



ACT
Government

VETERANS EMPLOYMENT TRANSITION GUIDE

ACT PUBLIC SERVICE

CHIEF MINISTER, TREASURY AND
ECONOMIC DEVELOPMENT DIRECTORATE

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Enquiries:

Public Sector Management Group, Workforce Capability and Governance Division
Chief Minister, Treasury and Economic Development Directorate

Email: psm@act.gov.au

Acknowledgement

This publication is based on the Veterans Employment Transition Support (VETS) Guide published by the Public Sector Commission (Western Australia) in June 2016.

Copies of this publication are available on the ACT Public Service Employment Portal at <https://www.cmtedd.act.gov.au/employment-framework/home>

Disclaimer

The ACT Public Service is committed to quality service to its clients and makes every attempt to ensure accuracy, currency and reliability of the information contained in this publication. However, changes in circumstances over time may impact on the veracity of this information.

Accessibility

Copies of this publication are available in alternative formats upon request.

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FOREWORD

The ACT Government launched its Veterans' Employment Strategy in September 2017. The Government supports the transition of Australian Defence Force (ADF) personnel into civilian life and recognises that their skills and experience are a valuable asset to the ACT community.

As part of the Veterans' Employment Strategy, I am pleased to present the *ACT Public Service (ACTPS) Veterans Employment Transition Guide* to people considering professional options after a career in the ADF. The guide can be found on the ACTPS Employment Portal at <https://www.cmtedd.act.gov.au/employment-framework/home>.

The ACTPS is a professional, skilled and innovative public service that is responsive to the government of the day and to the community. The work undertaken by ACT public servants directly serves the needs of the Canberra community and employees are able to see the impact that our directorates have on the lives of Canberrans every day.

I trust this guide will assist you to better understand the ACTPS, including the challenges faced by, and opportunities available to, ex-ADF members. I wish you every success in your transition from the ADF and encourage you to consider the ACTPS as the next step in your career.

Kathy Leigh
Head of Service

THE ACT PUBLIC SERVICE

The ACT Public Service (ACTPS) serves a city-state government and provides critical services and infrastructure to Canberra and the surrounding region. We are a diverse organisation of over 21,000 people with responsibilities that range from management of the Namadgi National Park to green and brown-field development fronts, from buses to fire engines, from municipal services to the health, education and justice systems, and from supporting the most vulnerable people in our community to fostering business development and innovation.

The ACTPS offers a diverse range of career paths across numerous professional streams. We are fortunately placed to be a leader in innovation in public policy design and service delivery. The size of the ACTPS, the contained geographic scope of Canberra, and the collocation of leading academic institutions together create fertile ground for developing and demonstrating leading public service practice.

LEGISLATIVE FRAMEWORK

The *Public Sector Management Act 1994* (the PSM Act) provides the legislative framework for service-wide employment conditions, including the ACTPS values. All ACTPS employees are employed under the PSM Act. The PSM Act is supported by the *Public Sector Management Standards 2016* (the PSM Standards) which are made by the Head of Service. The PSM Act is at <http://www.legislation.act.gov.au/a/1994-37/default.asp>

The ACTPS Enterprise Agreements are made under the *Fair Work Act 2009* (FW Act) and provide the majority of the terms and conditions of employment for all employees in the ACTPS. ACTPS Enterprise Agreements consist of common terms that apply to all employees in the ACTPS and other terms that typically apply to particular groups of employees or a particular agency.

The terms and conditions of employment of all ACTPS employees are also regulated by relevant ACT legislations for example, the *Work Health and Safety Act 2011*.

BEING PART OF A RESPECTED AND TRUSTED PUBLIC SERVICE

A respected and trusted public service is a vital component of any democracy. In order to contribute positively to the community's confidence in the public service, it is important we observe some established principles in our work.

These principles can be found in sections 7, 8 and 9 of the PSM Act. They are an important guide to maintaining personal integrity and the integrity of the public service, and ensuring the best outcomes for the community.



ACTPS VALUES

The ACTPS Values define who we are as an organisation. They are the touchstones by which we measure our own – and others’ – behaviour. In a Service as diverse as ours, how those values are given life will look different depending on our particular professional and organisational context, but those unifying values will still be recognisable.

