qualifications</i>	102
<i>Work-related qualities</i>	102
Five Step Selection Criteria	104
<i>Step 1 – Understand the Criteria</i>	105
Why You Should Put the Criterion into Context	105
How to Make Sense of a Criterion	106
Deciphering the Criterion Worksheet	107
<i>Step 2 – Brainstorm Ideas & Examples</i>	109
Career Journal	109
Mind Mapping	110
Listing Exercises	114
Making your Mind Maps and Lists Meaningful	115
Taking an Inventory of What You Have to Offer	115
Creating a Skills Inventory Worksheet	118
<i>Step 3 - Write Draft Statements Against Each Criterion</i>	119
1. Acknowledge	119
2. Background	120
3. Examples	121
Problems with the STAR, CAR and PAR Approaches	125
4. Concluding Statement	125
<i>Step 4 - Review Your Work</i>	128
<i>Step 5 – Have Someone Else Review Your Work</i>	128
Structuring Your Statements Against Selection Criteria	129
Competency Frameworks	130
What to do When Criteria Are Weighted	132
What Are Work Level Standards?	132
Selection Criteria Myths	133
Critique of Poorly Written Selection Criteria	135
Top Selection Panel Complaints About Responses to Selection Criteria	138
Selection Criteria Tools	140
<i>Strategies for Using Examples</i>	140
<i>Selection Criteria Template</i>	143
<i>Common Criteria and How to Attack Them</i>	146
Ability to Work as an Individual	147
Questions to Ask Yourself:	147
Achieves Results	148
Administrative skills	149
Analytical Skills	150
Attention to Detail	151
Change Management	152
Communication Skills - Oral	153
Communication skills - written	154
Customer Service	155
Decision Making Ability	156
Equity and Diversity	157
Ethnic Affairs Priorities Statements (EAPS) – NSW State Government	158
Finance	159
Flexibility	160
Influencing skills	161
Initiative	162
Interpersonal Skills	163
Leadership / People Management Abilities	164
Liaison Skills	165
Occupational Health and Safety	166

Organisational Ability /Prioritising / Time Management Skills _____	167
Personal Drive and Integrity _____	168
Organisational Values _____	169
Problem Solving _____	170
Project Management _____	171
Productive Working Relationships (Developing and Maintaining) _____	172
Strategic Thinking _____	173
Teamwork _____	175
Technical Expertise _____	176
<i>Action Words for Use in Your Application</i> _____	177
<i>Selection Criteria Starters</i> _____	180
<i>Examples of Good Statements Against Selection Criteria</i> _____	181
Excellent verbal and written skills and sound interpersonal skills. _____	182
Proven experience in initiating and maintaining relationships with key stakeholders. _____	183
Shapes Strategic Thinking _____	184
Demonstrated ability to work in a team-based environment. _____	185
The demonstrated ability to be flexible, use initiative and a sound work ethic. _____	186
Highly developed analytical and conceptual skills. _____	187
Demonstrated ability to prepare complex reports, policy papers and briefings. _____	188
High level of organisational skills and the ability to prioritise work to meet strict deadlines. _____	189
Demonstrated experience in consulting with senior managers and staff at all levels of an organisation. _____	190
An understanding of and commitment to the APS Values, and Department of X Values. _____	192
How to Proofread Your Selection Criteria _____	193
Selection Criteria Checklist _____	196
Following Jane: See How Jane uses the 5 Step Strategy _____	197
Written Application Final Checklist _____	215
The Interview _____	216
The 3 Ps to a Great Interview _____	216
What to Ask When You Are Contacted For an Interview _____	217
What to Expect at a Public Service Interview _____	217
Interview Dos _____	218
Interview Don'ts _____	221
Interview Questions _____	222
<i>Quantitative Questions</i> _____	222
<i>Hypothetical (or Situational) Questions</i> _____	223
<i>Behavioural Questions</i> _____	224
Questions That You Might Ask _____	226
How to Prepare for an Interview: _____	227
The Interview Cheat Sheet _____	227
<i>Interview Cheat Sheet</i> _____	229
Ten Tips to make a Good Impression and Influence the Panel _____	230
Frequently Asked Questions About Interviews _____	232
Using Body Language to your Advantage _____	234
Overcoming Interview Nerves _____	236
Different Types of Interviews _____	237
<i>Self Advocacy Interviews</i> _____	237
<i>Telephone & Video Conference Interviews</i> _____	237
<i>Group Interviews</i> _____	238
<i>Second Interviews</i> _____	238
The Difference Between an Adequate Applicant and the Superior Applicant _____	239
Practice Interview _____	240
<i>More Practice Questions</i> _____	247
Adaptability _____	247

Administrative skills	247
Attention to Detail	247
Budgeting and Finance	247
Career Ambition	247
Communication Skills	247
Computer skills	248
Concern for Impact	248
Concern for Standards	248
Customer Service Focus	248
EEO, OH&S	248
Contracting	248
Flexibility	248
General Questions	248
Initiative	249
Interpret guidelines, instructions, policy and procedures	249
Inventory Management	249
Investigate and analyse data	249
Making Decisions	249
Motivation	249
Organisational skills, prioritising skills, ability to meet deadlines	250
Problem Solving / Conceptual thinking	250
Procurement	250
Strategic Influencing	250
Supervisory skills	250
Teamwork	250
Tenacity	250
Tolerance for Stress	251
Work individually, minimal supervision	251
Referees and Reference Checking	252
Assessment Centres	253
Cognitive Ability Tests & Psychometric Tests	253
Work Sample Tests / Practical Skills Tests	253
Peer Assessment	254
Work Examples	254
Presentations	254
The Outcome	255
<i>Engagement</i>	255
<i>Promotion</i>	255
<i>Transfer or Reassignment</i>	255
<i>Receiving Feedback</i>	255
<i>Getting Access to the Selection Report</i>	256
<i>Appeals in the Australian Public Service</i>	256
<i>When You Don't Agree</i>	257
<i>Independent Selection Advisory Committees in the Australian Public Service</i>	258
<i>Workplace Diversity</i>	258
<i>Starting and Negotiating Salary</i>	258

Bonus Section	260
Contents	260
Maintaining a Positive Job Hunting attitude	261
Applying for a position that you're already acting in	263
Work Level Standards	264
115 APS Criteria by Level	264
<i>APS Level 1</i>	265
<i>APS Level 2</i>	266
<i>APS Level 3</i>	267
<i>APS Level 4</i>	269
<i>APS Level 5</i>	270
<i>APS Level 6</i>	271
<i>Executive Level 1</i>	273
<i>Executive Level 2</i>	274
<i>Senior Executive Service</i>	276
Managing Your Career: Creating Success	277
Setting Career Goals and Meeting Them	281
The Value of Professional application Writers	284
Career Journal	286
Index	294