

Key selection criteria

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How to respond to key selection criteria

Some job applications, especially government positions, professional appointments and larger businesses, require you to address key selection criteria (KSC). The selection criteria are a list of personal qualities (that is, skills, knowledge, work experience) you need to get the job. It is used by the employer to shortlist applicants for the interview process. It is also a chance for you to assess whether you really want the job and how suited you are for the position.

If you are required to write 'Statements of Claims Against the Selection Criteria', then you must be aware this is likely to be the most important document in your application. It is used to assess you against other applicants, with scores often given for each criterion. Usually, these scores are then totalled and those with the highest scores are granted an interview. Key selection criteria responses need to be accompanied by a covering letter and your resume.

To address the key selection criteria, you will need to:

- > Obtain an application package including the selection criteria from the employer. The selection criteria may be placed on the advertisement, but usually you will also need to get the position description to fully understand the job requirements.
- > Explain in writing how well you meet the essential and desirable criteria. To be considered for an interview, you need to show that you meet the essential criteria.



Here is a sample of a job advertisement, requesting applicants to address the key selection criteria, followed by examples of how to address these:

Senior Administration Officer

Closing Date: 06-08-2011

Senior Administration Officer

\$51,072 – \$53,761 per annum – Plus superannuation and fantastic benefits

The Senior Administration Officer position is responsible for providing administrative support to the Manager Recreation and Leisure Services and other employees within the Business Unit. The successful candidate will be responsible for reviewing and overseeing the implementation of administrative policies as well as coordinate documents and correspondence using the City's electronic information management system. Attention to detail, strong customer service skills and the ability to work as part of a team will be looked upon favourably.

ESSENTIAL CRITERIA

- 1 Demonstrated skills in working with and knowledge of Microsoft Office programmes including Word, Excel and Outlook.
- 2 Excellent word processing skills.
- 3 Strong organisational and problem solving skills.
- 4 Ability to work in a team.

DESIRABLE

- 5 Demonstrated understanding of Sport and Recreation industry trends.

INTERESTED?

Further information contact: Mr J. Forrest on (08) 9921 3333

For an application package contact: Mr K.P. Board on (08) 9921 3312

CLOSING DATE: Written applications addressing the selection criteria and a copy of your resume including 2 referees should be marked "Confidential Advertised Vacancy" quoting the position number and addressed to: The Recruitment Officer, City of Mount Elisa, PO Box 000, Mount Elisa WA 6999 no later than 5:00pm 06-08-2011

NO FAXED, LATE OR PROFORMA APPLICATIONS WILL BE ACCEPTED.

The City of Mount Elisa is an Equal Opportunity Employer and abides by the Public Sector Standards in relation to recruitment, selection and appointment.

Examples of how to address key selection criteria

CLAIRE THOMAS

Selection Criteria – Administrative Assistant Position

No: 23/00

ESSENTIAL

1 Demonstrated skills in working with and knowledge of Microsoft Office programs including Word, Excel and Outlook

My skills in this area are well developed as my experience in an administrative capacity includes support to Executives at a senior level. Throughout my work history I have been required to utilize the range of Microsoft Office software in the provision of high quality administrative assistance. This includes the presentation of information in a variety of formats: report writing, database management, management of statistical information, electronic calendar management and the full complement of executive level administrative support.

Examples

In my current role as Receptionist/Administration Assistant at Jamieson Automation Pty Ltd I am required to use MS Office programs on a daily basis and am highly proficient in this regard.

Part of my duties includes the provision of administrative support to a team of 37 staff. This team consists of:

- > Senior managers;
- > Systems engineers; and
- > Site supervisors.

On a daily basis, I update Access databases and Excel spreadsheets in addition to writing various correspondence on behalf of management. My responsibilities include the management of all training documentation and certificates, communicating changes to staff and colleagues and assisting senior staff with document and drawing formatting.

My responsibilities also include the compilation of a weekly newsletter for staff. I assist by providing information for this newsletter which requires the maintenance of an up to date register of all community events in the Perth metropolitan area. I manage content within an Excel spreadsheet of free, family friendly community and social events. In addition, I successfully manage appointments and schedule meetings for the Director and Engineering Managers via access to over 30 staff calendars in MS Outlook.



TIP: Employers are often inundated with applications, so anything that makes reading your application easier will be beneficial. Using dot points is a useful way to get detailed information across in an easy-to-read, space saving manner. However, be careful of 'over use' - always try to combine with paragraphs as well.

2 Excellent word processing skills

As a professional administrative assistant offering in excess of seven years experience, I am well versed in the provision of superior administrative support to senior managers, including writing and formatting correspondence, legal documents and reports. I possess an excellent ability in word processing. This also includes, but is not limited to: word processing collation of official company documents such as annual reports, prospectuses, executive summaries and contracts; monitoring existing documents to ensure they remain thorough, accurate and up-to-date; development, formatting and maintenance of databases; formatting and providing content within Power Point presentations; writing letters and memorandums at a senior and general level; data entry within Access databases and Excel spread sheets; electronic mail-outs; preparation of financial cost sheets and efficient and accurate typing skills.