The ACTPS Values of *Respect, Integrity, Collaboration* and *Innovation* are enshrined in the PSM Act and carry the endorsement of the Head of Service and the ACT Strategic Board (comprising the ACT Directors-General).

The signature behaviours describe how each value can be demonstrated. They embody the principles of decency, courtesy, professionalism and fairness and exemplify ways of working and the workplace culture that the ACTPS strives to nurture. For example, in demonstrating Respect...

- > We take pride in our work;
- > We value and acknowledge the contribution of others; and
- > We relate to colleagues and clients in a fair, decent, caring and professional manner.

PUBLIC SERVICE PRINCIPLES

The Best Practice Principle and the Merit and equity principle are set out in section 8 of the PSM Act.

The Best Practice Principle, like the values, must be demonstrated and applied by employees when doing their jobs. They are to work collaboratively, use resources wisely, focus on the needs of Government and the community, be responsible for their actions and make sound, justifiable decisions.

The intention of the Merit and Equity principle is to place a requirement on those managing people to be proactive in ensuring a diverse workplace through their hiring decisions and the development opportunities provided to staff.

The Merit and Equity Principle is also intended to ensure that a person selected for a job is not just the best technically qualified or experienced candidate, but someone who is the best fit for the workplace on an overall assessment that also takes into account their personal characteristics and workplace circumstances.

PUBLIC SERVICE CONDUCT

Section 9 of the PSM Act prescribes the minimum standard of conduct expected of public service employees. Section 9 is founded on the values and signature behaviours, and remain the formal mechanism against which misconduct by employees will be judged.

SERVING THE GOVERNMENT OF THE DAY

The ‘Government of the day’ refers to the political party (or coalition of parties) with majority representation in the Legislative Assembly.

Employees in the ACTPS are expected to serve the Government of the day. This means carrying out work professionally and impartially, regardless of who is in Government or your personal political views.

ACTING IN THE PUBLIC INTEREST

Working in the ACTPS involves making decisions that affect the community in some way and it is important that you make decisions in the public interest. To ensure the public interest is put first, decisions need to be impartial and transparent, based on all available information, and relevant legislative and policy requirements. You also need to apply the principles of procedural fairness to your decision-making process. Except in rare circumstances, you need to allow people affected by your decisions to be heard.

BENEFITS OF WORKING THE ACTPS

Working in a rewarding and challenging career is one of the many benefits you'll enjoy as an ACTPS employee. The other benefits and entitlements offered include:

- annual, long service, personal, parental and purchased leave;
- 10.5% superannuation contributions and salary packaging options;
- training and development opportunities;
- competitive salary, salary increments, higher duties allowances and annual leave loading; and
- flexible working arrangements and employee assistance programs.

NOTE: For ADF members transitioning into the ACTPS, service within the ADF is recognised for the purposes of calculating personal leave, annual leave and annual leave loading, operational service personal leave, redundancy payment and long service leave entitlements, provided the time between the discharge date and the commencement of employment in the ACTPS – the break in service – meets the timeframes set out in section 87 of the [PSM Standards 2016](#) and section 64 of the PSM Standards 2006.

WHAT ARE THE OPPORTUNITIES FOR YOU WITHIN THE ACTPS?

The ACTPS is a large and diverse organisation that can offer you a challenging and rewarding career with good working conditions and excellent career prospects. Opportunities often exist to act in higher-level positions within the Service. This may involve you moving from one location to another within the same directorate, from one directorate to another or simply 'moving down the corridor'.

Many ex-ADF members who have transitioned successfully into public services across Australia have commented on the opportunity to apply personal qualities and technical skills, developed in the ADF, into a civilian setting. Many indicated they felt proud of their competence across a range of attributes (mental strength, physical fitness, resilience and emotional intelligence) and were gratified by the opportunity to demonstrate their skills purposefully in the workplace. Many have found their ADF training provided a great foundation, particularly in their ability to exercise initiative, purposeful leadership and teamwork.

Public service employment promotes and encourages growth, development and career advancement. There is no obligation to progress upwards within a directorate. However, if you are motivated and demonstrate an interest in progression, subject to operational requirements, you may be able to access additional experiences or further education and training opportunities for which study leave may be granted.

