



**ACT**  
Government

# APPLICANT INFORMATION KIT

FEBRUARY 2018

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# WORKING IN THE ACTPS

## WHAT WE DO

The Australian Capital Territory Public Service (ACTPS) is committed to building an agile, responsive and innovative public service that continues to enhance its capability to deliver the ACT Government’s priorities and provide effective services to the ACT community.

The ACTPS workforce delivers a wide range of services to the ACT community, including health, education, planning and urban renewal, transport, law enforcement and maintenance of infrastructure.

## ACT PUBLIC SERVICE DIRECTORATES



EDUCATION  
DIRECTORATE



COMMUNITY SERVICES DIRECTORATE



JUSTICE AND  
COMMUNITY  
SAFETY  
DIRECTORATE



HEALTH  
DIRECTORATE

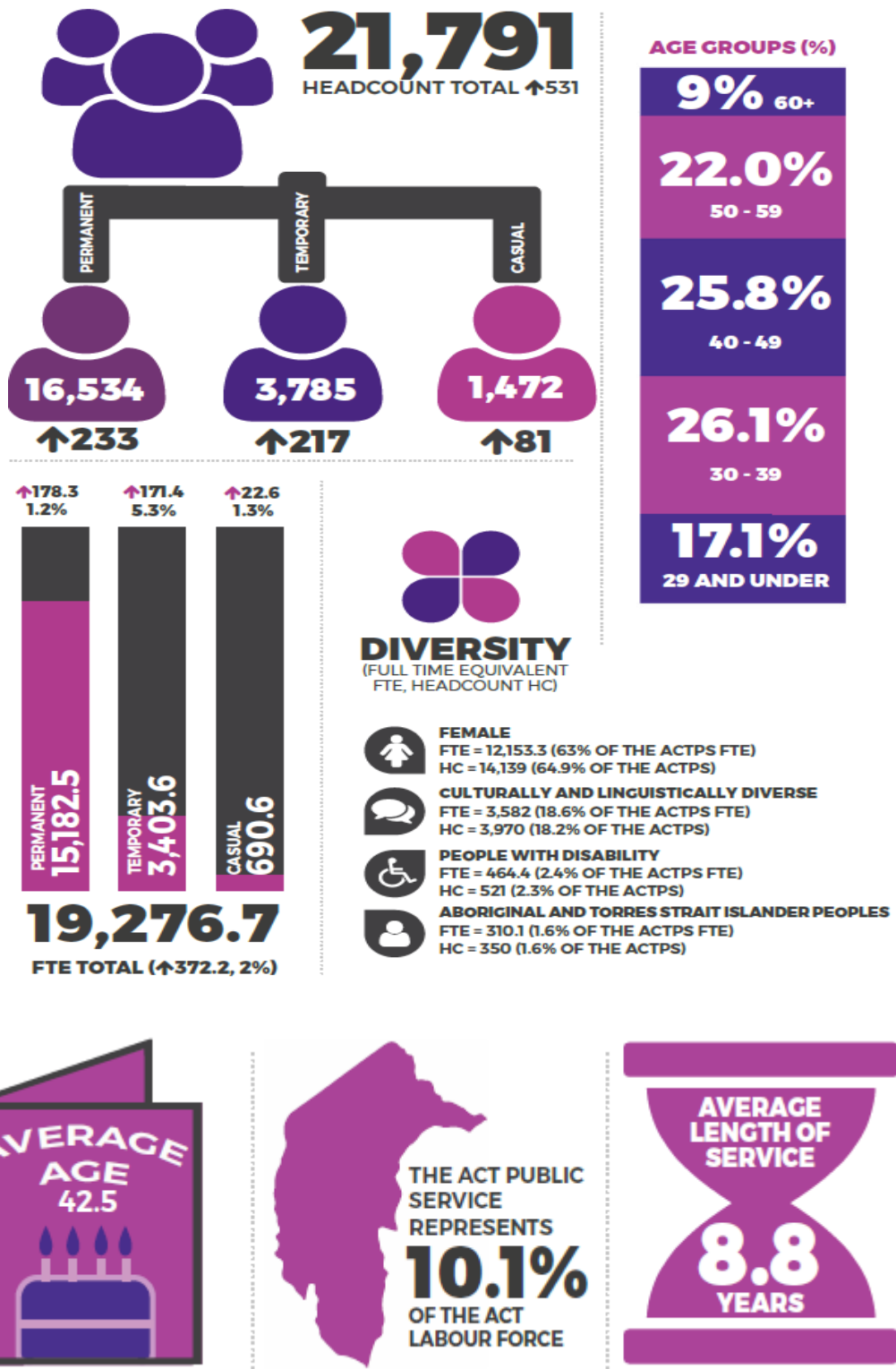


ENVIRONMENT, PLANNING AND  
SUSTAINABLE DEVELOPMENT DIRECTORATE



## WHO WE ARE

The ACTPS workforce profile, snapshot as at June 2017



### WHAT WE OFFER

- Interesting and fulfilling work, in a unique government environment, where you have a direct impact on, and make a valuable contribution to the Canberra community
- The ACTPS offers challenging and rewarding careers where you will have the opportunity to play a role in providing the community with responsive and accessible services, as well as help shape Canberra's future
- Ongoing development opportunities, learning from other passionate and committed professionals and leaders who encourage and support personal growth and development
- The ACTPS values **workplace diversity** and is committed to building a culturally diverse workforce and creating a positive, respectful, supportive and inclusive workplace; where employee differences are respected, valued and utilised to create a productive and collaborative work environment. Ensuring that all ACTPS employees, irrespective of their position, background or individual differences model the [Respect, Equity and Diversity \(RED\) Framework](#) to create a respectful and positive work culture
- As part of our diversity and inclusion commitment we strongly encourage people from an Aboriginal or Torres Strait Islander background, or People with Disability, to apply for positions within the ACTPS. There are a range of support mechanisms in place to support our employees including support networks, individual Inclusion support, staff awareness training, coaching and mentoring and individual career development training
- The ACTPS is committed to the principles of Reasonable Adjustment to ensure all individuals have equal employment opportunities and remove barriers to workplace participation for individuals with disability and individuals with an injury
- [ACTPS Enterprise Agreements](#) (EAs) contain the core terms and conditions of employment for ACTPS employees. The current ACTPS EAs provide for a range of favourable employment entitlements including:
  - competitive remuneration packages;
  - generous paid personal leave per annum;
  - 18 weeks paid maternity/primary care giver leave;
  - 2 weeks paid bonding leave;
  - paid Christmas shutdown period for non-rostered staff; and
  - access to flexible work arrangements.

- For more information on what each Directorate has to offer, please click on the links below:
  - [Chief Minister, Treasury and Economic Development Directorate;](#)
  - [Community Services Directorate;](#)
  - [Education Directorate;](#)
  - [Environment, Planning and Sustainable Development Directorate;](#)
  - [Health Directorate;](#)
  - [Justice and Community Safety Directorate;](#) and
  - [Transport Canberra and City Services Directorate](#)

## WHO WE ARE LOOKING FOR?

We are looking for employees who are committed to act in the best interests of the ACTPS and the ACT Community. All ACTPS employees are expected to embody the ACTPS values of **respect, integrity, collaboration and innovation**, as well as demonstrate the related signature behaviours. Click here to view: [ACTPS Values and Signature Behaviours](#)

We are looking for employees who have personal values that align with the ACTPS Values and Signature Behaviours; who are respectful, act with integrity, collaborate with others, and continuously look for ways to improve our services and skills.

### ALL ACTPS EMPLOYEES ARE EXPECTED TO:

- Clearly communicate and agree expected ways of working e.g.timeframes /behaviours/ expected work outcomes.
- Take responsibility for outcomes and do not seek to blame others for shortcomings or negative work outcomes.
- Follow through on work commitments and do what you say you'll do.
- Maintain focus and energy, even under adversity and during times of uncertainty or change, that inspires resilience in others.
- Take judicious risks when necessary to progress fresh thinking or new approaches.
- Role model, exemplify and embrace ACTPS Values and Signature Behaviours and consistently behave in an honest, ethical and professional way.
- Act promptly and constructively when workplace issues arise.
- Manage your own perceptions, emotions and reactions and understand their impact on colleagues to maintain productive working relationships.
- Demonstrate ongoing commitment to learning from situations and experiences that build personal and collective capability.
- Contribute to a work culture where people reflect on their own performance, accurately recognise limitations and identify areas for development.
- Generously share information, knowledge and expertise with colleagues to improve business outcomes and enhance collective growth.
- Build a workplace culture that supports personal resilience by embracing opportunities to learn and grow from stress or adversity.