Example

Whilst working within the Properties Branch of the WA Police Department, I was responsible for the Communications Strategy regarding the Hazardous Materials Audit. Approximately 300 audits were completed on WA Police properties to assess the presence of hazardous materials and to provide recommendations on the removal of any substances found. My role was to coordinate the database entry of the findings from over 300 audits. Each individual audit document ranged from 40 – 400 pages. It took 18 months to enter all of the statistical information into an Access database. Once this was completed, I used the data to write a “Condition and Compliance Report” including a two page summary of recommendations. This was then disseminated to Senior Sergeants.

In addition to the Report, I then developed and delivered a number of educational sessions and presentations in Power Point format to Senior Sergeants and other WA Police staff. As a result, action was then taken to address and implement recommendations made in the report.



TIP: One of the most common mistakes is not giving concrete examples in your responses. If you are to make statements like ‘I am well versed in the provision of superior administrative support’, then be prepared to back this up with actual examples of times you have demonstrated this, including the outcomes - as above.

3 Strong organisational and problem solving skills

As a competent and experienced Personal, Executive and Administrative Assistant, I pride myself on my strong organisational and problem solving skills. Some of my most basic skills include the ability to: answer incoming calls and manage multiple calls concurrently; organise functions; coordinate extensive catering for presentations; manage all aspects of events; organise office maintenance; prepare for meetings and completing follow up action; organise material for briefings and presentations; track accounts; cross reference documents for information and accuracy; manage filing systems and implement electronic mail outs.

Example One

In my current role as Receptionist/Administration Assistant at Jamieson Automation Pty Ltd, I provide administrative support to 37 staff comprising of General Managers, Senior and general Engineering department staff. My organisational ability extends to managing individual electronic calendars for staff and meeting room schedules, answering incoming calls and queries, event management, office management, meeting and greeting Senior Executives from external companies such as GE, BHP Billiton and Fortescue Metals Group, as well as assisting the Director, Engineering Manager and Marketing Manager with ad hoc duties as required. This requires a high level of personal discipline, time management and ability to prioritise and manage a heavy workload.

Example Two

During my previous employment with WA Police, and in particular with the roll out of the findings from the Hazardous Materials Audit, I was required to exercise superior problem solving skills. Part of the process in disseminating the information compiled in the report was to provide presentations to WA Police staff. These education and information sessions ranged from one on one meetings to presenting findings to groups of up to ten staff, including Senior Sergeants. Information contained in these meetings related to concerns and advice in relation to the removal of hazardous substances (eg asbestos) located in Police Stations and residences where staff were living and working. My ability to address the concerns of staff and maintain composure during some challenging and confronting sessions was of paramount importance. I was able to complete all sessions as requested by the Properties Department, conveying the required information whilst also maintaining appropriate respect for staff sensitivities regarding the seriousness of the issue.



TIP: Many KSC are made up of several parts and you will need to address each one of these. Try to address each section separately - identifying the skills they are looking for. In the above example, they are looking for two skills: organisational and problem solving skills.



TIP: It is sometimes useful to have an opening paragraph and then clearly outline your examples with a heading. This is particularly useful if you would like to use more than one detailed example.

4 Ability to work in a team

My skills include a natural ability to be a resourceful team player who forges good friendships with colleagues and I consider myself to be well respected by those around me. Strengths I possess include building trusting relationships, cultural sensitivity and the ability to build rapport with a diverse workforce particularly in multicultural settings.

Example

In my current role as Receptionist/Administrative Assistant at Jamieson Automation Pty Ltd, I am responsible for the management of over 30 staff electronic calendars. In this regard, I play a pivotal role within the team environment and have established an excellent rapport with the staff. The team at Jamieson Automation Pty Ltd includes: CEO, Business Development Manager, Sales staff, Service staff, Engineers and other Managers.

The breadth of this team extends to the following departments:

- > Accounts and Administration;
- > Despatch;
- > Engineering;
- > Management;
- > Sales Service; and
- > Training.

I am committed to being a positive contributor to this team, and my performance appraisals have consistently reflected my success in this regard.



TIP: Try to avoid sounding 'perfect'. Although the employer wants to know you can do the job, try not to reduce your credibility saying things like 'I always contribute positively to the team'. Rather, say: 'I am committed to being a positive team member and contributor'.

DESIRABLE

5 Demonstrated understanding of Sport and Recreation industry trends

My understanding of sport and recreation trends is that there is a direct relationship to the ever changing nature of our modern society and Australian community. As the world around us changes and new trends emerge in the way people live, commute, socialise and work – many of these trends have significant implications for sport and recreation. Understanding how people's recreational and sporting interests change over time and how this impacts on our modern society can assist to develop strategies and/or programs to encourage people to become more active. It can also assist in targeting specific groups and funding of programs to directly impact upon the people belonging to those groups.

Example

As a Volunteer Member of the WA Institute for Sport, I have been involved in a variety of programs since 2005. This has included various committee meetings and attending presentations from local and interstate guests for the past five years. I have also attended the following Department of Sport and Recreation Workshops:

- 1 Healthy Active Workplaces (2010)
- 2 Sports Dimensions (2009)
- 3 Regional Recreation (2008)
- 4 Building Stronger Communities (2007).

This voluntary contribution outlines my commitment to the area of sport and recreation as a personal interest and gives evidence of my maintenance of updated knowledge within this field.



TIP: When answering 'desirable' criteria, remember to use examples from your extra-curricular and non-work activities. Also, don't be afraid to do some research if necessary to answer this question!

Use Quick tip 8 - Selection criteria (page 87) to assist you while addressing selection criteria.