WHAT DIFFERENCES WILL YOU NOTICE BETWEEN ADF SERVICE AND PUBLIC SERVICE EMPLOYMENT?

Both the ADF and the ACTPS are values-based organisations. However, there are noticeable differences between ADF service and public service employment which are acknowledged and respected by both entities.

CULTURE

You will notice a difference in culture between the two entities, which reflects their different missions. In the ACTPS the culture in each agency promotes the behaviours the government and community rightly expect of all public service employees. When ACTPS employees consistently act in accordance with public service values it strengthens the capacity of agencies to operate effectively. Conversely, a failure to adhere to the values lessens the confidence of the Government, the Legislative Assembly and the community.

WORKING ENVIRONMENT

The relationship between supervisors and teams in the ACTPS is more relaxed than it is in the ADF. The 'chain of command' is less obvious, and discipline in the ACTPS is exercised through the professional expectations associated with the code of conduct rather than through a rank-based structure. ACTPS leaders are required to monitor individuals' performance through performance management and development processes.

LOYALTY TO THE ORGANISATION

The concept of esprit de corps is a strong feature of the ADF culture. It has parallels with the ACTPS, where a commitment to operating as "One Service" has been increasingly embedded. This is because many of the opportunities to improve and innovate in our delivery of services to the community will rely on particular expertise from a number of Directorates. There are also many ACTPS employees who complete significant lengths of service of 25, 30 or even 40 or more years, similar to those who have long careers in the ADF.

PLANNING AND DECISION-MAKING

Emphasis is placed on ensuring public servants make accountable and ethical decisions in the

public interest and, similar to the ADF, decision-making is subject to high levels of scrutiny. However, planning and decision-making in the public service can be challenging at times, because of its decentralised nature where directorates are responsive to a variety of stakeholders with competing priorities and expectations.

NO REGULAR JOB ROTATIONS (POSTINGS)

The ACTPS does not routinely 'post' their employees to different directorates. There is no central 'career management agency', but this does not prevent you from moving between directorates by applying for, and winning on merit, advertised vacancies as they arise. Flexibility and mobility are valued in the ACTPS.

NO TIME-BASED PROMOTION

There is no automatic promotion system based on 'time in rank' and attainment of prescribed skills and qualifications, nor are there promotion 'windows' in the ACTPS. You can advance your career at any time by applying for an advertised vacancy and winning it through a merit-based selection process. There may be salary increments available for each year of service up to a ceiling, with the number of increments varying depending on the classification under which you are appointed.

NO FORMAL RANK STRUCTURE

There is no formal rank structure in the ACTPS, except in the uniformed agencies (Corrective Services and Fire and Emergency Services). You will find in most directorates there are hierarchical structures based on classification pay-rate levels, and ACTPS employees can move upward within this structure, if they are judged to be the most competitive applicant for an advertised position.

WHAT ARE THE CHALLENGES YOU MAY FACE WHEN YOU ENTER THE ACTPS?

Most ex-ADF members start their public service career at a lower rank or classification level, and consequently a lower salary, than when they left the ADF. There are, however, exceptions to this trend. This is a factor you may need to carefully consider in relation to your financial situation.

You may find you arrive in your new position with a range of skills and experience that will be broader than the requirements of the job. This will present a number of opportunities for you to make a positive contribution to your agency and the broader community.

