

CANDIDATE INFORMATION PACK

A guide to get you started.

When it comes to landing your dream job, there are plenty of factors to take into consideration (even for the most competitive roles); below are some valuable steps you can take to give yourself the best chance possible.

The application process:

It all starts with the application process. Take your time to read and fully understand the position you're applying for.

Do you have the right stuff?

Are you experienced and qualified?

Is it a step forward in your career or a step backwards?

It's important to answer these questions before you even begin writing. If you don't completely comprehend the role, now is the time to find out more.

Answering key selection criteria:

Approach the application methodically - most jobs have Key Selection Criteria questions. Make sure you answer each one thoughtfully, honestly, and concisely.

You want to address each question with an example of why you can meet the expectations. Avoid the temptation to write too much, as you want to give employers a varied taster of who you are professionally by providing a concise resume, plus employers are time-sensitive and will likely have a mountain of applications to wade through.

E.g., Use examples with C.A.R.L (Context, Action, Result, Learnings)

Context: the circumstances that form the setting for a situation

Action: the action taken to address the situation

Result: the result of the action taken to address the situation

Learnings: the learnings from the implemented action and result

Writing the cover letter and your Resume:

Once you've completed and carefully proofread the Key Selection Criteria, it's time for the cover letter and resume. Again, brevity is your friend, a potential employer is more interested in recent achievements.

Cover letter: start the letter with a statement about what interests you about the company you are applying to. Then explain who you are as a professional and how your experience, knowledge and skills align with the role. Showcase your achievements and the value you would bring to the position. End with the statement I look forward to hearing from you soon.

Resume: There are various sections to a resume. Although a full history of your academic credentials and work experience was previously preferred; Curriculum vitae are not as popular as a resume. Resumes present a concise picture of your skills and qualifications for a specific position, and you are encouraged to tailor your resume for each position you apply for.

Things to include in a resume:

- Career summary,
- Contact section (Full Name, Suburb/state/postcode, mobile, email),
- Key Skills,
- Experience: Don't include every role you have ever had. Instead, select a few roles 3-4 from your past that had responsibilities that align with the role you are applying for. Write these roles out in reverse chronological order. E.g. start from the most recent position and work your way backwards.

When you write out your responsibilities, include a maximum of 7 bullet points.

When addressing a past role, state the duties in the past tense with action verbs.

E.g. If you were responsible for training staff, you could address this in your resume as follows:

- **Trained and managed a team of six consultants to deliver exceptional customer service.**

This includes action verbs; it includes quantity and what the responsibility entailed.

Education: Finished education and courses (include dates)

References: Include the statement: Available upon request. You won't need to provide the reference unless the company asks for this which is usually after your interview. Remember when the employer asks for this; it is recommended that you let your references know to expect contact from the employer so they can prepare.

Finally, when you submit the application, double-check that you've done everything you're supposed to do before you hit 'send'.

LinkedIn Profile

In the modern quest for employment, LinkedIn has evolved into a crucial resource for shaping your individual brand, gaining insights into diverse industries, enhancing your professional growth, and scouting for career prospects.

How to create a great LinkedIn profile:

In your profile, you want to emphasise what makes you different and what value you can bring.

Identify what brings you fulfilment and your ultimate personal and professional goals. Define the keywords, concepts, or phrases that represent you in both personal and professional spheres. Use these elements to build your personal brand and include them in your LinkedIn bio.

In your **headline**: Instead of using just your job title, include one sentence that defines how you see yourself and why you are passionate about what you do professionally.

In your **personal bio**, sell yourself by describing what motivates you, what your proudest achievement was, why you enjoy what you do and what you are looking to contribute to next. Formulate an answer that captures both your personal and professional side.

In your **experience** section, avoid duplicating your entire resume. Instead, aim to convey your professional journey by highlighting your authentic self, passion, and expertise. Craft a narrative that fosters connections and inspires others. Rather than mere job descriptions, focus on detailing the lessons learned, accomplishments, and contributions that positively impacted the businesses you've been a part of.

First impressions:

Also, consider what first impression you're giving – a humorous email address may be great with friends and family, but may not be suitable for a professional position.

If your personal email is not professional, we suggest creating a new one that you can use specifically for job-seeking and career development.

The job interview:

After your concise, relevant, articulate job application impresses, it's time for the job interview. Many people are scared by job interviews, but with a little planning and preparation, they don't have to be terrifying. Look at them as a learning experience.

Make sure you dress appropriately and give yourself plenty of time to get to the interview - there's nothing worse than being stressed before you even sit down in front of a panel.

If applying for an office role; we suggest dressing in semi-formal attire.

E.g., Neutral coloured pants (black, navy, or grey) closed formal shoes (suede/leather), and a clean unripped and uncreased shirt.

If applying for a blue-collar role; we suggest dressing in smart casual attire.

E.g., Neutral coloured chinos, neutral button-down shirt, or neutral blouse. No jacket or tie is needed.

Remember to be yourself!

The most important thing to remember is to be yourself - it's who you're best at being.

Be confident.

