

# State Transit Applicant Information

## INTRODUCTION

This information is designed to assist you in applying for a job in State Transit. As part of the NSW Government's Equal Employment Opportunity policy employees are selected on merit. Merit selection means the person whose skills, knowledge and experience best match the job requirements will be selected. Put simply, Merit Selection is about ensuring that the best person for the job actually gets the job. This is good for the employee and good for the organisation. Use the information here to help you, and ask the recruitment staff if you need more information or assistance.

Note: For permanent jobs, you need to be an Australian citizen or a permanent resident.

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## Getting Started

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### Read the job advertisement carefully

All State Transit job advertisements identify 'selection criteria' which relate to the qualifications, skills, knowledge and abilities that must be possessed to perform the job. Generally, you should meet each of these to be considered for an interview.

Advertisements also have a brief description of the job, the name of the inquiries person, an address and a closing date for applications. Read the job advertisement carefully and make a note of anything you don't understand so you can ask questions. Keep a copy of the advertisement for future use.

### Telephone the inquiries person

You can obtain more information about the position by phoning the inquiries person named in the advertisement. Speak to them after you have read the information package so your questions will be more relevant. Speaking to the inquiries person will help you decide whether to apply for the job, and which of your skills, knowledge and experience to emphasise in your application.

### What is Merit Selection

You may have a general idea of how merit selection operates in State Transit. However, make sure you are familiar with the rules. Don't rely on what other people think they know about it. If you are unsure about merit selection, find out for yourself. Contact the Recruitment personnel if you have any questions. Merit selection is about taking a professional approach to selection. The basis of State Transit's Merit Selection Policy is that an individual's merit for the job is what determines who is appointed.

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## Writing your application

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It is important to prepare a good application for the position, as it will be used to decide whether you will be selected for an interview. A good application shows why you are the best person for the job, and how your skills, knowledge and experience match the selection criteria.

### The Covering Letter

A covering letter needs to be included as part of your application. As a guide your covering letter should state the position you are applying for, where the position was advertised, the closing date and your name and contact number.

## **The Application or 'claim for the position'**

This is the most important part of the application as it addresses how you meet each of the selection criteria and demonstrates to the selection panel that you have the right mix of skills, knowledge and experience to do the job.

*Remember* it is not sufficient to simply state that you meet the selection criteria - you must prove it. If you don't, your application may be culled because it is not competitive with others.

Your application should be typed if possible. Express yourself in a clear, concise fashion. Ensure you check the grammar and spelling.

Your claim for the position is your opportunity to sell yourself and make a good impression.

Make a separate heading for each selection criterion. For each one, describe your skills, knowledge and experience and show how they could be used in the job. Emphasise your major achievements and use positive language such as "In my current role I take responsibility for....." rather than "I have limited experience in....."

## **Some key words in selection criteria**

Selection criteria are divided into different levels, varying from "demonstrated" which means you will need to show you have had previous practical experience, to "ability" which means you must at least show potential in that area.

'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 your skills, knowledge and experience must show that you are capable of doing this part of the job. Describe things you have done which prove you could do this kind of work

'Experience in': You have to show that you have done this work before. Ensure you provide examples

'Effective, Proven, Highly developed, Superior': These terms are asking you to show your level of achievement. Give as much detail as you can using examples of your achievements to show your level of skills, knowledge and experience

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

'Knowledge and understanding of Equal Employment Opportunity (EEO), Occupational Health and Safety (OH&S) or Ethical Practice': For these criteria, you need to be able to show that you understand what they mean and how they apply to the job. Information on these criteria can be found in the package or on the internet

## **The Resume**

A resume or curriculum vitae is a clear, concise and up to date document that outlines your:

### **Personal Details**

This section should contain your name, address, home and work contact numbers

### **Education and Training**

This section should specify the level of formal education you have obtained, any relevant training courses you have attended and any qualifications you have achieved. You should include photocopies of relevant trade certificates and qualifications. However, if you are attaching photocopies of certificates and references, ensure that they are strictly necessary as unnecessary detail can make your resume untidy and confusing

### ***Employment History***

This section should include details of your employers, the positions you have held, the period of your employment in each position, the main duties and responsibilities of each position. Write this section in a way that allows anyone who has not worked in that area to understand what the position involved.

### ***References***

You should include the names, addresses and telephone numbers of at least two people who can provide a work related reference. The referees should have some knowledge of your ability and achievements in your employment history. Ensure that you have contacted those people whom you have nominated and have obtained their consent

### ***Review and check your application***

Read your application again. Check that it makes sense and has no errors. When you are satisfied with your application get someone else to read it and listen carefully to their comments. Make sure the relevant recruitment personnel receive your application before the closing date or your application will not be considered.

### **The application form**

A job application form will be in the information package. Complete this form and enclose it with your application.