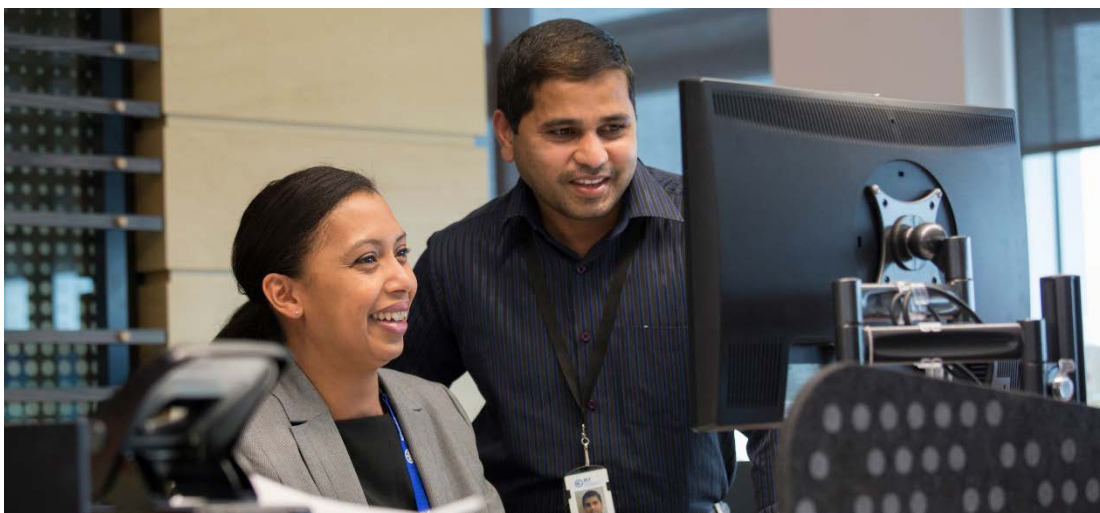
Some ex-ADF members noted there may be assumptions made about your behavioural style. For example, some people associate ADF employment with a rigid or inflexible approach to decision-making. If this is the case, you could demonstrate your flexibility through your behaviour in order to dispel any misconceptions or discuss options with your supervisor.

It may be the case your additional skillsets and personal qualities will be recognised and you will be asked to do more than what is on your job description. It is a matter of personal judgement as to how to respond to this situation. However, if you have aspirations to move into higher management or leadership roles with an agency, then you may want to see this as opportunity to build the knowledge and skills you may need in the future.

HOW BEST CAN YOU ADJUST TO YOUR NEW CAREER IN THE ACTPS?

Adjusting to public service employment is no different to adjusting to your ADF employment. The first step is recognising and accepting you may need to change to 'fit' into a new employment culture. When you joined the ADF you had to modify yourself to 'fit' the culture which may initially have been a tough adjustment. The adjustment challenge when joining the public service is not tough, but the contrast between the two cultures can feel amplified for anyone who has had a lengthy military career.

The ACTPS has a whole of government induction process for new employees. This includes information about the ACTPS, the Code of Conduct, Values and Signature Behaviours, security in the ACTPS and policies and procedures that apply to record keeping and people management processes such as attendance and leave. Information regarding access to an Employee Assistance Provider (EAP) is provided by individual directorates. This allows you to seek free, independent and confidential support, if required.



USEFUL TIPS FOR JOB SEARCHING AND NAVIGATING THE APPLICATION AND SELECTION PROCESS

There are many roles available with varying levels of responsibility and complexity in the ACTPS. The ACTPS Shared Capability Framework (the Capability Framework) describes the skills, knowledge and behaviour that can universally be expected of every ACT public servant at different organisational levels and in every workplace across the Service. The Capability Framework is available online at: <https://www.cmtedd.act.gov.au/employment-framework/performance-framework/actps-shared-capability>.

Your preferences and expectations about the type of work, classification and salary will determine the positions for which you choose to apply.

HOW DO YOU FIND OUT ABOUT VACANCIES?

JobsACT (www.jobs.act.gov.au) is the website where ACTPS vacancies are advertised. Vacancies occur on a continuous basis in response to public service employees retiring, gaining promotion, going on extended periods of leave or changing careers.

Each directorate recruits its own employees and advertises vacant positions on the JobsACT website. Some directorates may also advertise online through sites such as LinkedIn and Seek.

The JobsACT website outlines useful information about working in the ACTPS, how to prepare and apply for positions and what you should expect from the recruitment process. A useful facility on the site allows you to subscribe to an RSS feed, so vacancies matching your preferences are automatically forwarded to you via email.

WHAT IS THE BASIS FOR ACTPS RECRUITMENT?

The basis for ACTPS recruitment is merit – finding the person with the right skills, knowledge and abilities to do the job. Generally, the selection panel will be looking to appoint the applicant that makes the strongest claims against the selection criteria outlined in the position description.



WHAT TYPES OF VACANCIES ARE ADVERTISED ON THE JOBSACT WEBSITE?

Permanent and temporary positions

A wide range of permanent and temporary positions are available in the ACTPS.

Positions advertised on a temporary basis may reflect that the vacancy is only required for a specified period of time, this may be due to a specific project or to cover for staff who are on leave.

