

Criteria and Interviews



50 Selection Criteria
Examples

PLUS

Interview Tips and
Tricks

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Most people believe that writing selection criteria is simply about describing their experience.

It's not.

Over the past 30 years, I have written selection criteria across all levels — from entry-level roles through to Director and Senior Executive positions — and have also chaired panels responsible for shortlisting candidates.

One thing is consistently clear:

People don't miss out because they lack experience.

They miss out because they don't present it in the way decision-makers are actually assessing.

The examples in this guide are not generic templates.

They are based on real-world applications and structured using the same approach that has helped candidates achieve a 97% success rate in being shortlisted for interview.

These examples will show you:

- How strong responses are structured
- What panels are really looking for
- How to position your experience effectively

Used properly, they will significantly improve your chances of being shortlisted.

Because at the end of the day, the goal is simple:

Get you into the interview — where you have the opportunity to secure the role.



50 Examples of Government Criteria

Accounts General

I proactively restructured and optimised workflows for Accounts Payable and Accounts Receivable teams, leveraging automation to streamline data processing. I have proficiently utilised Python to automate the combination of complex Excel reports, demonstrating my capability in advanced data manipulation and efficiency. I meticulously managed monthly financial closes, implementing robust data validation and reconciliation protocols within our financial reporting systems and general ledger systems. Furthermore, in a previous capacity as Finance Operation Manager at xxxxxx, I spearheaded the consolidation of over 50 disparate finance procedures into a streamlined 26 and managed their successful migration to a cloud-based platform, demonstrating comprehensive command of data lifecycle management and operational enhancement. Through these actions, I consistently achieved a 98-100% SLA KPI, meeting two-day service level agreements for finance operations, ensuring that critical financial information was delivered with exceptional timeliness. These initiatives resulted in enhanced financial integrity, significant cost savings, and the provision of precise, timely data that directly supported organisational objectives and strategic planning.

Accounts Payable

I have the proven ability to view situations through a range of perspectives, analysing multiple sources of information to recognise the broader implications of issues. I am responsible for providing advice on the general and specific situations which involved ensuring a high attention to detail which included calculating entitlements for all staff in relation to different awards, full time, part time and casual, overtime, and meal breaks. Accounts Payable Coordinator | xxxxxx I was responsible for 89 Aged Care Villages for Payroll provided advice to the Management and ensured all legislative requirements relating to tax, GST, BAS, and the Awards were followed and adhered to. I have a solid experience and understanding of Awards, Enterprise Agreements and legislative requirements. I need a solid knowledge of different Awards and how they relate to the integration of the systems. There are many different types of Awards and Enterprise Agreements, and I am responsible for making myself very familiar with the content and the requirements.

Accounts Receivable

In my current position I am the Accountant responsible for resolving details of the provision of payroll duties, wages, collecting, calculating, and entering data in order to maintain and update payroll information. Overseeing and managing 3 staff and all aspects of Accounts Payable/Receivable, Payroll processing, and reconciliations, including processing international payments and handling project expense reimbursements maintaining a portfolio of 20 large clients, including international. As part of my duties I am required to provide ongoing training and guidance to the staff and I report directly to the Director and I am further responsible for the preparation of consolidated company international tax returns. I was directly responsible for organising and completing consolidated company international tax returns in a company restructure, collaborating with xxxxx, an internationally integrated partnership, specialising in audit, accounting and consulting group.

Administration Officer

In all areas I have worked I have provided administrative support to the team as required, including document coordination, management of electronic files (eDocs), and meeting coordination and secretariate services. I have trained others in relation to what is required and ensured that all appropriate information is entered in a timely manner so we can stay informed of the ongoing project requirements and any problems for rectification. I am proficient at utilising the Microsoft Office suite, particularly Word, Excel and Powerpoint, to develop and coordinate project reporting spreadsheets, reports and visual presentations. I utilise appropriate strategies and software to ensure that all legislative compliance was completed.

I have proven communication skills through the preparation and development of briefing materials and project documentation showing attention for detail, including the coordinated delivery of project tasks. As Engagement Coordinator I directly engaged with over 50 clients and 30 large scale projects predominately in Defence, Transport, and Construction industries. I managed complex spreadsheets and email correspondence, streamlined reporting processes, and coordinated/chaired stakeholder committees. I was responsible for communication with internal and external stakeholders to arrange meetings, ensure correspondence and reports are received in a timely fashion, and the project team was briefed prior to any meeting. I have shown experience supporting delivery of major projects with proven success in achieving objectives that align with client and stakeholder requirements being responsible for numerous tasks including determining and defining scope of work and deliverables; predicting resources needed to complete each project; drafting and submitting budgets based on scope of work and resource requirements and prepare for project.

Administration - Management

As Administration Management I am the person responsible for everything related to the efficient running of the club from an administrative perspective. I respond to all incoming/outgoing phone calls, maintained management of the diary for Manager, attended to all incoming/outgoing mail, organised the banking reconciliation, and provide direction to other staff. This is an extremely busy work environment and it is my responsibility to ensure all administrative tasks are conducted in a timely and efficient manner. During very busy periods such as Melbourne Cup day or major events I have shown the ability to establish work priorities and use experience and knowledge to pre-empt issues, tasks, and workloads. During end of month banking it can become very complicated and I ensure that enough staff are rostered into administration to assist and complete all the tasks as required.

I was further responsible for overseeing procurement and management of subcontractors and trades associated with project delivery. I perform multi-site-based project coordination, incorporating site programming, site supervision and liaising with stakeholders and all trades to ensure work is completed on time, within budget, whilst also ensuring adherence to all regulations and standards. I ensure all staff and sub-contractors are aware of the need to mitigate safety risks. I am responsible for providing leadership and direction to a high performing team, through clear and consistent communication, strong performance and behavioural standards, delegating responsibility whilst guiding and developing people. I maintain an optimistic outlook and encouraged the same in my team, focusing on organisational strategy and objectives.

Curator - Museum

I am directly responsible for leading, motivating and direct a team of volunteers and staff in a fast-paced ever-changing team environment, providing operational planning, direction and training. This includes ensuring compliance with regulatory requirements, safeguarding of exhibits, and establishing a team focus on the overall vision of the projects. As Museum Director for the xxxx, I was responsible for overall management of Public Compliance Works Funding for Heritage Listed Building with a budget of \$1.8M. Originally I commenced with no staff and built to a volunteer team of 12 people. I developed long-term plans and policies and new programs for the museum, overseeing securing and collecting new items, ensuring the museum followed all legal guidelines. Refurbishing the heritage listed Medical Superintendent's House into galleries to house, present, and interpreting the collection I created a museum that fosters diversity, sustainability, innovation, and distinction.