#### **Remember:**

- Start early and give yourself plenty of time
- Selection is a competitive process and your application may be one of many

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## **Interview and Selection**

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Selection is usually done by a committee of three people

### **Short-listing**

The selection committee will assess all applications against the selection criteria to decide who will be interviewed. Applicants who best meet the selection criteria will be called for an interview.

### **Interview Preparation**

If you are chosen for an interview, you should prepare carefully. You will have at least three working days to get ready. The first step is to think about what sort of questions the committee is likely to ask you. The interview questions will be based on the selection criteria, so read the criteria again and think of possible questions. Are there any Acts, Policies, Procedures, Reports or Documents that you need to familiarise yourself with? It is also a good idea to ask other people for their suggestions and practice your answers out loud. Interviews are like public speaking - prepare and rehearse as much as you can.

The selection committee may use a number of methods to assess your ability to do the job including work samples or tests. If you have not been told what to expect, you can telephone and ask if there will be a test or exercise as well as the interview. The selection committee will be looking for your ability to perform in the position. Consider the requirements and challenges of the job and how your skills, knowledge and experience will help meet them.

The committee will be keen to hear what experience you have in the relevant areas and what skills you have developed. Read your application again and decide which points you want to emphasise in the interview.

### **At the Interview**

Ensure that you are well dressed for your interview. Aim for a balance between being smart, well groomed and comfortable. The interview panel will greet you. Respond in a friendly manner. Make sure you seat yourself comfortably.

#### **When answering questions remember:**

- Listen carefully and don't rush your answers - it is OK to take your time and think before you answer
- If the question is unclear, ask for it to be explained
- Summarise the key points of your answer and then go back and elaborate on them. This will prevent you from rambling and you will be more likely to cover all aspects of the question
- Give examples from your experience with each answer
- Give complete answers - don't assume you can omit details
- Speak clearly and enthusiastically

#### **DO:**

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- Smile at the interviewers when you meet them and when you leave
- Maintain eye contact during the interview
- Sit upright and lean forward
- Answer the question you are asked, not the one you'd like to answer
- Give answers which emphasise your achievements and strengths
- Be willing to defend your point of view in a friendly manner

#### **DON'T:**

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- Slouch in the chair
- Fidget
- Panic if there is a period of silence - don't talk for the sake of talking as the panel may need time to write your responses
- Chew anything during the interview
- Be evasive in your answers
- Try to bluff or boast
- Argue with the committee
- Allow yourself to be put off by the committee's reactions to an answer
- Speak too quickly

At the end of the interview, ask any questions you may have about the job. This is also an opportunity to talk about any relevant skills or abilities you have which may not have been covered in the interview

## Referee Checks

Your referees will be contacted if you are one of the best applicants for the job

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## **What happens next?**

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If you are selected for the job you will be telephoned with a job offer. You may be asked to provide some documents (for example, birth certificate, evidence of citizenship/resident status). There may also be some pre-employment checks (for example health assessments, criminal record checks). The offer will then be confirmed in writing. If your application is unsuccessful, you will receive a letter. You have the opportunity to obtain feedback as to why your application was not successful. Speak with a panel member from the selection committee and ask specific questions. Take advantage of the post interview feedback that is available to you. Information like this may not be pleasant to receive, however, it can be of great help. Look on the bright side - you will be better prepared next time.

**For more information please contact the Recruitment Section on (02) 9245 5333**

### **Depot Locations:**

#### **Sydney Buses Depots:**

<b>Brookvale</b>	- 630-636 Pittwater Rd, Brookvale 2100
<b>Burwood</b>	- Cnr Parramatta & Shaftsbury Roads, Burwood 2134
<b>Kingsgrove</b>	- Cnr Omnibus Rd & Richland St, Kingsgrove 2208
<b>Leichhardt</b>	- Cnr William & Derbyshire Sts, Leichhardt 2040
<b>Mona Vale</b>	- 58 Darley St, Mona Vale 2103
<b>North Sydney</b>	- 359 Ernest St, Neutral Bay 2089
<b>Port Botany</b>	- Bumborah Point Rd, Port Botany 2036
<b>Randwick</b>	- 36 King St, Randwick 2031
<b>Ryde</b>	- 49-75 Buffalo Rd, Ryde 2112
<b>Waverley</b>	- Cnr Oxford St & York Rd, Bondi Junction 2024
<b>Willoughby</b>	- Cnr Stan & Ann Sts, Willoughby 2068

#### **Newcastle Buses Depots:**

<b>Belmont</b>	- 2 Floraville Rd, Belmont 2280
<b>Hamilton</b>	- Cnr Denison St & Gordon Ave, Hamilton 2303

<b>Sydney Ferries</b>	- Jetty 3, Circular Quay 2000
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Adapted from 'Looking for Work with NSW Government: Information for our Diverse Community' published by the Office of the Director of Equal Opportunity in Public Employment and NSW Premier's Department.