Inclusion Employment Programs

The ACTPS is committed to attracting, developing and retaining a diverse workforce. As an employer, the ACTPS strives to achieve a diverse and skilled workforce where individuals are valued for their differences, experiences, knowledge and backgrounds and the contribution they can make. As well as celebrating and supporting diversity in the ACTPS, there are a range of support mechanisms in place to support our employees including Support Networks, individual Inclusion support, staff awareness training, coaching and mentoring, and individual career development training.

The ACTPS offers Vocation Employment Programs for Aboriginal and Torres Strait Islander Peoples and People with Disability.

These Programs include work experience, flexible formal and/or informal training that is relevant to the position and person, on-the-job learning and development. On successful completion of all aspects the program, participants are appointed to permanent positions in the ACTPS. Details on the Programs are on the JobsACT website.

Graduate Program

The ACTPS Graduate Program is a whole of government full-time program that runs for ten months and is aimed at recruiting degree qualified applicants.

Over the course of the Program, graduates complete three work rotations across the ACTPS and participate in a learning and development program. Graduates who successfully complete the Program are appointed to permanent positions in the ACTPS. Details on the Programs are on the JobsACT website.

WHAT ARE YOU LIKELY TO SEE IN A JOB ADVERTISEMENT?

Advertisements usually include a job application package with all the information necessary to help you apply for a position.

You should review this package and contact the nominated person to ensure you understand:

- the role, nature and history of the organisation;
- the key responsibilities, duties and reporting relationships of the job;
- the skills, qualifications and experience required for the position, which will be assessed as part of the selection process (often called the selection criteria);
- any allowances or special conditions that may affect your eligibility; and
- the instructions on how to apply and the closing date for applications.

If you feel the job may be right for you, the next step is to prepare your application.

PREPARING YOUR APPLICATION

Before you start your application, make sure you understand the scope of the role and the eligibility requirements. Importantly, consider if the job is right for you.

Requirements vary between advertisements and could include a range of items such as an application form, resume, a statement addressing the selection criteria/an expressions of interest and referee details. It is important you follow the instructions in the advertisement and job application package carefully, as failing to submit your application correctly — for example, sending only a resume when the advertisement requests an application form and a statement addressing the selection criteria — may adversely affect how your application is considered in the selection process.

Adhere to page limits or other restrictions placed on applications. These exist to help the selection panel assess the expected volume of applications while giving applicants sufficient scope to address the job requirements and provide details on their experience and skills. Check and be mindful of the application closing date and time, as late applications will not be accepted.

Write your application to communicate your strengths, but keep it factual. Exaggerating your resume, making false representations or otherwise misleading the selection panel throughout any stage of the recruitment process may result in your application being rejected or any resulting employment being terminated. If you make a claim in any part of your application, ensure it can be supported by your referees and certificates for any qualifications or professional memberships.



WHAT SHOULD YOU INCLUDE IN YOUR CURRICULUM VITAE (CV) OR RESUME?

Your CV or resume should clearly and concisely detail your contact information, qualifications, education and training, work history, professional memberships and referee details. Consider customising your CV or resume slightly for each job you apply for depending on the work-related requirements of the job.

You should list your work and education history in reverse chronological order, starting with the most recent examples. You do not have to include personal details such as age, marital status or religion, but it is important to include contact details like your home and mobile telephone numbers and an email address – most agencies will communicate officially with you via email.

WHAT ABOUT REFEREES?

You will be asked to provide names and contact details of two or three referees with your application. The selection panel may

contact your referees to verify the claims you have made during the recruitment process. The contact details for at least two referees are often requested, so it is important you nominate referees who are available (and not on deployment). Check with the directorate if it is expected that one of the referees should be a current supervisor.

In many cases selection panels may choose to only contact the referees of applicants who are being considered for appointment. Make sure you let your referees know you have included them in your application so they will not be surprised if they get a call

WHAT IS MEANT BY A POSITION DESCRIPTION AND SELECTION CRITERIA?

The selection documentation, containing the position description and selection criteria for the position, will help you understand the responsibilities and duties required in the role. The selection criteria describe the knowledge, skills, experience and qualifications (if any) you will need to perform the role effectively. You may recognise in yourself some or all of the key attributes for the position. The challenge you will then face, no different to any other applicant, is marketing yourself in a way that will stand out to the selection panel.