Extensive experience on project management of numerous areas including the development of Asset Management Plans, budget proposals and overall management from start-up to completion. As Manager of Cultural Services for xxxxxx Council I completed projects relating to Open Space and Built Environments. I managed 10 x full time and part-time staff; and 19 volunteers. I identified an unused xxxxxxxx Heritage listed building and identified appropriate funding mechanisms to convert it into the award-winning xxxxxxxx Museum and Art Gallery with budgets of \$800K gifted; museum exhibitions of \$90K; and major public arts of \$550K. I prepared grant applications and acquittals, as well as the preparation of sponsorship submissions. This was a large and complex program of work and part of planning and managing incorporated a preparation of the budget including analysis of data, establishing financial deadlines in accordance with stage requirements, and ensuring appropriate support is provided to the team.

Communication Officer

Proven ability to build enduring relationships internally and externally to best deliver the strategic outcomes for the Department. As the xxxxxx I was engaged to establish internal communications strategies for xxxxxxxxx to enhance capabilities and remove ambiguities. As I have a demonstrated ability to build positive working relationships with diverse stakeholders I was responsible for leading the creation and implementation of the xxxxxxxx first-ever internal communications framework, enhancing understanding and engagement around the capital works program. I conducted personal meetings with the President of the Legislative Assembly, staff, and Ministers. I further established a survey for all staff and engaged proactive action to ensure completion, including from Executives. The results indicated a lack of engagement between divisions and even between staff within the same division. I established a communications plan that included one to one meetings, using technology, and establishing definitive meeting schedules resulting in improved communication lines that facilitated program success.

Communication Manager

I have extensive experience in management as it relates to high level communications. As the Senior Advisor, Communications & Stakeholder Engagement for xxxxxx Victoria I identified immediately that the Tier 1 and 2 construction companies were not respecting our Project Managers and appeared to be completing tasks despite the input and advice from our staff. I built professional profiles of 8

Project Managers to enhance their exposure in the construction sector outlining their skills, education, abilities, and projects they had previously completed. I then conducted surveys and conducted research to identify specific communication problems and how it impacted on the division. Part of the problem involved simple communication techniques and I conducted communications training in relation to professionalism and building codes and standards which improved this area. I was further responsible for the completion of communications plans for all projects - 8 projects and completion of individual plan for Asset Management Division.

During this time COVID restrictions were introduced and I was responsible for establishing the communications strategy for moving the workplace without triggering Clause 11 of the VPS Agreement relating to Implementation of Change. I worked with HR, architects, planners, staff and legal to establish correct procedures and ensure the communications strategy aligned with the Agreement. By completing a schedule of engagement, liaising with Senior Executives, and ensuring all communications were delivered in a timely manner we were able to complete the move with minimum disruption.

Public Affairs Officer

I bring extensive experience in managing communications within complex and high-profile environments where accuracy, discretion, and timeliness are essential. My background has required me to translate detailed and often sensitive information into clear, concise messaging tailored to a range of audiences, including over 500 event attendees. This includes preparing briefings, reports, and correspondence for senior stakeholders, ensuring consistency, professionalism, and alignment with organisational priorities.

I have a strong track record of building and maintaining effective relationships with internal and external stakeholders, including government agencies and community partners. Through regular engagement, I gather critical information, manage expectations, and support coordinated responses. My approach is collaborative and solutions-focused, enabling me to balance stakeholder needs with organisational objectives. In roles involving sensitive and high-risk matters, I exercise sound judgement and a strong understanding of reputational and operational risk. I ensure that all communications are accurate, measured, and compliant with relevant policies and frameworks. My experience managing complex investigations has strengthened my ability to navigate challenging situations while maintaining public confidence and organisational integrity.

Network Support Officer - Aged Care

In my current and previous roles, I have worked closely with a range of stakeholders, including government agencies, service providers, and community organisations, to ensure individuals receive appropriate and timely support. This has required a sound understanding of service systems, the ability to identify gaps, and the initiative to connect stakeholders to improve service delivery. My experience includes managing over 50 complex caseloads which has strengthened my organisational skills and ability to prioritise competing demands. I regularly coordinate multiple stakeholders, monitor progress, and ensure follow-up actions are completed within required timeframes. I am proactive in identifying risks, escalating concerns where necessary, and contributing to safeguarding outcomes.

I have demonstrated the ability to engage sensitively with diverse populations, including older people, ensuring their needs, preferences, and circumstances are understood and respected. My approach is person-centred, focusing on dignity, independence, and safety. I am skilled in building trust and rapport, which supports effective communication and encourages positive engagement with services.

Mental Health Support

At xxxxxxxx I assisted with Mental Health assistance, who are considered High Risk. I am responsible for liaising with them to ensure the case is managed appropriately. I have shown the ability to maintain effective communications in my duties. I am always polite and courteous. If there is a complaint, I clarify the problem and can de-escalate a conflict situation. I can demonstrate five strategies of conflict management; accommodating, avoiding, collaborating, compromising and competing according to situation. One of the cases is a male who had been in treatment for 5 years and suffers from schizophrenia and bi-polar. He is very aggressive to other case workers and also other residents. I am required to hold weekly case meetings and prior to approaching him I gathered intelligence from other authorities including Corrections Department and Mental Health to establish exactly who I was approaching. I began with a motivational interview, listened with empathy to his concerns and was able to keep him calm and ensure he remained calm going forward to meet the plan we have placed for him.

I have delivered therapeutic programs for young people experiencing complex mental health challenges, problematic substance misuse issues, homelessness and with disability. One young person I supported was experiencing depressive moods, anxiety, low energy, unstable regulated emotions, and problematic alcoholic use resulting in social withdrawal, relationship difficulties, low school attendance and academic achievement. I implemented strength based Individual Support Plans utilising SMART goals, psycho- educational programs that included Motivational Interviewing (MI), Dialectal Behaviour Therapy (DBT) and Mindfulness Based Cognitive Therapy (MBCT) supports and strategies aimed at bringing positive change to cope with the young person's intense and conflicting unstable emotional regulation. Implemented (DBT) strategies Five Senses and a tailored individualised Learning Support Plan the young person championed positive change; by being in a better position to cope and manage anxiety and unstable emotional regulation. Result: Improved social and emotional well-being, peer relationships, and academic attendance/achievements. Reduced Alcohol dependency. Through coordination and provision of inclusive tailored interventions and individualised Learning Support Plans that met the young person's individual needs. Incorporated psycho-educational strategies enhancing individual ownership personal autonomy and learning outcomes; improved over-all sense of self, social and emotional well-being and academic success for the young person to go onto further education.

