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## RECRUITMENT AND SELECTION APPLICATION TIPS

When preparing an application for Townsville City Council you will need to apply in writing for any current vacancies advertised, this document will provide some useful tips and information to consider.

To ensure all applicants are given a fair and equal opportunity, Council utilises a merit based recruitment and selection process. Each application is reviewed by a selection panel and given a merit score against the position requirements. A short list of applicants will be invited to interview for the position.

All of the following are important features of your application:

- neatness, layout and overall appearance, it should be easy to read
- correct spelling, punctuation and grammar
- submitting your application on time

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## RESUME >>

A resume is a summary of your skills, education and work experience. A good resume demonstrates how your skills and abilities match the requirements of the job. Resumes give you the opportunity to sell yourself to a potential employer. A resume is not an exhaustive list, it is usually no longer than two to five pages, depending on the level of position you are seeking.

A resume usually sets out information in reverse order. Your most recent work experience and study details should be first on the list. Other ways to demonstrate that you are the right person for the job can also be added;

- personal attributes - honest worker, team player etc
- strengths
- experience - volunteering or extracurricular activities, and
- key responsibilities and achievements - awards or recognition

A resume may include;

### Personal/ contact details

Full name and contact details including address, telephone number(s) and email address. (Where possible only use professional-sounding email addresses.) TIP – Using the header/ footer function to record your name and phone/email contacts, will ensure that they appear on each page. Page numbers assist if pages are separated.

### Career objective (optional)

Tell the employer what type of job you want to end up with or goals you are working towards; this shows that you've given thought to your future career aspirations.

### Education and training

A summary of your education and training history, starting with your most recent studies, making sure you include all training that's relevant to the job you're applying for. Education and training can cover university, TAFE training, industry courses, in-house courses, and any other professional training.

### Employment history

Start with your most recent work history and work backwards chronologically, listing the name of the employer, your job title, the dates you worked there, your responsibilities, tasks and achievements. Make sure you include everything that's relevant to the job. TIP – Provide an employer description or re-name the position title if they are not recognised in other industries. If you have been out of the workforce it is better to try and explain the gap in your resume than leaving a blank.

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### Skills and abilities

A list of the things you're good at. These can be general skills or skills specific to a particular job. You may choose to list them under broad headings such as "Communication" and "Teamwork".

### Interests (optional)

A list of your hobbies and interests; this gives employers more information about you and also shows other areas of your life where you've gained experiences such as teamwork and commitment.

### Referees

These are listed at the end of your resume, and should include two work referees (people who have directly supervised you or who have knowledge of your work performance over the past 5 years). Make sure you get permission from your referees before including them on your resume. Listing their name, occupation, company name, email address and a business hours contact number.

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## REFEREES >>

A referee is anyone who can confirm your work performance and experience. Ask for a referee's permission and confirm their contact details prior to providing them.

If you don't have a recent work history or have been out of the workforce for a while, don't use family members or friends as referees. If you have recently left high school consider ask high-school teachers or the principal, or if you're currently not working a supervisor of a charity you may volunteer with or anyone who can comment on your work performance, behaviour or ethic.

Townsville City Council usually contacts referees after an interview, so it's a good idea to contact your referees to let them know they may be contacted. This will also ensure that your referees are prepared and available when contacted.

Thorough reference checking is an essential part of the recruitment process at Townsville City Council, and we reserve the right not to proceed with an application where we are unable to complete a satisfactory check of the candidate's experience, conduct and work performance relevant to the position for which they have applied.

If you have not provided referees on your resume, be prepared if you are invited to attend an interview to provide the panel chair with the names and contact details of each of your immediate supervisors over the past five years.

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## APPLICATION REQUIREMENTS >>

Make sure you read and understand the requirements for the position you wish to apply for.

### COVER LETTER >>

A detailed cover letter accompanies your resume to introduce yourself and highlight how your skills, qualifications and experience meet the key accountabilities of the advertised position. Usually a cover letter is only one to two pages.

Be clear and to the point, and remember to check your responses for grammar, spelling and punctuation accuracy.

Tips for writing a detailed cover letter

- >> Touch on each key requirement (you do not need to separate each one).
- >> Use relevant experience and examples.
- >> Be clear, factual and to the point.
- >> Check grammar and spelling before submitting.

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If you are invited to an interview, you may be requested to provide actual, specific examples of your experience and achievements, as they relate to the requirements of the position you are applying for. You need to demonstrate to a potential employer that you understand the job requirements and can do the job. So include the skills and experiences you have that match the position description.

You also need to show that you are enthusiastic and have a positive attitude towards the role and company.

A cover letter can include;

- Name of recipient, their title, address and organisation that you are submitting the application to. Displayed in the top left hand corner of your letter. If unsure of the recipients name, attention your letter to the Recruitment Team.
- The date, your name and contact details so your cover letter and resume can be reunited if they get separated at their destination, while printing.
- The opening paragraph should state the position you are applying for and details of why you feel you are the right person for the job.
- Paragraph two should tell the reader the skills and experience you have, relevant to the job you are applying for.
- A third paragraph can include highlights of your career achievement or anything you believe is of particular relevance to the job.
- The last paragraph should bring the letter to a polite close that demonstrates your eagerness to hear back from the organisation for a possible interview.
- A formal ending. If your letter is addressed to a person by name, your letter should end 'Yours sincerely'. If your letter starts with 'Dear Sir/Madam', end it with 'Yours faithfully' Finish with your signature and your name printed below.

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## **GENERAL POINTERS >>**

- Ensure your submission includes what has been requested to complete your application (cover letter) and an up-to-date resume.
- Make final checks for grammar, spelling and punctuation before submitting (TIP - ask someone to check for you).
- Save copies of all your submissions and print them out at home so you have them handy, if you are invited to an interview.
- Ensure your application is received prior to the closing date.

Good Luck with your application.