

Position Information Guide



Congratulations! You've just taken the first step toward joining one of Newcastle's largest employers! The City of Newcastle employs over 1000 staff who provide 69 services to our community.

Working for The City of Newcastle offers you the opportunity to work in a stimulating, unique and rewarding environment. With its stunning beaches and harbour, there is plenty to see and do in Newcastle. Be part of a committed team of people contributing to shaping the success & future of our City.

Some of the career opportunities and service areas at The City of Newcastle include:

- Town planning
- Preservation of historic places
- Food and public health services
- Waste management and recycling
- Supervision of building and development control
- Parking control
- Child care facilities
- Fire prevention enforcement
- Maintenance of parks, golf courses, sporting fields, pools and beach facilities
- Provision and servicing of libraries, community centres, theatres and art galleries
- Pet registration and control
- Tourism services
- Promotion of economic development
- And much more....



The City of Newcastle Employee Benefits

The City of Newcastle employees enjoy many unique benefits:

- **Corporate Fitness Program:** aimed to promote the physical well-being of Council employees, their partners and their dependant children (under 21). It provides access to over 40 local gym and aquatic centres, with full use of all facilities covered by normal gym membership.
- **Employee Education Assistance Scheme:** aimed to encourage employee development by providing financial and educational assistance and leave for approved studies, which are of value to both Council and the employee.
- **Flexible Working Arrangements:** aimed to provide employees with the flexibility, under special circumstances, to vary their normal working hours.
- **Leave Entitlements:** including annual leave loading, paid parental leave (*for both male and female employees*), picnic day, show day, carer's leave, sick leave, leave without pay, time in lieu, 19 day month, volunteer emergency services leave and many others which may be available.
- **Integrated Performance Development System:** aimed at helping individuals and teams achieve continuous improvement. It is a collaboration between the employee and their manager to provide feedback on their performance, achievement and improvement/development opportunities.

“Opportunities are there if you want them”

Staff member, 2007 NCC Staff Survey



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Thank you for your interest in this position. The City of Newcastle is committed to Equal Employment Opportunity and supports a workplace in which people are treated with fairness, dignity and respect. The City of Newcastle values and understands equity and diversity in the workplace. Appointments are based on merit, this means that the person appointed to the role will be the one selected as the best fit for the position, based on their skills, knowledge and experience.

If you are applying for more than one position, a separate application (and attachments) must be submitted for each position. Be sure to distinguish between the positions you are applying for by clearly indicating the Vacancy Number on your application.

PLEASE NOTE

All applications become the property of The City of Newcastle.

It is preferred that your application is not bound or in a folder/plastic sleeve. Please do not provide original documents such as references, reports, etc in your application. The preferred method of receiving applications is via the online application system at www.newcastle.nsw.gov.au.

MAKING ENQUIRIES

General enquiries regarding the position should be directed to:

**Human Resource Services
(02) 4974 2352**

If your enquiry cannot be answered by the HR staff, you will be transferred to the appropriate contact person.

CLOSING DATES

All applications close at 4pm on the advertised closing date.



Addressing Selection Criteria

Addressing the essential and highly desirable criteria is a critical step in your application for a position. This information will be used to short-list candidates for interview. Selection criteria is divided into 2 parts:

1. **Essential:** specific job related criteria which the employee must be able to demonstrate in order to meet the requirements for the position.
2. **Highly Desirable:** criteria that is not essential but is beneficial to the role and assists the employee to carry out the role more effectively.

PRACTICAL TIPS – Addressing Selection Criteria

- It is recommended that each of the nominated ‘Selection Criteria’ in the position description is used as a separate heading or within a table in your application (see example).
- Under each separate heading you will need to address the criteria. Do not just state *that* you meet it; you must demonstrate HOW.
- Give specific examples not just “hypothetical” or “text book” responses.
- Where the criteria calls for specific skills, you need to detail when you have demonstrated these skills in a previous position. You should include specific examples of when and how you have met the criteria, the actions taken and outcome achieved. You should also list any formal training you have undertaken that would support your application.