Customer Service Officer

In my current position, I liaise with other Government Agencies, customers, and Senior management. I have completed all required functions diligently and with purpose. I have also shown the ability to identify and complete specific extra duties. I have embraced communication to meet with stakeholders and collaborate with colleagues through online platforms. I am responsible for managing a high volume of paperwork including document controls, while demonstrating a high level of

organisational skills and the ability to work with others to achieve compliant governance. I demonstrate flexibility in response to change and set new expectations through clarity of the intended outcomes. I further drive workforce resilience by supporting others to remain goal and outcome focused when confronted with enduring uncertainty. I inspire others to embrace change initiatives and overcome barriers and resistance through proactive consultation and engagement. I have the proven ability to view situations through a range of perspectives, analysing multiple sources of information to recognise the broader implications of issues. I am responsible for providing advice on the general and specific situations which involved ensuring a high attention to detail which included calculating rates for different levels. I provide advice to the owner and ensure all legislative requirements relating to Awards are followed and adhered to. By building rapport based on mutual trust and respect, I have built sustainable stakeholder relationships. I aim to lead by example and do this by maintaining accountability of my actions, assisting other staff, with a focus on safety and appropriate behaviour. Experience in administration services has built my proficiency in reporting, budgeting, scheduling, and customer service. I have developed a reputation for thinking on my feet and delivering quality results and am excited at the prospect of supporting the ongoing development and growth of schools in the community, along with promoting and attracting new interest into the area.

Veteran Support Officer

I bring extensive experience supporting individuals with complex needs, with a strong focus on coordination, advocacy, and delivering practical outcomes. My background has required me to work closely with a range of stakeholders, including government agencies, service providers, and community organisations, to ensure individuals receive appropriate and timely support. I am skilled at navigating service systems, identifying gaps, and facilitating connections that improve access to services and overall wellbeing. My experience includes managing over 50 complex caseloads which has strengthened my organisational skills and ability to prioritise competing demands. I regularly coordinate multiple stakeholders, monitor progress, and ensure follow-up actions are completed within required timeframes. I am proactive in identifying risks, escalating concerns where necessary, and contributing to safeguarding outcomes.

I have a strong commitment to person-centred support, ensuring individuals are treated with dignity, respect, and understanding. I engage effectively with people from diverse backgrounds, including those who may be experiencing vulnerability, trauma, or transition. My approach is empathetic and professional, enabling me to build trust and maintain positive working relationships that support long-term outcomes.

Debt Collection Officer

I bring strong experience in debt collection and financial recovery, with a consistent track record of achieving measurable results while maintaining professional and respectful client relationships. In my role, I managed a high-volume portfolio of accounts, prioritising cases based on risk and recovery potential, and consistently exceeded recovery targets. For example, I achieved a recovery rate of over 85% on assigned accounts within set timeframes and reduced aged debt (90+ days) by approximately 30% over a 12-month period through proactive engagement and tailored repayment strategies.

I am skilled in negotiating payment arrangements that balance organisational requirements with a client's financial capacity, resulting in improved compliance and reduced default rates. I successfully increased adherence to repayment plans by implementing structured follow-up processes, leading to a 25% improvement in on-time payments. My approach focuses on clear communication, early intervention, and building rapport to encourage positive outcomes while minimising escalation.

Complaint Support Officer

I have managed a high-volume caseload, consistently meeting and exceeding key performance indicators, including resolving over 90% of complaints within required timeframes and reducing backlog cases by approximately 35% within a 6-month period through improved triaging and prioritisation processes.

I am skilled in engaging with individuals who may be distressed or dissatisfied, using a calm, empathetic, and solutions-focused approach to de-escalate situations. This has resulted in a 25% reduction in escalated complaints and improved client satisfaction, as reflected in feedback and follow-up engagement. I ensure all complaints are handled impartially and in line with policy, maintaining transparency and procedural fairness throughout. My role has required close coordination with internal and external stakeholders to gather information and facilitate timely resolutions. By strengthening communication channels and implementing structured follow-up practices, I improved response times by 20% and increased stakeholder accountability in the complaints process.

Business Support Officer

In my role, I have supported teams in managing workflows, coordinating activities, and ensuring compliance with organisational processes. I consistently met performance targets, including maintaining a 98% accuracy rate in data entry and documentation, while improving processing times by approximately 20% through the implementation of streamlined administrative practices.

I am highly organised and capable of managing competing priorities in fast-paced environments. I have coordinated multiple tasks simultaneously, including scheduling, reporting, and stakeholder communication, ensuring deadlines are met without compromising quality. My ability to monitor workflows and identify inefficiencies has contributed to a 25% reduction in processing backlogs and improved overall team productivity. I have strong communication skills, enabling me to liaise effectively with internal teams and external stakeholders. I provide clear and timely updates, prepare reports, and support decision-making through accurate information management. My attention to detail and commitment to quality ensures that all outputs are reliable and aligned with organisational standards.

Rehabilitation Case Manager

I have coordinated end-to-end case management, including assessment, planning, implementation, and review, ensuring services are tailored to individual needs. In my role, I consistently achieved positive return-to-function outcomes for over 80% of clients within expected timeframes by developing targeted rehabilitation plans and closely monitoring progress. I work collaboratively with a broad range of stakeholders, including healthcare providers, employers, and support services, to ensure coordinated and effective care. Through proactive engagement and regular case reviews, I

improved stakeholder response times by approximately 20%, enabling more timely interventions and reducing delays in recovery pathways.

I am skilled in conducting comprehensive assessments to identify risks, barriers, and support needs, and I take a proactive approach to mitigating issues before they escalate. My focus on early intervention and tailored support strategies contributed to a 30% reduction in prolonged or complex cases within my caseload.

Governance and Compliance

I have extensive experience in leading complex investigations that deliver the best possible outcomes for the community. I further have Managerial experience managing up to 100 staff as xxxxxxxx, Coordinator of major events, and responsibility for the delivery of all enterprise risk management services, identifying and minimising emerging risks, decision-making and problem-solving responsibilities in the enactment of crisis management and business recovery plans.

My career at xxxxxxxx, a prominent public sector organisation, has provided me with deep expertise in leading significant strategic initiatives and driving operational excellence in sensitive and complex environments. As a xxxxxxxx, I have been instrumental in influencing organisational direction and ensuring effective governance across critical functions. For example, I was directly responsible for coordinating large-scale public events, attracting up to 60,000 attendees, and leading critical disaster management operations. This complex work demanded the development of comprehensive Event Management Strategies and Disaster Management Plans, requiring extensive liaison and negotiation with diverse stakeholders, including local councils, government agencies, and multiple emergency services. To ensure seamless planning and execution, I leveraged internal Command and Control Systems for real-time incident management, integrated Geographic Information Systems (GIS) for optimal resource deployment and situational awareness, and implemented structured Project Management methodologies using collaborative platforms such as Microsoft SharePoint for document control and communication. This strategic approach ensured the successful and safe delivery of major public events and significantly enhanced inter-agency preparedness and response capabilities in high-pressure, sensitive situations, while also strengthening corporate governance through rigorous compliance and best practice financial controls.

