

# Finding a great job in NSW Government

CAREERS  
THAT COUNT.  
The NSW Government.



**So, countdown the steps to a career that counts.....**

## 1. Choose a job

NSW Government jobs are advertised on the internet at jobs.nsw ([www.jobs.nsw.gov.au](http://www.jobs.nsw.gov.au)) where you can:

- register as a user
- search for jobs
- receive e-mail alerts
- apply on line.

If you do not have access to the internet your nearest public library should have public internet services.

Jobs are also advertised in the Sydney Morning Herald and Daily Telegraph. Some jobs are advertised in regional, local, ethnic and Aboriginal newspapers and in disability networks as well.

### Apprenticeships and traineeships

Some NSW Government agencies offer apprenticeships and/or traineeships. You will need to apply when they are advertised in the newspaper. You can go to the following websites for more information:

- [www.skilling.nsw.gov.au](http://www.skilling.nsw.gov.au) (NSW Department of Education and Training) or ring 13 28 11
- [www.chooseyourownadventure.com.au](http://www.chooseyourownadventure.com.au) (NSW Department of Premier and Cabinet).

## 2. Get more information

You will have a much better chance of getting the job you want if you take the following steps:

### Read the job advertisement carefully

All NSW Government advertisements include a brief description of the job, the name of the inquiries person to contact for more details, information on how to apply and a closing date for applications.

Job advertisements also list '**selection criteria**'. Selection criteria describe the skills, knowledge, personal qualities and experience needed for the job.

Read the advertisement and make a note of anything you don't understand so you can ask the inquiries person for more information. Keep a copy of the advertisement as you will need to use it later.

## Get the information package

The advertisement gives you basic information so it is important to obtain the information package. You can usually download the package from the advertisement on jobs.nsw or you can contact the inquiries person named in the advertisement who can send you a copy. Documents in the package usually include a job description and organisational chart. The package will give you more information to help you understand the

## Speak to the inquiries person

After you read the information package, you should have a better idea about the job and may have some questions. You can phone or email the inquiries person named in the advertisement to help find answers. Talking to the inquiries person may also give you a better understanding of the job and what to emphasise in your application.

## Other information

Get as much extra information as you can to write a good application. You may want to look at publications from the agency on the internet or search the net for further information. Government agencies are diverse and this information will help you understand where the vacancy fits into the organisation.

## 3. Write your application

You need to apply in writing to the agency advertising the job. You can do this online on jobs.nsw. If you are unable to apply online, you can send your application by email, mail or fax.

It is important to prepare a good application to get an interview. A good application shows why you are the best person for the job and how your skills, knowledge, personal qualities and experience match the selection criteria. It contains your claim for position, résumé and application form.

### Your claim for the position

**This is the most important part of your application.** Selection criteria are an important part of the NSW Government recruitment process. These are the factors the selection panel will use to assess you and all other applicants. This means the selection panel treats everyone's application equally and fairly and the process is transparent.

Make a separate heading for each selection criterion. Describe your skills, knowledge, personal qualities and experience and show how you can use them in the job. Give examples and emphasise your major achievements. Use positive language and be specific, eg 'In my current role I take responsibility for ...' is better than 'I have limited experience in'. Some key words used in selection criteria are explained below:

**Demonstrated knowledge:** You need to give examples that prove you have this area of knowledge.

**Ability to:** You do not need to have done this kind of work before, but you need to describe how your skills, knowledge and experience show that you are capable of doing this part of the job.

**Experience in:** You have to show you have done this work before. Give examples.

**Effective, Proven, Highly developed, Superior:** You need to show your level of skill. Give examples of your achievements to show your level of skills, knowledge and experience.

**Good communication skills:** This is about showing you have the communication skills needed to do the job. This is not about whether you speak English with an accent. Give examples of: experience in dealing with people, things you have written, and problems you have solved using your communication skills.

### Your résumé

Prepare a résumé (or curriculum vitae) which is clear, concise, up to date and includes:

- personal details
- education and training
- employment history starting from your most recent employer (name of organisation, period of employment, job title, major duties and responsibilities, main achievements)
- skills/experience gained outside of paid work
- contact details for two referees, (include complete phone and fax numbers and whether the referee needs an interpreter). Your referees should be able to comment on your recent work performance. If you can, give them a copy of the job advertisement.

## The application form

The jobs.nsw system completes most of the information on the *Application Form for NSW Government Jobs* when you apply online. If you apply offline you need to complete the *Application Form for NSW Government Jobs* that is usually included in the information package.

