

APPLICATION TIPS

KEY TIPS

An application gives you the opportunity to provide in detail your experience, knowledge, skills and abilities.

- Read the role description and duties thoroughly
- Discuss one or two of the job requirements with the nominated contact person (if available) and ask them some questions about the role while introducing yourself
- Tailor the application to suit keywords and duties as listed in the advertisement or role description
- Save a new application, do not cut and paste from previous applications
- Use the same style of writing, such as past or current tense
- Re-read, edit, proofread, check your spelling and grammar
- Respond to all the criteria or competencies as advertised by using relevant work examples
- Keep to any requested requirements such as 2 pages in length or the maximum word count

FORMAT AND STRUCTURE

- Choose moderate margins in your word document and no smaller than 1cm
- Format document with the same font and size, do not use any font below 10
- Avoid jargon and acronyms unless spelling them out in full
- Use headings well to clearly identify the sections or response required
- Use colours if necessary, to brighten up an application, preferably blue, dark red or blue/grey
- Use dot points to easily explain a task and the associated actions
- Ensure the Spelling / Language settings are defaulted to English (Australia), not English (US)

BRAINSTORMING EXERCISES

Not all examples are **good** or **relevant** to the job role. Make sure you do some brainstorming before writing your answers. Finding **suitable** examples to demonstrate your abilities can be challenging and might test your memory recall.

The following will help you respond to some of the standard criteria statements. Write down short answers and where possible include an example from your current or immediate role.

- How have you built productive relationships at work with others?
- Where have you previously supervised, trained or mentored another person?
- When have you achieved a win/win outcome when negotiating with clients?
- Describe a time when you improved internal business processes?
- Describe how you interpret and apply complex legislation to customers?
- How do you convey technical knowledge to a non-technical audience while ensuring your message is clearly understood and presented?
- Outline one of your major accomplishments that has benefited a team, a group of people or clients.
- Explain a situation when you managed a project through to completion. What methodology did you use? What setbacks or challenges did you overcome, and what was the outcome?
- How do you manage competing shifts in priorities while balancing timeframes?
- Where have you managed an underperforming team member? What did you do to improve the situation?
- Tell us of a situation in which you have had to adjust quickly to changes over which you had no control.
- Where have you supported the strategic direction of an organisation and how do you ensure team goals/KPIs/targets are delivered on time and under budget?
- What are the important elements of customer service? What is your customer service philosophy?
- Explain how you have solved a complex problem and arrived at a solution. What was the outcome?

STAR METHOD

A tried, tested and proven method in writing succinct, tailored work examples when writing applications, particularly for government roles.

- **Situation** – describe the scene in two or three sentences, what was the work environment and your role or responsibility in the situation.
- **Task** – describe what the specific duty or task that you completed and why it needed to be done.
- **Action** – how did you complete the task, what steps were required and what skills or knowledge were utilised. Was anyone else involved? Use dot points if necessary.
- **Result** – explain the result or outcome in one or two sentences was it a success or is it still in progress, be specific.

Do the **STAR** test for your application examples.

- S** Did you describe a SITUATION?
- T** Did you describe the TASKS involved?
- A** Did you explain the ACTION that was taken?
- R** Did you describe the RESULT from the action taken?

You should be able to answer 'Yes' to all questions listed above.

- Does your example describe a behaviour or situation?
- Does your example directly relate to the key duty or task? How?
- Is the example set in an area or similar environment relevant to the job?
- Was the outcome positive and showed high quality performance? Can you quantify this in numbers?

You should also be able to answer 'Yes' to the questions above, once you have written your application. Now use the **following checklist** to complete your resumé and application process.

- Have I obtained a copy of role description and other relevant information? (Y/N)
- Have I established the job requirements and read the role description thoroughly? (Y/N)
- Do I want this job? Why do I want this job?
- Do I meet the requirements? Will this fit my skills, qualifications and attributes? (Y/N)
- Do I need to clarify questions with the contact officer and call them? (Y/N)
- Is my resumé a true reflection of myself and is it updated? (Y/N)
- Did I check my application for spelling, positive language and simple English? (Y/N)
- Does the application highlight my strengths? (STAR Test) (Y/N)
- Can a friend or colleague to proofread this application? (Y/N)

Things I need to remember:

If you would like more information, please contact Julie at julie@lifepathcoach.com.au