Regulatory Service Officer

I bring strong experience working within regulatory and compliance environments, with a demonstrated ability to apply legislation, policy, and procedural frameworks to achieve fair and consistent outcomes. In my role, I have managed a diverse caseload of regulatory matters, ensuring timely assessment, investigation, and resolution in line with statutory requirements. I consistently met performance targets, including finalising over 90% of cases within required timeframes while maintaining a high standard of accuracy and compliance. I am skilled in assessing risk, gathering and analysing evidence, and making sound, defensible decisions. My approach is thorough and impartial, ensuring all actions are transparent and aligned with regulatory obligations. Through proactive case management and early intervention strategies, I contributed to a 25% reduction in escalated compliance matters and improved overall resolution efficiency.

Receptionist

Whilst working as a Medical Receptionist I was required to prepare numerous correspondence on behalf of the Doctors. This included sitting down at the start of week and making a plan for each week with the team as a whole. During this meeting we concentrate on focus and structure. We also have weekly reviews in a group setting where we can identify any items that need to be improved upon, success and performance. I also have the proven ability to assist new staff through job shadowing. I have a proven commitment to privacy and confidentiality. In all areas I have worked I have been given access to a significant amount of confidential information. Whilst a Medical Receptionist I became aware of some very sensitive information relating to a high profile patient. This patient is well known and others would ask me about the state of play. I would reply I cannot comment on anything related to my work and subsequently kept the confidences of the patient and the integrity of the practice. I have always ensured legislative and regulatory frameworks are applied effectively. I had a female attend the reception area requesting details relating to her Aunt who was apparently missing. I advised her due to privacy protocols this was not possible. She became very angry and demanded the information. I advised her of the policy and further advised her that she did not have consent to access the files. I then offered the contact details for the local police and advised he she should report her Aunt missing and they would make inquiries with us through appropriate channels. She was still angry and left the area, however I ensured the legislative policies were adhered to.

HR Lead

At xxxxxxxx I was the spearhead for the client - xxxxxxxx relating to a project for compliance development relating to HR policies and procedures. This was a large project and involved extensive meetings with the HR Lead of the council. The main problem was the culture of the council and establishing solutions that either assisted in change management or in some cases embraced the culture. I was responsible for liaising with stakeholders to support change management in project-based work. I embraced the Agile model to provide efficient change by minimising resistance and achieving business objectives. Identifying impacted groups such as admin staff and assessing the level of user acceptance, I developed targeted communications that would define the individual changes required and anticipate resistance from these groups. Having targeted communication of altered business direction and strategies improved knowledge of the staff about the level of strategic change. Introduced Change Champions to be the subject matter experts in the system by thoroughly training them in the system and to motivate others. This was highlighted by management as key reasons for the successful change management. I would provide the team specific leadership relating to daily tasks.

Higher Level - Senior Executive

Beyond strategic oversight, I possess a demonstrated aptitude for dynamic people leadership and cultivating high-performing teams, essential for driving optimal organizational performance. In my roles as xxxxxxxx, I led teams of professionals responsible for critical functions, providing strong leadership, coaching, and mentoring to build cohesive and integrated units. For example, I spearheaded the creation of a new Rank Qualification Framework, including a new General Order, Policy, templates, and development courses in partnership with institutions like AIPM and Charles Darwin University. This initiative required extensive internal communications and engagement to

secure buy-in from staff and executive leadership, ensuring a fair and transparent career progression pathway. Furthermore, my track record in building and maintaining effective working relationships extends across a diverse range of internal and external stakeholders, from community groups and government departments to executive leadership teams. I successfully rebuilt the financial budget and business planning process for a multi-million dollar portfolio, establishing crucial buy-in from Executive leadership through transparent engagement and clear communication of strategic analysis. This business partnering approach, built on high-quality advice and committed leadership, allowed for the successful implementation of strategic plans and governmental policies across diverse community contexts, aligning initiatives with overarching government objectives. My leadership style emphasizes empowering professionals to effectively manage communications and media engagement, ensuring timely and coordinated responses to complex issues.

Project Support

I have extensive experience in delivering multiple project support activities in line with agreed standards and objectives, given tight deadlines and competing demands and priorities. I create a unity of purpose and direction and create conditions in which people are engaged in achieving the organisation's quality objectives. I have been responsible for managing a high volume of paperwork and document controls while demonstrating a high level of organisational skills and the ability to work with others to achieve correct governance. I demonstrate flexibility in response to change and embrace of new expectations through clarity of the intended outcomes. I further drive workforce resilience by supporting others to remain goal and outcome focused when confronted with enduring uncertainty, inspiring others to embrace change initiatives, overcoming barriers and resistance through proactive consultation and engagement. I have also shown the ability to manage complex issues and queries from staff and work with authority to reach timely resolutions, escalating when required. I have lead and coordinated complex case management and support, delegating activities as required.

Program Director

Another high level project involved revitalising the xxxxxx Service Quality Program by addressing patient safety and regulatory compliance issues. This included developing and overseeing appropriate governance and risk management structures establishing field planning and dispatch operating model transformation vision and objectives. By preparing project budgets, project timelines and strategic project products I was able to significantly reduce the work backlogs through establishing a cross functional program of work to address what had been a negative trend for xxxxx during and post COVID. I strategically managed a multi-function team of customer care staff, online engineers, planning specialists, CRM data management, commercial / contract support, and technical support experts to support teams across xxxxx implementing and managing modern KPI's reflective of customer and internal business objectives across internal and outsourced BPO teams. Implementing and managing appropriate Program governance, investment and program management which is aligned with the xxxx Healthcare framework I identified key Program related risks and provided expert review and guidance regarding risk management and mitigation. This included being the Lead of Voice of Customer programs, supporting resolution and management of customer feedback, complaints, and recommendations. This allowed me to examine, plan, develop and deploy business information systems and technology to maximise the technological capabilities

in the Customer Support Centre, as well as scheduling Service Operations functions for xxxxx, online engineering, and service coordination.

Analyst

My expertise in driving systems improvements and ensuring data accuracy directly correlates with the core responsibilities of this role. At xxxxxx, a large global enterprise, I was instrumental in transforming critical business processes through targeted system enhancements. For instance, in a situation where manual reporting consumed significant time for program management teams, my task was to automate these processes to free up resources and improve data access. My action involved developing bespoke reporting tools utilising Power Apps, Power Automate, and SharePoint to streamline data collection and dissemination. This initiative resulted in saving 25 hours per week for program management teams, ensuring data integrity, and fostering a more modern data warehouse vision. This experience honed my ability to deliver fit-for-purpose systems that effectively harness technology and meet evolving business requirements.

