

Candidate Toolkit

TALENT ACQUISITION



Contents



Introduction

- 1. Candidate Toolkit – an overview 2
- 2. Your recruitment journey 3

1. Searching for job opportunities 4

- 1. DCJ Careers website and other job boards 5
- 2. Understanding roles 6

2. Applying for jobs 7

- 1. Understanding the Capability Framework 8
- 2. Tips for applying for DCJ jobs 9

3. Being assessed and selected 10

- 1. Assessment methods 11
- 2. Recruitment adjustments 12

4. Accepting an offer 13

- 1. Checks and offer 14
 - 2. Feedback 15
- 

CANDIDATE TOOLKIT – AN OVERVIEW



LEGEND:



CANDIDATE



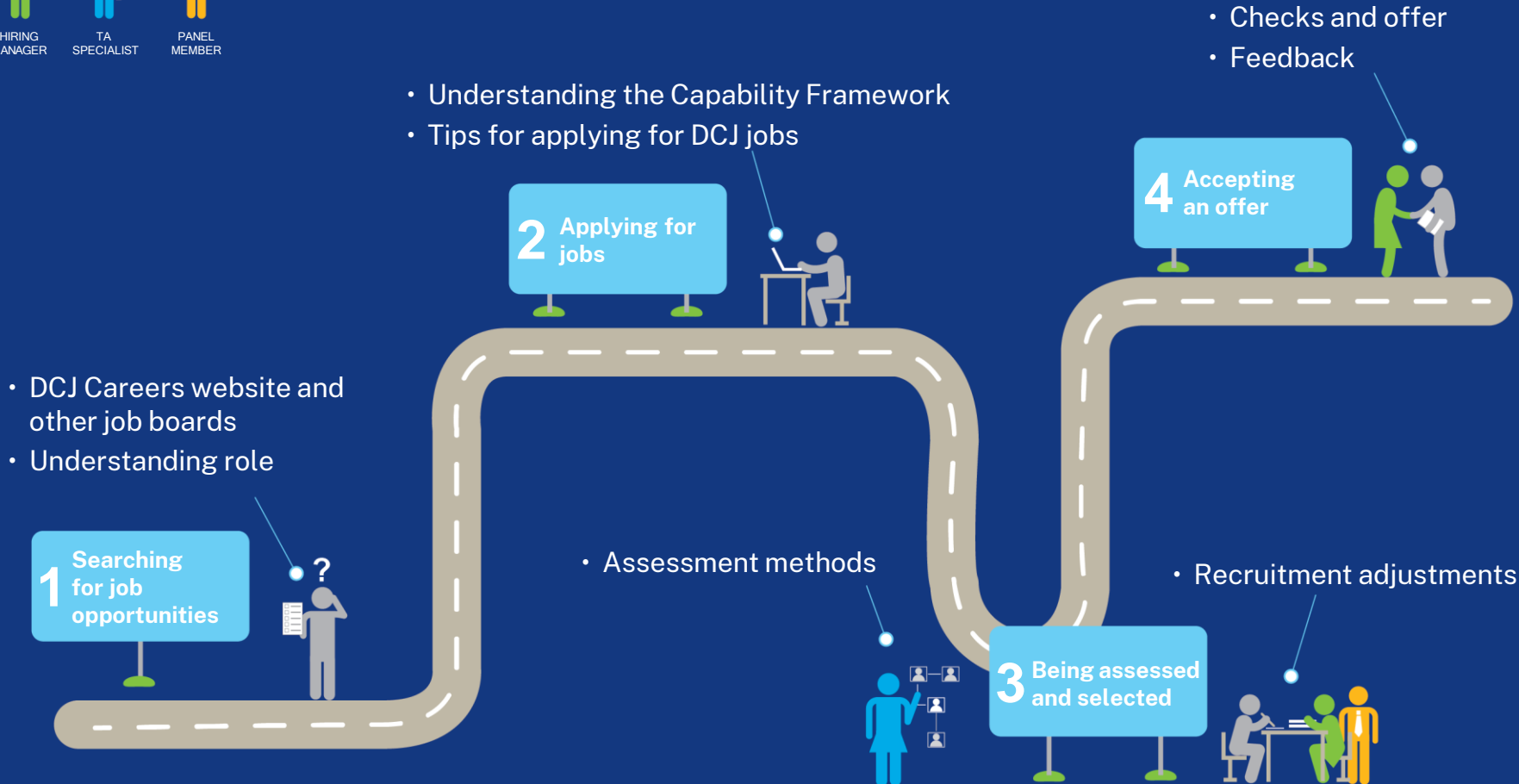
HIRING
MANAGER



TA
SPECIALIST



PANEL
MEMBER



YOUR RECRUITMENT JOURNEY



At DCJ we strive to make your recruitment journey as smooth as possible, from a simple application process to fair and equitable assessment methods and a supportive approach.

Step 1 - Applying

Once you've found a role you are interested in, that matches your skills and experience, click apply now and follow the prompts.

Step 2 - Assessment and interview

DCJ undertakes a range of capability-based assessments including interviews, group activities, computer-based exercises, assessment centres and written or presentation-based assessments. Each assessment process differs to ensure that we are assessing the capabilities required for the role that you have applied to.

Step 3 - Pre employment checks

Pre-employment checks can include reference checks, working with children checks, criminal history checks, medical assessments, as well as various other checks based on the role you are applying.

Step 4 - Offer of employment

Following clearance of your pre-employment checks, you will be issued with a formal letter of offer. After you accept the offer, the hiring manager will contact you to discuss details for your first day and ensure smooth onboarding.

Talent pool

If you have successfully passed our assessment process and are placed in a talent pool, you may be contacted for other roles which become available within that 18-month period.



1 Searching for job opportunities

1. DCJ Careers website and other job boards
2. Understanding roles



1 Searching for job opportunities

1. DCJ CAREERS WEBSITE AND OTHER JOB BOARDS

1

Searching for job opportunities

2

Applying for jobs

3

Being assessed and selected

4

Accepting an offer

DCJ Careers website

Ongoing job opportunities (that are for longer than 6 months) are advertised on the DCJ Careers website.