## Overseas qualifications

Some job advertisements say that you need to have qualifications, be registered, licensed, or be a member of a professional association. If you have an overseas qualification you need to get it translated and assessed for Australian equivalency before applying for these jobs. You can go to the following agencies to find more information:

### Trade qualifications

- State Training Centre (STC)  
NSW Department of Education  
Phone 13 28 11

### Non trade qualifications

- National Office of Overseas Skills Recognition (NOOSR)  
Commonwealth Department of Education Employment and  
Workplace Relations  
Phone 1300 363 079
- Australian Skills Recognition Information (ASRI)  
Commonwealth Department of Immigration and Citizenship

If you are not sure what documents or evidence you may need, ask the inquiries person for the job.

If you don't have proof of qualifications and it is not possible to get proof, you may provide a statutory declaration with details of your qualifications.

## 4. Interview & selection

A selection panel usually interviews and selects. The panel includes at least one man and one woman and one of these members usually works in a different work area to the job. Selection involves:

### Shortlisting

The selection panel assesses all applications against the selection criteria. Applicants who best meet the selection criteria will be called for further assessment. The selection panel may use a number of methods to assess your ability to do the job including interview questions, work samples, tests and referee checks.

### Interview preparation

If the selection panel selects you for interview, you should prepare carefully.

The selection panel will base interview questions on the selection criteria. Read the criteria and think of likely questions. Practice your answers out loud or with a friend. Interviews are like public speaking — prepare and rehearse as much as you can.

Consider the challenges of the job and how your skills, knowledge and experience will help you meet them. Read your application and decide which points you want to emphasise.

### At the interview

The selection panel may use a number of methods to assess your ability to do the job. If you have not been told what to expect you can ask if there will be other assessments apart from the interview. When answering interview questions remember:

- it is OK to take your time — think before you answer
- if the question is unclear, ask for it to be explained or repeated
- you may need to restate details from your application
- give examples from your experience with each answer
- give complete answers — don't assume the panel understands your skills, knowledge and experience
- maintain eye contact with the panel to help you determine whether the panel has enough information.

At the end of the interview, ask any questions you have about the job. Restate your major strengths, why you are suited to the job and add anything you left out.

## Referees

The selection panel will phone your referees if you are one of the best applicants interviewed for the job.

## 5. What happens next?

If you are selected for the job the convenor or human resources area will telephone you with a job offer. They may ask you to provide some documents (for example, birth certificate, evidence of citizenship/resident status). For some jobs there may be pre-employment checks (for example health assessment, criminal records, working with children check). Depending on the job demands the pre-employment health assessment could be a health declaration or medical examination. This is to ensure you are fit to do the duties of the job.

The agency will send you an offer letter and you will need to return a written acceptance. In accepting the offer you agree to support the core NSW public sector values of cultural diversity, equity and ethical practice, and a healthy, safe and fair workplace.

If your application is unsuccessful, you will receive a letter. The letter may say you have been placed on the eligibility list which means you may be contacted in the future about similar positions. You can phone the person named in the letter and ask for feedback. This can help you to understand the decision and improve your future applications or interviews.

## Aboriginal people and Torres Strait Islanders

If you are an Aboriginal person or a Torres Strait Islander, you may wish to:

- state your Aboriginality in your application. Each agency has an Aboriginal employment plan promoting diversity
- find out about cadetships offered by some agencies. You can email the NSW Department of Premier and Cabinet at [IndigenousPrograms@dpc.nsw.gov.au](mailto:IndigenousPrograms@dpc.nsw.gov.au)
- find out about apprenticeships and traineeships offered by some agencies. You can go to the websites listed under the Apprenticeships and traineeships section in this document for more information.

## People with a disability

You do not have to disclose your disability during the application process if you believe it would not affect your ability to do the job.

If you are selected for interview, the convenor or human resources area will contact you by phone. This is the time to say if you need anything to assist you at the interview. For example:

- wheelchair access into or around the building
- an Auslan interpreter
- to bring a guide dog.

You could discuss your disability at the interview if you felt it would help your application.

If you are the selected applicant for the job this is the time to discuss your disability related adjustments so you can do the job. For example:

- flexible start and finish times
- equipment which will allow you to perform the duties of the job
- flexibility in work arrangements to support your needs.

For further information you can go to [www.dpc.nsw.gov.au](http://www.dpc.nsw.gov.au) (Department of Premier and Cabinet) or phone 9228 4444.

Some agencies also offer Apprenticeships for people with a disability. You can go to the websites listed under the Apprenticeships and traineeships section in this document for more information.

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This document can be accessed on the Department of Premier and Cabinet website : [www.dpc.nsw.gov.au](http://www.dpc.nsw.gov.au)

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