You will be asked to address a number of key selection criteria, either in a separate statement or as part of an expression of interest. Selection criteria vary in number and complexity according to the requirements of the position.

HOW DO YOU DEMONSTRATE THAT YOU MEET THE SELECTION CRITERIA?

When addressing the selection criteria it is important to provide evidence of how you meet the requirements by providing relevant examples. Support your claims with specific examples of what you have done, how well you did it and the outcome or result.

In making your statement of claims, discuss your past experience, knowledge, skills and qualifications. When outlining real examples of completed work that can be supported with documentary evidence or by your referees consider following either the 'SAO' or 'STAR' techniques.

SITUATION, ACTION, OUTCOME (SAO) TECHNIQUE

1. Situation: Where and when did you do it?
2. Action: What did you do and how did you do it?
3. Outcome: What was the result of your actions?

SITUATION, TASK, ACTION, RESULT (STAR) TECHNIQUE

1. Situation: What was happening and what issue needed resolving?
2. Task: What were you and your team required to do? Keep the focus on the tasks you did personally, in the context of any team work.
3. Action: What action was actually taken? Were there any unexpected challenges?
4. Result: What happened as a result of your actions? Was the situation resolved or improved? Were the outcomes met? Would you do anything differently next time?

TIPS FOR ADDRESSING THE SELECTION CRITERIA

Ex-ADF members across public service jurisdictions have identified addressing selection criteria as an area where many ADF members in transition would feel vulnerable. The following steps provide specific guidance on one way to address the selection criteria.

Even if you do not think you meet the criteria, discuss your transferable skills. When you are applying for a job that requires an unfamiliar skillset, consider how you would apply skills you have learned in your previous experiences, even if they do not immediately seem relevant. For example, as an ex-ADF member you will have obtained skills in leadership, teamwork and resilience. Discuss how you would apply these skills to the job.

Stand out from the crowd and emphasise how you are competitive against other applicants, discuss desirable qualities like critical thinking, decision-making, initiative and the ability to work without supervision, ensure these are qualities your referees will support. If you would like to discuss your out-of-work interests, make sure you describe how these are relevant to the role (for example, involvement in a community group may require you to organise meetings, take minutes, manage registrations to events etc).

Tailor your responses, as selection panels prefer professional, succinct and targeted responses that demonstrate the applicant understands the job requirements. Be clear and to the point and avoid ADF jargon. Listing irrelevant skills and experiences will only make your application longer, not stronger.

You may wish to consider seeking professional assistance or, at the very least, have an independent person read over the application prior to submission. Poorly written applications with grammatical and spelling errors, or applications full of jargon, could be off-putting to a selection panel, resulting in a failure to be invited to attend an interview.

Step One: Understanding the selection criteria

Individual selection criteria can include a number of elements. An example of a common selection criterion is provided below.

Well developed written and oral communication skills, including experience in establishing and maintaining relationships with internal and external stakeholders.

It is important you clearly understand what is meant by each selection criterion before putting pen to paper.

Step Two: Opening sentence

Begin the statement addressing each selection criterion with an opening sentence that clearly states your claim to this criterion. For example: 'I possess strong communication skills, which I have developed over the course of my career'.

Step Three: Brainstorm ideas for each criterion

Brainstorm ideas for each element of the selection criterion, based on your recent work experience. Ideally, confine your examples to the last two or three years of employment or other relevant experience such as community participation. Your CV or resume is a good source of information and may stimulate these ideas.

The following is an example response for a role which includes a selection criterion with an element on 'written communication skills'. You may come up with something similar to the following situations to illustrate your skills in this area are 'well developed' before starting to write your statement addressing the selection criterion.

- *when Project Officer working in XYZ Squadron – wrote a report on project planning methodologies;*

- *when Administration Support Officer in XYZ Unit – designed and compiled a monthly newsletter;*
- *when Staff Officer ABC in XYZ Headquarters – analysed diverse sets of data, organised the information into topic areas and collated into a paper for senior management.*

At this stage, it is useful to generate as many examples as possible. Even if you do not use them in the statement addressing the criteria, they will come in handy for the interview.