Police

I have a demonstrated ability to update and collate documentation and records regarding relevant issues, policies, and practices to ensure that the delivery of projects complies with agreed project management methodology. Working with Government Personnel requires regular meetings with teams and stakeholders and this has developed my ability to read situations to anticipate needs and tailor messages accordingly; strengthening partnerships by providing proactive advice, supporting others to share relevant information; and leveraging the power of the collective by encouraging the inclusion of diverse viewpoints and perspectives. I was directly responsible for monitoring and when required escalating emerging issues in a timely manner, and developing, reviewing and updating the project register including the risk and issues registers. I have demonstrated the proven ability to continually analyse socio-economic and political environment in order to generate ideas for service delivery improvement and drive adoption of emerging technologies and data. As a Senior Officer my responsibility was to collaborate with Senior Executive and other Senior Managers, development and dissemination of policies, guidelines, resources, and procedures for the conduct of the team's activities and continuous improvement undertakings during events and compliance matters. I have shown the ability to develop, implement, monitor, evaluate and continuously improve a fit-for-purpose control system, including framework, policy, procedure, and control plans. I utilise technology to ensure services are effectively and efficiently delivered. Identifies opportunities and, make recommendations, to improve business systems and processes.

Ticket Management

I lead and also coordinate the analysis and ongoing improvement of digital customer services across multiple channels. Working with senior executives I champion data-driven decision-making to enhance targeted marketing campaigns, leveraging strategic analysis and optimisation to maximise return on investment and drive business success, including aspects relating to quality control and content management systems, within a complex and diverse operating environment. I provide authoritative advice to senior management on complex project issues and solutions and prepare and present detailed reports, business cases, and discussion papers, on time, and demonstrate an

understanding of the policy, political and legal context. I communicate with relevant stakeholders to provide updates regarding project status and implementation issues. I have further demonstrated the ability to build and sustain relationships to enable the collaborative delivery of customer-focused outcomes. This has included the ability to read situations and anticipate needs and tailor messages accordingly; strengthening partnerships by providing proactive advice, and supporting others to share relevant information.

Senior Analyst

Throughout my career, and the different environments I have worked, I have developed a sound understanding of technologies, techniques and software. I offer extensive experience in the development and deployment of innovative digital solutions, intuitive data models, and intelligence-led reports and dashboards. My roles have seen me lead the delivery of solutions whilst building extensive leadership experience along with guiding and mentoring teams to conceptualize and apply innovative data initiatives. I have demonstrated expertise in digital transformation, leveraging different technologies, relational modelling, and advanced dashboard development to drive data-driven decision-making. Proven leader in developing and managing data initiatives, providing ethical and policy-compliant advice regarding Indigenous communities and vulnerable populations. As Customer Insights Analyst at xxxxxx I consolidated data from data warehouses, website & app performance tools and built interactive dashboards using Power BI. I leveraged data insights to inform and shape strategic business decisions delivering accurate and insightful Power BI dashboards and reports to senior leadership, the CFO, and executive committees to allow for more realistic approaches and providing better outcomes. I was able to provide a normative foundation for setting standards, crafting policy, and developing research agendas in relation to data acquired about populations as collectives relating to the specific projects. I consulted on process management and identified, advised and implemented opportunities for enhancing efficiency and improving the overall resilience of the business through embedding business intelligence.

Teamwork

I have shown the ability to work autonomously and in a team environment to produce timely communication support and information in accordance with practices and procedures. By contributing to continual improvement of the service delivery, evaluating customer outcomes and service satisfaction and assisting with subsequent implementation of corrective actions and project initiatives as required, I have extensive experience to deliver an innovative, cutting-edge, and futures focused analytical and data management capability whilst facilitating an inclusive environment which inspires creativity, collaboration, trust, and empowerment with key internal and external stakeholders. With a passion for continuous improvement, data automation, machine learning, and building predictive models, these skills are underpinned by a foundation of building sophisticated data models; identifying and linking multiple complex data sets; and developing intuitive solutions which leverage cloud platforms and contribute to data lakes. Additionally, I am extremely experienced with agile project management, particularly across the digital space, and offer advanced skills across SAP, Power BI, PowerApps, Dataverse, Aurion, PARIS, and the broader 365 suite. Furthermore, while I am continually developing my portfolio of programming languages, and currently undertaking further data science training, I am also skilled in the use of DAX, C#, M and Python.

Project Coordinator

Producing high quality and detailed documents including reports, briefings, policies and procedures, training documents, information sheets, correspondence, and planning documents I have the proven experience in sectioning projects into doable tasks and setting timeframes and goals. As a Project Coordinator at xxxxxxxx I was responsible for assisting 8 managers in coordinating wind, solar and BESS projects above \$20million and 6MW, implementing a folder structure for more than 60 projects to ensure documents followed a structured guideline. Working on projects that involve the input from many departments or external reliance requires an ability to remain organised and focused on mitigating risks. In projects I work on, risks, problems and issues will always arise and it's up to myself to navigate through these. At the start of projects, I ensure that project schedules allow for contingency when unforeseeable delays may occur, I protect finances by dividing them into categories and allocate minimal per month. When unforeseeable issues arise, I ensure to check my work and data first ensuring there have not been any errors missed, once I can be certain that the issue was unforeseeable, I work at mending the issue and in collaboration with the projects team come together with a solution. I believe in a no blame method where regardless of mistakes the focus should be on the solution.

Project Administration

As Project Administration/Coordinator for xxxxx an Engineer advised me he needed \$25 million worth of concrete to be supplied. I advised him of the process and walked him through the requirements. Firstly, was the supplier in SAP, on this occasion they weren't and I provided the specific documentation that would be required including insurances and application. Once this was completed I entered the details into SAP and then advised we required a visual quotation to place into the system for approval process. A purchase requisition was then created and forwarded to the Project Manager and the procurement for their role in subsequent approval. Once approved it is was returned to me for system entry and I made my approval and ensured the goods were delivered to site in the required timeframe. My team at xxxxxxxx was a large team that included a Document Controller. RTI's would first come through to myself and would then be delegated to a senior individual before returning to myself, in which I could then instruct the document controller to authorise the release of information or refuse the release of information as appropriate.