## HOW TO APPLY

Submit your application electronically by sending an email to: [jobs@act.gov.au](mailto:jobs@act.gov.au) or the nominated officer as stated in the advertisement.

If you do not have access to email, please contact us on (02) 6207 9000.

As part of your application, you may be asked to include:

1. Written response – Your 1-3 page personal pitch
2. Resume / Curriculum Vitae
3. Referee contact details or Referee reports if requested
4. Supporting documents if requested

## YOUR WRITTEN RESPONSE

Think of this one to three page written response as your “personal pitch”, your chance to persuade the selection panel why you are the most suitable person for the role. You will be assessed against the capabilities required to successfully perform the duties and responsibilities of the role, as described in the Position Description. Use this as an opportunity to demonstrate your relevant technical and professional skills, knowledge, experience, qualifications, abilities and behavioural capabilities in relation to the requirements of the position. You may also include relevant professional achievements – and why you are proud of them.

Providing specific evidence-based examples of your past experience will show the selection panel that you understand the position requirements and that your capabilities will enable you to perform well in the role.

The **STAR model** is one of the ways that you can structure your written response to help demonstrate your capabilities, using specific examples:

- **Situation** – Describe the context and background of the project or task and your personal involvement in it. Set the scene and be as specific as possible.
- **Task** – Explain the specifics of your responsibility and what you were required to achieve and by when.
- **Action** – What did you personally do to perform the task? How did you do it?
- **Result** – What was the outcome generated by the action that you took?



The following table shows the difference between a good (STAR) evidence based response, compared to a non-evidence based response.

| Evidence Based Response   | Non- Evidence Based Response  |
|---|---|
| In my last role, I identified an area of inefficiency in our standard processes. I approached my Team Leader with my idea and worked with a colleague to design a new process. In designing the new process, we considered how it would impact on other practices in the work area. After implementing the process, we found that it significantly reduced our workload, especially during really busy periods. | <ul style="list-style-type: none"><li>• I am a really great communicator</li><li>• I have 15 years of experience in customer service roles</li><li>• In my last job we were required to prepare statistical reports</li><li>• I think that a good leader is someone who can communicate a clear vision</li><li>• If I was in a business improvement position, I would find solutions to system inefficiencies</li></ul> |

## YOUR RESUME

Your resume, or curriculum vitae (CV), should contain your contact details, be up to date and provide relevant information about your education, employment experience and achievements.

## YOUR REFEREE DETAILS

The details of two referees are required, including a current manager wherever possible. Please include their name, telephone number and email address and the nature of your professional relationship with them. Referees will be contacted if you are in contention for the role, to verify your past performance and capabilities.

## YOUR SUPPORTING DOCUMENTS

If the position has particular minimum qualifications or requirements such as a WWVP check, or driver's license, you should confirm in your application letter that you meet the requirement, and be able to produce the original documents upon your successful application for the position.

Further information is available on the Jobs ACT website.

## ASSESSING YOUR APPLICATION

The Selection Committee will determine the most appropriate method of assessment for this role. The Committee will consider a broad range of assessment methodologies and as such, you can expect to be assessed through one or more of the following techniques:

- Selection Committee panel interview including behavioural or evidence-based questioning, and/or broader discussion and engagement through “telling a story “ about you and/your experience, relative to the role;
- Practical exercises, such as:
  - Fact-finding, analysis, research activity, knowledge test;
  - Composing or developing a document, policy, brief or other technical document;
  - Scenario-based role-play, presentation, group exercise, In-Tray;
  - Experiential assessment, Physical Aptitude Test, Driving test
  - Other assessment methods

## WHAT HAPPENS NEXT?

Following the vacancy close date, all applications will be forwarded by Shared Services Recruitment to the Selection Committee, who will undertake an initial assessment of applications to develop a shortlist of applicants, who will be further assessed. Should you be shortlisted, you will be invited to further demonstrate your suitability for the role, through an interview and/or other assessment activities. All applicants will be kept informed of their application status as soon as it is practically possible.

## WHO TO CONTACT

Enquiries regarding position details or the progress of your application should be directed to the relevant Contact Officer, as provided in the job advertisement.