OUR RECRUITMENT PROCESS

The purpose of this document is to guide an applicant through the process of applying for a position at Sunshine Coast Council.

Eligibility

The key responsibilities and requirements contained in the Position Profile details the knowledge, skills, behaviours and qualifications expected of a successful candidate. You are encouraged to self-assess your experience and level of skills documented in the Position Profile.

You must have the right to work in Australia to be eligible to work at Sunshine Coast Council. If you have a working visa, this must be presented if you are successful in obtaining an interview.

Plan Well

Give some good thought to why you are applying for the position.

Go through the Position Profile with a highlighter pen or use the comments function on the PDF. Highlight any application instructions and key points about the position.

Take some notes or do a "brain dump", where you scribble down all of your ideas while you think of them. After you have completed your application, go back over these notes and ensure you have included all of your thoughts. Often your first thoughts are your best ones. This process may also make starting the actual writing of the application easier.

Preparing your cover letter:

A **cover letter.** Consider the cover letter as your written application. It will generally be no more than 3 pages, highlighting your ability to meet the key responsibilities and requirements listed. Read the last page of the Position Profile or the *How to apply* section of the job advertisement to determine what you need to include in your cover letter.

When responding be sure to use examples relevant to the key responsibilities and requirements of the position and broadly consider the capabilities that would be required to be successful in the role.

Use language that is strong; consider action words like 'revised', 'managed', 'negotiated' - rather than vague language such as 'contributed' to 'or 'involved in'.

Avoid "I did" and "I think", and "I feel" statements as they can lack depth and are often more about opinion, rather than evidence.

A good way to outline your suitability (and to keep on track) is to provide examples and tell stories about your experiences.

Here are two models that you may consider to organise your writing:

The CAR technique		The STAR technique
Context - Where and when did you do it? (set the scene)		**S**ituation
Action - What did you do and how did you do it?		**T**ask
Result - What was the result of your actions?		**A**ction
		Response

Preparing your resume:

A **resume** (or curriculum vitae) which provides:

- Your relevant personal details, qualifications and work history.
- Concise description of your relevant **work experience** starting with the most recent (including dates).

- Where relevant, a brief description of your **duties** and **responsibilities** in each job. Use dot points (no more than 6) and make them as concise as possible.
- Your **education** and **training** achievements including any studies you are currently undertaking.
- Professional **memberships**.
- Any **activities** you have undertaken outside of work or study (optional). This could include volunteering within your local community.

Referees

Details of nominated referees and contact details are to be available on request. Remember to ask referees prior to nominating them.

Tips for a top application

There are no extra points for submitting an application early, so take your time to get it right.

- Pay attention to accuracy, clear/logical expression, tone, spelling, grammar and punctuation by proofreading.
- Avoid acronyms and jargon. Write in plain English so you are clearly understood by the reader.
- Ensure you give an honest representation and do not exaggerate facts.
- Your resume needs to be up to date. Make sure that you're listing the correct dates of employment, job titles, education etc; discrepancies will be noticed.
- Make the layout easy to read (use font Times New Roman or Arial, 11 or 12 point size) with 2-3cm margins on the top, sides and bottom each page.
- Before submitting your application it is a good idea to get a trusted friend or colleague to check your application for spelling, grammar, readability and content.
- Put page numbers, your name, and the position title or vacancy number, in a header or footer of each page.

Closing date

Check the closing date for applications to ensure your application is submitted by 11:59pm on the date indicated.

Lodging your application

All applications are to be submitted online at https://careers.sunshinecoast.qld.gov.au.

- When you click "Apply Now" for the first time you will be required to enter relevant information to set up a profile for yourself.
- As part of your application you will be required to upload a resume and cover letter in WORD or PDF format.

Refer to the How to apply for a job factsheet for more detailed information.