Step Four: Expand on your brainstorming ideas and provide the evidence

Expand on the above points, going back to each of the criterion and choose which examples to use that are the most relevant and powerful when compared with the wording of the criterion and the duties of the position. Once your examples are finalised you need to demonstrate how they meet the different aspects of the criterion. Be specific and describe exactly what you did, including the outcome, to demonstrate convincingly you have met the requirements of each criterion.

The STAR method described earlier will give structure to your response. For example:

Situation: Role as Administration Support Officer in XYZ Unit.

Task: Needed to ensure heads of sections were kept informed of policies and procedures.

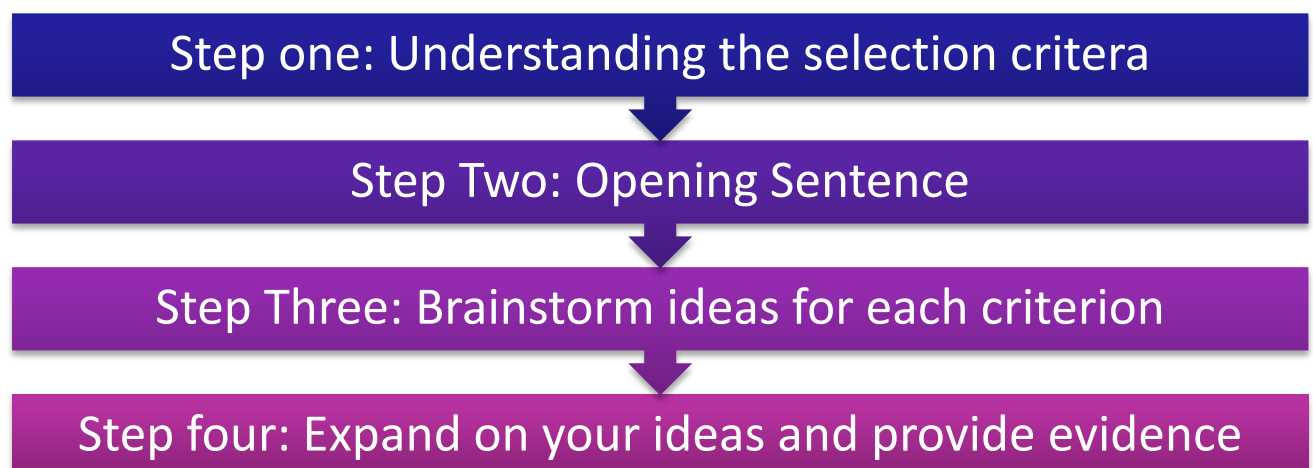
Action: Initiated a monthly newsletter, which was emailed to each section head. Responsible for writing the main articles, which involved obtaining ideas and input from other staff to ensure the articles reflected the requirements of the section heads (content and language).

Result: Led to improved lines of communication between section heads and the Administration Support Office. Feedback was consistently good. Received a Commanding Officer's Commendation for the quality of the newsletter.

Once this has been developed, write the draft paragraph in full. For example:

As Administration Support Officer in XYZ Unit I needed to ensure section managers were kept informed of policies and procedures. To do this I initiated a monthly newsletter which was emailed to each manager. I took responsibility for writing the main articles in each publication. This involved obtaining ideas and input from other stakeholders to ensure the articles reflected the needs of managers, both in terms of content and language. I received consistently good feedback in relation to this newsletter from internal staff and my own section manager. I received a Commanding Officer's Commendation for the quality of this newsletter and for my overall flexible and inclusive approach to the task. Importantly, this initiative resulted in improved lines of communication between section managers and the Administration Support Office.

You should use only one or two of your strongest, and preferably most recent, examples to respond to each selection criterion.



NOW YOU ARE READY TO SUBMIT YOUR APPLICATION

Now your CV or resume and statement addressing the selection criteria are complete you can submit your application. The job advertisement will outline how the directorate wants you to submit your application. Pay particular attention to the date and time the job closes. To ensure fairness in the process directorates may not accept late applications. If you are submitting online, ensure you allow plenty of time before the closing time, in case of technical issues, and seek formal acknowledgement of receipt of your application.