Project Assistant

My team was going through a growth period where multiple new employees commenced every month. I was responsible for providing inductions relating to policies and procedures, training in relation to system hardware and software, assisting the project managers with setting up regular new staff catch ups and maintaining biannual staff reviews. If staff issues were occurring, I would advise the Project managers and have HR discuss the issues with staff to resolve these in a timely manner. I trained two new project admins in day-to-day operations of the role and supervised their work tasks to aid in mitigating errors. During the ongoing training process for new staff members, I acted as a point of contact, encouraged, and guided new staff to become involved in interdepartmental meetings and training sessions to become more connected with the business and stakeholders. I assisted project directors to recruit staff for their team and provided assistance with the role description. I setup an onboarding check-list for new staff and organised the hardware and software system

integration for new team members. I was responsible for live minute taking on a weekly basis and would distribute minutes to both internal and external stakeholders, conforming to Sunwater's style guides. I managed our teams SharePoint and document control utilising TeamBinder.

Finance Officer

As a Finance Officer at xxxxxx, I demonstrated strong organisational skills, effective communication, and teamwork. I encountered a situation where I needed to process a batch payment for multiple key suppliers and collect overdue payments on sales invoices—all within the same day. These tasks were crucial, as maintaining solid relationships with key suppliers is essential for supply chain stability, while timely debt collection is vital for healthy cash flow. After analysing the situation, I recognised that our cash flow was stable and not under immediate pressure. Given the company's priority of ensuring supply chain stability, I decided to prioritise finalising the supplier payments. I validated this decision with my line manager, who agreed with my approach. I exported an ABA file to complete the batch payment, double-checked the balances, and requested a colleague to cross-check for accuracy. I then uploaded the file to the online banking system for my manager's approval. Once the batch payment was processed, I focused on debt collection. I used automated accounts receivable functions to generate polite but firm reminders, including outstanding invoices and statements. I proposed a monthly instalment plan for a customer unable to settle their debts in a single payment. By organising and prioritising these tasks effectively, I ensured timely payments to our suppliers and efficient debt collection, achieving a positive outcome for both sides. Clear, concise communication and effective teamwork were essential. I collaborated closely with my line manager to ensure alignment on task priorities, and I coordinated with my colleague to ensure accuracy before submitting payments for approval. In my debt collection efforts, I tailored my communication to suit different stakeholders, which helped maintain positive relationships while achieving successful outcomes.

Bank Analyst

I developed structured investigation plans that identified key risk indicators, evidentiary gaps, stakeholder dependencies, and escalation pathways. These plans ensured investigations were conducted efficiently while meeting strict regulatory and policy requirements under AML/CTF, AUSTRAC, FATF, and internal governance frameworks. By applying a strategic approach to case sequencing and prioritisation, I reduced an ECDD backlog by 25% within 60 days while maintaining 100% regulatory compliance. I worked collaboratively with Relationship Managers, Legal, Compliance, and Risk teams to align investigative actions with broader organisational objectives and regulatory expectations. As a relief Team Leader, I provided guidance to over 10 staff, ensuring investigation plans were consistent, defensible, and aligned to enterprise risk priorities. This approach supported timely, high-quality outcomes and strengthened the organisation's ability to respond to emerging risk trends.

Senior Bank Analyst

I have extensive experience delivering high-quality investigative outcomes in regulated environments where accuracy, timeliness, and adaptability are critical. In my ECDD role, I completed over 100 complex investigations per quarter, maintaining a 90% accuracy rate and 100% compliance with

regulatory standards, while meeting strict turnaround time requirements of approximately 240 minutes per case. My investigations routinely involved analysing large volumes of financial data, transaction histories, customer records, and external intelligence to identify material risk indicators and potential offences. Through this work, I identified over 300 high-risk clients requiring escalated oversight, detected and escalated more than \$50 million in suspicious transactions, and flagged over 200 potential AML/CTF breaches, directly reducing regulatory and financial exposure.

Relationships Manager

I have a proven ability to build effective working relationships with internal and external stakeholders to support investigative outcomes. My roles required frequent engagement with Relationship Managers, senior business leaders, compliance specialists, legal advisors, and external counterparties to obtain information, clarify evidence, and resolve complex risk issues. In high-risk ECDD matters, I worked closely with multiple stakeholders to gather supporting documentation, validate information, and resolve issues within service level agreements. Through clear communication and professional engagement, I successfully resolved 100% of high-risk cases within agreed timeframes and reduced case escalation times by 50%. As a relief Team Leader, I fostered a collaborative and supportive team environment, mentoring and training over 30 staff in ECDD procedures and investigative standards. This contributed to improved consistency, reduced rework, and enhanced overall team capability. My ability to establish trust, manage sensitive conversations, and maintain professional relationships has been critical to achieving sustained investigation outcomes in high-pressure environments.

Data Centre Technician

I have extensive experience operating in ticket-driven environments, reviewing and prioritising work based on severity, SLA and operational risk. I am comfortable providing escalated second-level support, leading problem investigations, and communicating clearly with technical teams, management and stakeholders to ensure timely resolution of complex issues. My approach balances independent decision-making with strong adherence to established processes, change management and security requirements. Technically, I bring solid experience across Linux and Windows environments, structured cabling, rack infrastructure, networking fundamentals, and data centre ecosystems including power, cooling, airflow and environmental monitoring. I have successfully identified and resolved power and cooling-related issues, reducing hot-spot alerts by 35%, and improved asset accuracy to 100% through disciplined inventory audits and DCIM updates. I also place strong emphasis on creating and maintaining accurate technical documentation to support knowledge sharing, repeatability and operational resilience.

Scrum Master

I bring strong experience leading teams in fast-paced, high-pressure environments, with a focus on collaboration, continuous improvement, and delivering measurable outcomes—capabilities directly aligned with the Scrum Master role. I have facilitated structured workflows, coordinated cross-functional teams, and ensured priorities are clearly defined and understood, resulting in improved efficiency and delivery performance. Through implementing structured planning and review processes, I contributed to a 25% improvement in task completion rates and reduced delivery delays by approximately 20%.

I am skilled in fostering a collaborative and high-performing team culture. I regularly facilitate discussions, remove barriers, and support team members to stay focused on agreed objectives. My leadership style is adaptive and supportive, enabling teams to self-organise while maintaining accountability. This approach has resulted in improved team engagement and a measurable increase in productivity and output quality.

Cyber Security Specialist

I bring strong experience in identifying, managing, and mitigating cyber security risks within complex operational environments, with a focus on protecting systems, data, and organisational integrity. I have supported the implementation and monitoring of security controls aligned with industry standards and frameworks, contributing to improved security posture and resilience. In my role, I assisted in reducing security vulnerabilities by approximately 30% over a 12-month period through proactive risk assessments, system audits, and remediation activities. I am skilled in monitoring and analysing security events, identifying potential threats, and responding to incidents in a timely and effective manner. By strengthening incident response processes and improving detection capabilities, I contributed to a 25% reduction in incident response times and minimised potential business impact. My approach is analytical and detail-oriented, ensuring threats are accurately assessed and addressed.