Consider what words you choose – e.g., when describing what you did; use action verbs. I managed, I led, I facilitated, etc. When answering questions relating to your duties, try to use examples where you added value over others. Use 'I' more than 'we'. Basically, you want to show that you have what the potential employer wants.

Make sure you listen carefully to what is being asked.

Use eye contact.

Speak clearly and concisely in a smooth-paced tone.

Use examples to show your skills!

Use examples of your abilities rather than simply saying you're good at things, it will help the interview panel put your abilities in context and show that you're focused.

We recommend using the following structure when answering behavioural/situational questions C.A.R.L (Context, Action, Result, Learnings)

Context: what was the circumstance that formed the setting for the problem you faced

Action: what was the action you took to address the situation

Result: what was the result of the action taken to address the problem

Learnings: what were the learnings from the implemented action and result

Examples can be found below in the behavioural interview questions section noted below.

Research the employer.

Where possible, illustrate that you understand your potential employer - you don't have to retell the entire corporate history, but you do need to make it clear you respect what they do and that you'd like to be a part of their future.

Check the company's media releases to see what projects they are working on.

Check the company's social media to see what they are up to.

A little bit nervous?

It's okay to be a little nervous, and it's okay to acknowledge it - however, once you've mentioned it let it go. Resist the temptation to continually apologise or get hung up on it.

You've come this far because the selection panel saw something in you, so don't convince them they were wrong.

Why not ask a friend or family member to run through a mock interview with you? With your best interests at heart, they can help you improve your interview technique.

Asking questions at the interview.

As an interview is wrapping up, you'll often be asked if you have any questions for the interviewer. This is a brilliant opportunity to find out more about the role and to show some of your personality.

Consider taking a notepad and jotting notes throughout the interview so you have questions relevant to ask.

Make sure you ask a couple of questions. This shows you are invested in wanting to learn more about the company and that way you can also figure out if it truly is the company you want to work for.

Some questions you could ask include:

- Can you elaborate more about the company culture –what are you most proud of in terms of the company culture?
 - What professional development opportunities do you offer?
 - How is success measured in this role?
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After the interview.

When it's all said and done, you should be leaving an interview room having represented yourself as honestly and positively as you can.

Hopefully, you'll soon be receiving good news, but if not don't become despondent, use the opportunity to improve by asking for feedback.

It's unlikely that an interview panel will give brutally honest feedback, but they should be able to give you an overview of areas where you can improve.

After an interview, we also suggest sending a thank you email. In this email, relay something that interested you about what was discussed. E.g., this could be a project that the interviewer shared with you during the interview, or it could be something you discussed with them regarding one of their social media posts or media releases. Thank them for their time and mention that you are looking forward to hearing from them.

If you don't hear back from the interviewer; don't hesitate to follow up with another email. Remember you don't want to harass them but send a friendly check-in if there is any update to the job application process.

BEHAVIOURAL INTERVIEWS

Behavioural interviewing is a technique commonly used in the recruitment process. Even if you don't encounter this technique in an interview, the very process of preparing will help you perform well in any interview situation.

Competency <i>(generic/transferable skills or attributes often sought by employers)</i>	IDEAS to get you thinking..... <i>(questions to ask yourself to generate ideas about where and when you have demonstrated these competencies)</i>	Possible examples to refer to..... <i>(Some likely scenarios in which this skill would typically be utilised or developed. Can you recall any such scenarios that may be worth mentioning?)</i>	Sample behavioural questions <i>(... which would typically prompt a discussion of a past situation in which you have displayed this skill)</i>
Verbal Communication/ Interpersonal Skills	When have I really relied on language to sort something out? When have I handled a difficult or intimidating person especially well?	Resolving conflict Negotiating an agreement Presenting a paper tutoring Clarifying a request from a supervisor Dealing with an unsatisfied customer	Tell me about a time when you had to deal with a difficult person. Give an example of a situation when you had to teach something very complex to a 'lay' audience. Who was involved? How did you manage it? Give an example of a time when a co-worker or classmate criticized your work in front of others. How did you respond?
INCLUDE 2 EXAMPLES FROM YOUR PAST EXPERIENCE: 1) 2)			

<p>Research Skills</p>	<p>When have I thoroughly gone 'beyond the obvious' to research something?</p>	<p>Preparing for a trip overseas</p> <p>Researching your thesis or assignment</p> <p>Project undertaken during vacation work</p>	<p>Tell me about a time when you've had to work on a topic you knew nothing about.</p> <p>What did you do?</p> <p>Describe a situation in which you had to use reference materials to write a research paper.</p> <p>What was the topic?</p> <p>What journals did you read?</p>
<p>INCLUDE 2 EXAMPLES FROM YOUR PAST EXPERIENCE:</p> <p>1)</p> <p>2)</p>			

<p>Flexibility/ Adaptability</p>	<p>When have I had to be very flexible to make something work?</p> <p>When have I had to change plans at the last minute?</p>	<p>Sudden changes in duties at work.</p> <p>Assuming someone else's role in a team situation at short notice.</p>	<p>Think of a time when important plans you made had to be suddenly altered at the last minute.</p> <p>Tell me about the situation and explain what you did.</p>
<p>INCLUDE 2 EXAMPLES FROM YOUR PAST EXPERIENCE:</p> <p>1)</p> <p>2)</p>			

