



Australian Defence Force Roles – Transition Support Services

Applicant Guide

Thank you for your interest in working with BUSY At Work. We trust that you have reviewed the job advertisement and understand the responsibilities of the role and what we are looking for.

This guide will give you a better understanding of the BUSY At Work and our recruitment and selection processes.

Your application

Our ideal applicant will submit their resume (no more than 2 pages) and a cover letter addressing how your skills and experience align with the requirements of the role.

The 'STAR' method may be a helpful format to use when considering examples that demonstrate your experience:

- S SITUATION:** what was the situation that you were in?
- T TASK:** what were the tasks or project that you were responsible for?
- A ACTION:** what did you do and how did you do it?
- R RESPONSE:** what was the result/outcome/impact of your actions?

Example: I have substantial experience in project work from my present and previous positions within ABC Consulting. In my previous role the accurate maintenance of the project database was paramount. I devised and implemented a system that flagged blockages and delays on a daily basis. As a result, I was the recipient of several customer recommendations for ensuring that milestones were delivered on time.

What you need to know before you apply

You are encouraged to apply for roles that are relevant to your experience, skills, qualifications, and interests. We recommend you contact our recruitment team if you need more information.

Eligibility

To be eligible for appointment BUSY At Work roles, you must provide proof of Australian citizenship, permanent residency or permission under Commonwealth law to work in Australia.

Qualifications and Experience

Applicant must have a minimum of 1 or all of the following:

- ▶ 5 years' experience in the employment services industry or community service sector.
- ▶ Certificate 4 Career Development, Career Coaching, Life Coaching or similar.
- ▶ A minimum of 4 years full-time ADF service in the preceding 5 years



Pre-Employment Checks

BUSY At Work will undertake reference checks prior to an offer of employment and prior to commencement of an employee, these may include:

Reference Check

BUSY At Work will undertake a minimum of 2 referee checks, these will be done post interview if you are progressing to the next stage of recruitment.

Your referee will be asked to provide information that is relevant for the hiring manager to make an informed suitability assessment of your application. This can include information about your job performance, behaviours, disciplinary action and attendance.

In most cases, the most appropriate referees are your current supervisor or your immediate past supervisor.

It is recommended that you discuss your application with prospective referees and ensure they have a clear understanding of the role so that they can make an informed contribution to the selection process.

Baseline Security Clearance

All employees must have the ability to obtain and maintain a Baseline Security Clearance. If you are sent an offer of employment, the appropriate clearance paperwork will be sent to you and should be completed immediately.

Criminal History Check

Criminal history screening will be undertaken if you are a recommended applicant, however a criminal conviction or charge may not exclude you from consideration for appointment.

Working With Children Check

The BUSY Group is a Child Safe organisation and adheres to the National Principles of Child Safety. Your role may require you to work with or come into contact with young people and therefore a Working With Children clearance for your appropriate state is required. If you are sent an offer of employment, the appropriate WWC Check information will be sent to you and should be completed immediately.

BUSY Benefits

- ▶ Competitive Salary
- ▶ Training and Professional Development commitment
- ▶ Career progression and internal transfer opportunities
- ▶ BUSY Benefits (Fitness Passport, FLARE HR Discounts and Wellness)
- ▶ Paid Parental Leave
- ▶ Tools of the trade to support your individual role

Interview

There are typically four types of interview questions that may be asked:

1. Behavioural
2. Situational/scenario based
3. Job knowledge
4. Background

Focus on your experiences/skills/education and answer the question(s) asked to demonstrate your strengths and attributes relevant to the role you applied for. Concentrate on the job and your ability to perform in it.

Remember, an interview is a two-way conversation. Ask questions to confirm your understanding of the role or the team.

Cognisess

Cognisess testing is an assessment of cognitive competence and emotional intelligence. This will allow our hiring managers to gain further insight into your suitability for the position. If you are moving to the next stage of recruitment following your interview, you will be sent a link and instructions to complete a Cognisess assessment.

Post selection

Following the outcome of pre-employment checks, the selection panel will recommend the applicant best suited to the role to the approving manager. Once the recommendation is approved, the selection panel will offer the role to the successful applicant. When offered the role, you should discuss specifics such as pay, hours of work, commencement date etc prior to accepting the offer.

The details of your appointment will be confirmed via an employment contract.

Unsuccessful applicants will be advised of the selection outcome. Post-selection feedback is also available to all applicants upon request. If you are unsuccessful at any stage of the process you can request feedback from the selection panel.

Tracking your application

By applying online, you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing www.busyatwork.com.au/careers/ please contact **13 BUSY (13 28 79)**.

Any questions you may have about the role or the status of your application should be directed to the recruitment team recruitment@thebusygroup.com.au.