Database Administrator (DBA)

I bring strong experience in managing and maintaining database systems to ensure performance, integrity, and security of critical organisational data. I have supported the administration of databases across complex environments, including monitoring system performance, optimising queries, and implementing maintenance activities to ensure high availability. Through proactive monitoring and tuning, I improved database performance by approximately 30% and reduced system downtime by 20%, ensuring reliable access for users and business operations.

I am skilled in backup and recovery processes, ensuring data is protected and can be restored efficiently in the event of system failure or data loss. I have implemented automated backup solutions and regularly tested recovery procedures, achieving a 100% success rate in recovery drills and strengthening business continuity capabilities.

Industrial Relations Officer

Bringing extensive experience in workplace relations, this role has involved providing high-quality advice on industrial matters and supporting fair, compliant outcomes across complex environments. Strong capability in interpreting awards, enterprise agreements, and legislation has ensured organisational practices remain aligned with current legal and policy requirements, contributing to a noticeable reduction in compliance risks.

Management of sensitive and complex employee relations matters, including grievances, disputes, and misconduct, has been a key focus. Through early intervention, structured resolution processes, and clear communication, over 85% of matters were resolved at an early stage, reducing escalation and the need for formal proceedings. An impartial and balanced approach ensures procedural fairness while maintaining organisational integrity.

Nurse - Enrolled

Strong communication and interpersonal skills have supported effective engagement with patients, families, and multidisciplinary teams. Care is delivered with empathy, respect, and cultural awareness, contributing to improved patient satisfaction outcomes and a reduction in complaints within the care environment. Clear and timely communication has ensured continuity of care and supported informed clinical decision-making.

Experience in fast-paced clinical settings has developed the ability to prioritise tasks and respond to changing patient needs. Effective time management and coordination contributed to a 20% improvement in workflow efficiency during peak periods, while proactive monitoring and escalation of clinical concerns supported early intervention and reduced incidents of patient deterioration. Commitment to safety and quality is demonstrated through strict adherence to infection control protocols and medication safety practices. This contributed to maintaining zero reportable infection control breaches within the team over a 12-month period.

Nutritionist

Bringing strong knowledge of nutrition science and health promotion, this role has involved assessing individual dietary needs and developing tailored nutrition plans to support improved health outcomes. Experience includes conducting comprehensive nutritional assessments, analysing dietary intake, and providing evidence-based recommendations aligned with clinical guidelines. Implementation of personalised nutrition strategies contributed to measurable improvements in client health, including supporting over 75% of clients to achieve targeted weight, energy, or clinical outcomes within agreed timeframes.

Effective communication and education have been central to promoting sustainable behaviour change. Complex nutritional information is translated into practical, easy-to-follow guidance, enabling clients to make informed choices. This approach has resulted in increased client adherence to nutrition plans, with follow-up engagement showing a 30% improvement in long-term compliance.

Occupational Health and Safety Officer

Bringing strong experience in workplace health and safety, this role has involved developing, implementing, and monitoring safety systems to ensure compliance with legislative and organisational requirements. Responsibilities have included conducting risk assessments, workplace inspections, and incident investigations, contributing to a 30% reduction in workplace incidents over a 12-month period through proactive hazard identification and control measures.

A solid understanding of WHS legislation, policies, and best practice frameworks has supported consistent and compliant safety outcomes. Clear guidance and advice have been provided to managers and staff, improving awareness and capability across teams. Delivery of targeted training and safety initiatives contributed to a 25% increase in staff compliance with safety procedures and reporting requirements.

Park Ranger

Bringing strong experience in environmental management and public land operations, this role has involved protecting natural assets while ensuring safe and positive visitor experiences.

Responsibilities have included conducting regular patrols, monitoring park conditions, maintaining infrastructure, and enforcing regulations. Proactive management of risks and hazards contributed to a 25% reduction in visitor incidents and improved overall safety within the park.

A solid understanding of conservation principles and land management practices has supported the protection of ecosystems, wildlife, and cultural heritage sites. Participation in conservation programs, including habitat restoration and pest management, contributed to measurable improvements in biodiversity and environmental health across managed areas.

Strong communication and interpersonal skills have enabled effective engagement with visitors, community groups, and stakeholders. Providing education and guidance on park rules, safety, and environmental protection has increased visitor compliance by approximately 30% and enhanced public awareness of conservation responsibilities.

Parliamentary Security Officer

Bringing strong experience in security operations and risk management, this role has involved maintaining a safe and secure environment within high-profile and sensitive settings. Responsibilities have included monitoring access control, conducting patrols, screening visitors, and responding to security incidents, contributing to a 40% reduction in unauthorised access attempts through vigilant monitoring and enforcement of security protocols.

A sound understanding of security procedures, threat assessment, and emergency response has supported effective risk mitigation. Regular participation in drills and incident response planning has improved response times by approximately 25%, ensuring timely and coordinated action during critical situations.

Strong observational and analytical skills enable the early identification of suspicious behaviour or potential threats. Incidents are assessed quickly and managed in accordance with established procedures, ensuring safety while maintaining professionalism and discretion in all interactions.

Psychologist

Bringing strong experience in delivering evidence-based psychological services, this role has involved assessing, diagnosing, and treating individuals across a range of mental health presentations.

Comprehensive assessments and tailored intervention plans have supported measurable improvements in client wellbeing, with over 70% of clients demonstrating significant progress against treatment goals within agreed timeframes.. A strong commitment to person-centred care underpins all practice, ensuring individuals feel supported, respected, and understood. Therapeutic approaches are adapted to suit individual needs, drawing on established modalities such as cognitive behavioural strategies and trauma-informed practice. This has contributed to improved client engagement and a 30% increase in treatment adherence.

Purchasing Officer

Bringing strong experience in procurement and supply chain support, this role has involved managing purchasing activities to ensure the timely and cost-effective acquisition of goods and services. Responsibilities have included processing purchase orders, liaising with suppliers, monitoring stock levels, and ensuring compliance with organisational policies. Through effective supplier negotiation and spend analysis, cost savings of approximately 15% were achieved across key categories without compromising quality or service delivery.

A strong focus on accuracy and efficiency has supported high-volume purchasing operations, maintaining a 98% accuracy rate in order processing and reducing order discrepancies by 20% through improved verification processes. Proactive management of inventory levels and supplier timelines contributed to a 25% reduction in stock shortages and delays, ensuring continuity of operations.

Quality Analyst IT

A strong analytical approach supports the identification of system issues, root cause analysis, and the implementation of effective solutions. Collaboration with developers, business analysts, and stakeholders has improved defect resolution times by approximately 25%, ensuring timely delivery of high-quality systems.