SAMPLE – Essential Criteria

<p>A high level of written, and oral communication skills</p>	<p>In my current position as Office Coordinator I liaise with people from all levels within the organisation. On a daily basis I communicate with various staff around the organisation as well as external clients. I am required to create memos, reports and respond to email enquiries on behalf of the organisation.</p> <p>I recently provided admin support to the product development team. They were investigating new product lines from an international manufacturer. I took minutes in the meeting, collated data and assisted with creating the final report to the management team.</p> <p>The project manager from the product development team was very pleased with my efforts and has asked me to participate in the next project.</p>
<p>Customer service focus and ability</p>	<p>I believe customer service is extremely important for any</p>

<p>to communicate clearly with the public in a courteous manner</p>	<p>business, for both internal and external customers. I pride myself on my ability to deliver excellent service to all customers and often receive positive feedback.</p> <p>In my current role as a retail assistant, I am required to communicate with customers on a daily basis.</p> <p>Recently I had a customer who was very upset about a pair of shoes they had purchased. The sole had come apart within 2 weeks of normal usage. Through my excellent customer service I was able to calm the customer down and replace the shoes. The customer was so happy with the service that I provided; he called my area manager to commend my excellent customer service.</p>
<p>Plant Operators Certificate and/or Heavy Vehicle Drivers Licence</p>	<p>I am the holder of a current Plant Operator Certificate (LL, LB, LE & LS). I am able to operate end loaders, back hoes, excavators and bobcats. I have had 2 years experience in the operation of these machines. With my current employer ABC Logistics, I am required to operate bobcats and excavators on a weekly basis.</p>



Preparing for an Interview

If you have been successful for an interview you will be contacted by phone with the details regarding the time, location and any relevant documents you need to bring.

You will be asked a number of questions based on the selection criteria in the position description. It is important that you are able to demonstrate how your qualifications, skills and experiences relate to the selection criteria for the position.

BEFORE THE INTERVIEW

To prepare yourself for an interview, it is recommended that you:

- Think about questions you might be asked as well as any questions that you can ask in the interview (see the examples we have provided).
- Research the organisation; understand what we do and where you may be working.
- Take extra care with your appearance; dress appropriately.
- When you get to the interview be confident and smile; first impressions always count.

THE INTERVIEW PROCESS

Before the Interview

- Arrive at least 10 minutes prior to the appointed time.
- Use that time to settle yourself down, read over the position description and/or any notes you have.

During the Interview

- Speak clearly and provide as much information as necessary when answering the questions.
- Maintain appropriate body language (e.g. arms uncrossed, good posture, good eye contact, firm handshake).
- Consider each question carefully and if required, take a moment to think about your answer.
- If you can't think of an answer immediately, advise the panel and ask that they come back to that question later.
- If you are not sure you are answering the question properly, ask the panel "*is this what you are after....*", or "*am I on the right track...?*"
- Avoid making negative comments about your previous employers and try not to make things personal.

The End of the Interview

- When the opportunity is presented, ask any questions you have about the position.
- If you have been asked to send further information, make sure you do this quickly.

EXAMPLES OF COMMONLY ASKED QUESTIONS

“What do you consider to be your major strengths?”

“Tell us about a time when you provided excellent customer service?”

“Why do you want to work for The City of Newcastle?”

“At times we are required to complete competing priorities. How do you manage your time?”

“Where do you see yourself in five years?”

“What did you like most about your last job?”

“What did you like least about your last job?”

“How would your coworkers describe you?”

*“How do you manage multiple tasks/projects?”
Provide example.*

*“How do you deal with stress and/or deadlines?”
Provide example.*

“Tell us about a time when you were part of a team that excelled?”

“Why should I hire you?”

WHAT IS BEHAVIOURAL BASED INTERVIEWING

This type of interview is based on the fact that the best predictor of future performance is past behaviour.

Examples of some behavioural questions are:

- *“Give me an example of a time when you used good judgement and logic in solving a problem.”*
- *“Describe a time in which you faced a change at work and how you coped with the effects of that change.”*
- *“Give me an example of a project you have managed and the process you went through.”*

Tips for answering behavioural questions: Think STAR

Situation – Describe the situation and explain what happened

Task – Outline the task you had to complete and describe your responsibilities

Action – Explain the steps that you took or the decisions you made

Result – Explain the outcomes of your actions and what you learnt from the experience