Making enquiries

- Specific enquiries regarding the position are directed to the nominated contact officer referred to in the Position Profile / Advertisement.
- General enquiries are directed to People & Culture by calling (07) 5441 8682 or emailing joinusnow@sunshinecoast.qld.gov.au.

Shortlisting

Selection is based on equity and merit. The candidate who best demonstrates to the selection panel the highest level of merit overall will be awarded the position.

Shortlisting will be finalised after the closing date. Shortlisted applicants will be invited to an interview with the selection panel via phone call or email. The selection and appointment process is likely to take 4-6 weeks, but can still vary outside of these timeframes.

Applicants who were not successful in obtaining an interview will be notified via email.

Preparing for the interview (if shortlisted)

All interview questions will be job related and will relate to the position. To prepare you for the questions that may be asked:

- Re-read the key responsibilities and requirements relevant to the position.
- Focus on the key responsibilities/duties and the capabilities required of the position and consider your personal examples of work and study situations where you have applied the relevant skills and abilities.
- Review the external website to gain a broad understanding of the corporate culture and major projects that may be relevant to the position.

You may bring personal notes into the interview to provide prompts for yourself.

If you have any relevant reports or other work you have done which will provide examples of your skills and abilities, you may choose to make these available at the interview.

The interview

There is no need to hire or buy special clothes for the interview. Dress as you would usually do for work, that is, neatly and appropriately.

It is recommended to arrive at your interview at least 15 minutes prior to your scheduled interview time. Please also allow enough time to find a car park, as parking around Council offices is often busy.

During the interview:

- Don't assume that the panel members know about your suitability for the job even though you may have worked with them or have previous experience in the position.
- Take time to answer each question. A well thought-out answer presented clearly and concisely will be appreciated by the panel, even though you may take a few moments to put your thoughts together.

When the opportunity is presented, ask any questions you may have relevant to the position. Avoid asking questions just for the sake of it. If you do not have any questions then do not hesitate to say so.

The panel members will make notes of your responses to the questions to assist them in assessing the overall merits of your claims to the job in question.

Additional assessment

A range of assessment methods may be used in assist selection, including psychometric testing and competency based testing.

Review of candidates

The selection panel will assess each interviewed applicant for overall application rating and decisions will be made on the most suitable applicant for the position.

Reference checks

Referees may be contacted by the panel after the interview process in which you were directly involved. Often the panel will confirm with you that the referees on your application are still current.

Post-Interview checks

Other post-interview checks that might also be applicable include pre-employment medical assessment, criminal history check, VEVO check (passport supplied). You will be notified if these are required in the Position Profile or by the Hiring Manager. Your appointment to Sunshine Coast Council is dependent on satisfactory completion of these post-interview checks.

Offer of appointment

The successful applicant will be notified verbally as soon as possible after the selection panel have reached their decision and the offer has been approved by the appropriate delegate. When the offer is verbally accepted, the letter of offer/employment contract will be emailed to the successful applicant. The employment contract will be complete once the online offer is accepted.

All other interviewed applicants will also be notified verbally as soon as possible by the Panel Chair or delegate. All interviewed candidates are welcome to request feedback.

Onboarding & induction

After you accept your offer, keep an eye on your emails (including your junk mail) for emails regarding your onboarding.

You will complete your onboarding online, which includes your bank details, super and providing copies of required documents (e.g. drivers licence, relevant qualifications).

From your first day at Council, you'll undertake activities to embed you in our organisation. This includes onboarding, induction, training and getting to know your new team.

We also have an initiative at Council called "New Employee Spotlight" where you will have the opportunity to be introduced to the wider Council through our internal social media platform by sharing your career background, interests and any other interesting facts about you.

Inclusion and diversity

Sunshine Coast Council is committed to an inclusive, healthy, and culturally diverse workplace. We understand the benefits to the organisation and community that a diverse and inclusive workplace offers. Check out some of the initiatives we have at Council that support inclusion and diversity here.

Current as at March 2021