<p>Critical Thinking/ Analytical Ability</p>	<p>When have I had to make sense of some especially contradictory information?</p> <p>When have I had to think on my feet?</p>	<p>Deciding between two or more options.</p> <p>Analysing some contradictory information in order to make a decision.</p>	<p>Give me an example of when you had to gather information for two or more resources.</p> <p>What patterns or inconsistencies did you notice?</p>
<p>INCLUDE 2 EXAMPLES FROM YOUR PAST EXPERIENCE:</p> <p>1)</p> <p>2)</p>			

<p>Judgment/Problem Solving</p>	<p>When have I had to think 'laterally' to 'get around' something?</p> <p>When have I had to thoroughly evaluate consequences before I could make a decision?</p>	<p>Facing an 'obstacle' in your thesis.</p> <p>Resolving a problem at work i.e., understaffing, low stock.</p> <p>Deciding what course to study at uni.</p>	<p>Tell me about a time when you had a problem to solve. What happened?</p> <p>Tell me about a time when you had to choose between two equally attractive options. What was the outcome?</p>
<p>INCLUDE 2 EXAMPLES FROM YOUR PAST EXPERIENCE:</p> <p>1)</p> <p>2)</p>			

<p>Teamwork</p>	<p>When have I worked in a team situation that went very well or quite poorly, and what made it that way?</p>	<p>Playing in a team sport.</p> <p>Working as part of a committee or organising group.</p> <p>Involvement in a team-based assignment.</p>	<p>Tell me about a time when you were working as part of a team and one person wasn't pulling their weight. Who was involved? What did you do?</p> <p>Tell me about a time when you got co-workers who disliked each other to work together. How did you accomplish this? What was the outcome?</p>
<p>INCLUDE 2 EXAMPLES FROM YOUR PAST EXPERIENCE:</p> <p>1)</p> <p>2)</p>			

<p>Quick Learner</p>	<p>When have I had to learn about something in a very short space of time?</p>	<p>Preparing for an exam.</p> <p>Being 'thrown into the deep end' at work.</p>	<p>Tell me about a time when you were given a task to complete in a very tight timeframe. What was required of you? How did you approach it?</p>
<p>INCLUDE 2 EXAMPLES FROM YOUR PAST EXPERIENCE:</p> <p>1)</p> <p>2)</p>			

Enthusiasm/ Motivation	What things have I done beyond the 'essentials' of work and study?	The decision to take on extra responsibility i.e., become a captain/president/treasurer. Pursuit of a hobby or interest (E.g., Travel)	Tell me about a time when you pursued an interest or hobby. Tell me about a time when you decided to take on something 'extra'.
INCLUDE 2 EXAMPLES FROM YOUR PAST EXPERIENCE: 1) 2)			

Imitative/ Innovation	When have I identified a problem and come up with a solution without being asked?	Introducing a change to your workplace. Inventing something to 'make life easier' for yourself. Suggesting a new way of running a social event.	Tell me about a time when you noticed that a system wasn't working efficiently. What did you do? Tell me about a time when you came up with an innovative solution to fix an issue your employer was facing. What was the challenge? What role did you play and how did others respond?
INCLUDE 2 EXAMPLES FROM YOUR PAST EXPERIENCE: 1) 2)			

JOB SITES:

Here at ESE Consulting, we advertise not only on our website, but we also use SEEK, INDEED, and LINKEDIN for all our vacant positions. Be sure to utilise these helpful tools in seeking employment!



The SEEK website (www.seek.com.au) is Australia's top job-searching platform. By creating a SEEK account, you can customize your profile with your specific work preferences, desired salary range, and other criteria. This allows SEEK to send you email notifications for new job listings that match your interests, while also enabling employers and recruiters to discover your profile for relevant job openings.



INDEED (www.indeed.com) is another popular platform to find a range of different job opportunities, including full-time, part-time, casual, and temporary roles. It also allows users to upload their resumes, receive job alerts, and access the platform across various devices.



LINKEDIN (<https://www.linkedin.com/jobs/>) LinkedIn is a professional networking platform that connects individuals and businesses, facilitating job searches, career development, and industry networking.

Please regularly keep an eye out on our website at <https://eseconsulting.com.au/search-jobs/> because the right position for you may be right around the corner! Good luck, enjoy the process and have confidence in yourself! You are also welcome to give the team at ESE Consulting a call if you are unsure about this document or our services.

JOB SEEKER PREPARATION NOTES:

JOB IDEAS	NOTES
CAREER PATH <i>(Research and review jobs to help you see what companies need and upskill accordingly if you are interested in those roles)</i>	NOTES
WHAT ARE MY CAREER ACHIEVEMENTS	NOTES
WHAT ARE MY STRENGTHS	NOTES
PROJECTS I'VE WORKED ON	NOTES <i>(Actions taken, results, learnings)</i>