Experience in both manual and automated testing has enhanced efficiency and consistency in quality processes. The introduction of structured testing frameworks and regression testing practices contributed to a 30% improvement in testing efficiency and reduced rework across project lifecycles.

Clear and concise communication skills enable the preparation of detailed test reports, documentation, and quality metrics, supporting informed decision-making and stakeholder confidence. Regular reporting on system performance and quality trends has assisted in identifying risks and driving continuous improvement initiatives.

Rail Station Officer

A strong focus on safety and compliance has supported the effective management of risks within a busy public transport setting. Regular monitoring of platforms and adherence to operational procedures has contributed to improved incident prevention and a 20% reduction in safety-related events.

Excellent communication and interpersonal skills enable positive interactions with a diverse range of customers, including those requiring additional assistance. Providing clear travel information and support has improved customer satisfaction and increased positive feedback across service interactions.

Experience in managing incidents and disruptions has developed the ability to remain calm under pressure and respond quickly to changing situations. Coordinated responses and clear communication during service disruptions have improved passenger flow and reduced confusion during peak periods.

Records Manager

Bringing strong experience in information and records management, this role has involved developing, maintaining, and improving records systems to ensure accuracy, accessibility, and compliance with legislative and organisational requirements. Responsibilities have included overseeing document control, classification, retention, and disposal processes, contributing to a 30% improvement in record retrieval times through system optimisation and improved indexing practices.

A sound understanding of records management frameworks and compliance obligations has supported consistent adherence to relevant legislation, policies, and standards. Implementation of structured recordkeeping procedures and staff guidance contributed to a 25% reduction in compliance gaps identified during internal audits. Strong analytical and organisational skills have enabled the effective management of large volumes of information across multiple systems. Through process improvements and digitisation initiatives, paper-based records were reduced by approximately 40%, improving efficiency, security, and accessibility.

Sports Events Officer

Responsibilities have included venue coordination, scheduling, participant management, and overseeing event-day operations, contributing to the delivery of multiple events with attendance targets consistently met or exceeded by up to 20%.

Strong organisational and time management skills have supported the coordination of competing priorities, ensuring all event components are delivered on schedule and within budget. Through improved planning processes and supplier coordination, operational efficiencies were increased, resulting in a 15% reduction in event delivery costs while maintaining high-quality standards.

Effective stakeholder engagement has been central to success, working closely with vendors, sponsors, community groups, and internal teams. Clear communication and relationship management contributed to increased sponsor satisfaction and repeat partnerships, as well as a 25% improvement in participant engagement and feedback.

Ward Assistant

Bringing hands-on experience in supporting clinical teams, this role has involved assisting with the day-to-day operations of a hospital ward to ensure a clean, safe, and well-organised environment for patients and staff. Responsibilities have included preparing patient areas, transporting equipment, restocking supplies, and supporting infection control practices, contributing to a 20% improvement in turnaround times for bed availability.

Strong teamwork and communication skills have enabled effective collaboration with nursing and medical staff, ensuring tasks are completed efficiently and patient care is not disrupted. Providing timely support during busy periods has improved workflow across the ward and reduced delays in service delivery. A strong focus on hygiene and safety has supported adherence to infection control protocols, contributing to zero reported hygiene breaches within the team over a 12-month period. Attention to detail ensures all areas are maintained to a high standard, supporting patient wellbeing and compliance with health regulations.

Interview Preparation Tips and Tricks



Getting an interview is fantastic now it is time to prepare properly.

This guide is specifically to assist you.

The resume may get you an interview but the impression you make during the interview process will decide whether you are offered a position.

The following tips have been compiled to assist you during the interview phase of the selection process.

Remember your attitude will come across during interview and Recruiters can ascertain a great deal of information from physical gestures and body language.

***Research the position and company.**

It will be evident to the recruiter if you have little knowledge of the functions. This includes knowledge of the company functions and stake within the particular market.

The position (with particular reference to the description) needs to be researched thoroughly in order to answer exactly why you chose to apply for the particular job.

***Prepare yourself for the tough questions.**

This means be prepared to study prior to entering the interview.

There is little point in attending the interview and attempting to answer questions without being properly prepared. The majority of interview questions are able to be predicted to a certain degree.

Your response needs to be natural but at the same time you need to show you have the skills and experience to complete the functions of the position.

***Outline your experience when answering the question.**

Questions come in many forms including:

- a) probing questions (Why do you wish to work for the company?).
- b) background questions (Tell us about yourself); and
- c) scenario-based questions.

In all of these you have the opportunity to promote yourself above the other applicants. Having researched the position and company and being ready mentally and physically for the interview you are prepared for this opportunity.

***When answering include what you have done as an example in the answer.**

Your answer should ideally fit around the personal requirements and description of the position. Do not exaggerate your accomplishments, list them naturally. This demonstrates you are prepared for all scenarios and can adapt easily.

***Check your personal grooming**

Ensure you are presentable as first impressions do count and dress for the occasion.

As part of your research you would have identified the type of clothing typically worn in the particular occupation sought and the type that should be worn in the interview situation.

Grooming can also include personal grooming (haircut, facial hair, and nails).

Presenting yourself in the best possible way also enhances your personal confidence allowing you to relax and be positive in the interview.

***Be punctual**

Confirm the time and place where the interview is to be conducted. Be organized and arrive with enough time to settle the nerves. If possible visit the area prior to the interview to gain some familiarity with the surroundings. Be aware where the nearest toilets are as sometimes interviewees can be kept waiting for sometime after their allotted interview time.

***Ensure you have sufficient rest on the eve of the interview**

It is better to get up earlier to prepare than to work longer through the night.

***Greet the recruiter or panel confidently and politely.**

Do not be overly familiar; present a professional and confident image that allows the recruiter to observe your demeanor in a positive light.

***Listen to the question, think through your response and answer in a confident and concise manner.**

The questions are not designed to trick you in any way. They are designed to illicit a response from each applicant allowing the recruiter or panel to observe you under some pressure. They are also probing for the best possible response, this is where your preparation gives you the advantage.

***Be honest and truthful in your answers.**

Recruiters usually have extensive experience and are likely to expose any exaggerations or untruths told during interview. It is beneficial to you to present any of your experiences as they happened in a concise manner whilst explaining the relevance to the question and the position description.

***Relax and be yourself.**

This is important - do not succumb to the trap of presenting a front or something you think the recruiter is looking for. If you have prepared yourself mentally and physically then you are ready to do your best and that is all you can ask of yourself.

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Ian Waller BSc Psych has over 30 years writing criteria, he has Chaired numerous panels, and was a Career Planning Mentor for a large State Government organisation. Ian writes a lot of criteria for all positions from Level 1 to Director. He sees his job as simple - get you into the interview in **first place**. Why? Because going into the interview in second or third means you have a lot of catching up to do.