Each directorate will design its recruitment processes to ensure applicants are given the best opportunity to demonstrate their skills, knowledge and abilities to match the selection criteria for the advertised position. While these processes can vary from directorate to directorate, and position to position, a number of assessment stages may be required.

In addition to an interview, some of the assessments may include providing a work sample, attending an assessment centre, or undergoing a physical or medical assessment. Ensure that you read any additional information provided to applicants about which assessments the selection panel may use for the recruitment process.

WHAT IS A SELECTION PANEL AND WHAT IS ITS ROLE?

The directorate forms a selection panel to assess applications, conduct interviews or other types of assessment, check references and make a recruitment recommendation to the senior line or executive manager who has the delegated authority to approve the appointment of a candidate to a position. Following the closing time, a selection panel will assess the applications to identify applicants who are most likely to be suitable for the position.

If you are shortlisted, you may receive a call or email to confirm your availability for the next assessment stage, which may be an interview or other form of assessment. It is at this time that you can identify any special or accessibility requirements necessary for you to participate in the assessment.

WHAT CAN YOU EXPECT AT AN INTERVIEW?

The purpose of a job interview is to give the selection panel an opportunity to meet candidates and ask questions that relate to the requirements of the job. The selection panel usually comprises people who are connected to the role, such as the position's supervisor or one who knows the duties of the position well.

If you are selected for interview, be prepared to elaborate on your application using specific and relevant examples of work completed and skills applied.

Using the job description and selection criteria as a basis, the panel will ask you questions that enable you to demonstrate your skills and abilities. These could include behavioural based questions and hypothetical scenario questions. In some cases, in addition to the interview, you may also be asked to do exercises such as a work sample test, deliver a presentation or undergo psychometric testing.



WHAT HAPPENS NEXT?

A reference check will help the selection panel to validate the claims applicants have made in their application and interview. The selection panel will usually contact referees prior to forming a recommendation.

When the stages of assessment are completed, the selection panel will review all the information and claims by applicants that have been collected during the recruitment process. The selection panel's recommendation for appointment is generally put forward to the person who has the authority, or delegated authority, to make the final decision. This person will review the information the selection panel has collected and ensure the process has been conducted appropriately. Recommendations for final appointment have to be approved by the delegate.

Once the final selection decision is made, all applicants will be informed of the outcome and will be provided with the opportunity to seek feedback.

ARE THERE ANY PRE-EMPLOYMENT CHECKS?

All new ACTPS employees must complete a number of pre-employment checks/enquiries before commencing employment. In the event you are the successful applicant you will be required to provide the following documents:

- proof of date of birth (copy of birth certificate or current passport);
- proof of Australian citizenship/residency;
- proof of name change, e.g. Marriage Certificate or Change of Name by Deed Poll (if applicable);
- mandatory qualifications and/or registration certificates (if applicable).

Other pre-employment checks include national police checks and may include medical examination and history records checks and working with vulnerable people checks.

Offers of employment are made under the PSM Act and are made on the basis that the applicant/employee satisfies all pre-employment checks relevant to the ACTPS.

Any queries regarding the required checks should be directed to the contact officer for the job, as outlined in the job advertisement.

WHAT HAPPENS IF YOU DO NOT GET SELECTED?

While receiving news that you are unsuccessful can be disappointing, take the opportunity to learn from your experience, improve your application and review your interview technique for future job opportunities.

All applicants are encouraged to seek feedback on the assessment, which you can do by phoning the contact officer listed in the advertisement. Feedback will be based on the selection panel's assessment of your application and whether or not you met the selection criteria. If you were interviewed, you may request a copy of the part of the selection report relating to your application and interview.

You may wish to seek feedback about:

- your performance at the interview or on other assessment activities; and/or
- your strengths, and those areas where you may need to improve your skills, abilities or gain more knowledge and/or experience.

Take the opportunity to learn from the process. Take on board any feedback provided. Brush-up on your written or interview skills and/or embark on some further study, if deemed appropriate in the circumstance.

CONCLUSION

This guide has been prepared to assist you to better understand the ACTPS, particularly its job application and selection process, and to encourage you to consider the ACTPS as the next step in your career.

For further information about this guide please email psm@act.gov.au.





CHIEF MINISTER TREASURY AND ECONOMIC
DEVELOPMENT DIRECTORATE

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