To apply for roles, you will need to set up a profile with an active username and password. You will only need to do this once – and can then use your profile information to apply for any roles you are interested in.

You can search for a job opportunity in a range of ways such as by job title, location, salary or work type. While searching you can save advertisements that interest you in the “job cart”, if you have logged in. You can also activate the “new job alert” function, which triggers an email to your registered email address when a newly advertised role that matches your preferences is posted.

Other job boards

You can also find DCJ job opportunities are also advertised on other job boards and media platforms such as:

- I work for NSW
- SEEK
- LinkedIn
- Australian Network on Disability (AND)
- Toozly
- Ethical Jobs
- Indeed
- Facebook
- Indigenous Employment Australia

The adverts on the above stated job boards/media platforms will redirect you to DCJ Careers website.

1 Searching for job opportunities

2. UNDERSTANDING ROLES

1

Searching for job opportunities

2

Applying for jobs

3

Being assessed and selected

4

Accepting an offer

When you find a vacancy that sounds interesting, you will need to understand the role and whether you have the required knowledge, skills and experience.

This will help you decide if you should apply and how best to complete your application.

Employment types

The employment types that a role can fall into are:

- **Ongoing** – employment that continues until the employee resigns or their employment is terminated
- **Temporary** – employment for a temporary purpose
- **Casual** - employment to carry out irregular, intermittent, short-term, urgent or other work as and when required

Role Descriptions

Role descriptions can help you understand what is expected in the role before you start the application process. At DCJ, we use capability-based role descriptions that includes:

- General background information about the role
- Duties and responsibilities that you are expected to perform
- And the knowledge, skills and capabilities that you need to perform on the job

The key information you should familiarise yourself with when reviewing a role description are:

- the focus capabilities and behavioural indicators of the role based on the Capability Framework
- purpose of the role and key accountabilities
- essential requirements such as qualifications, licence requirements etc.



2 Applying for jobs

1. Understanding the Capability Framework
2. Tips for applying for DCJ jobs



2 Applying for jobs

1. UNDERSTANDING THE CAPABILITY FRAMEWORK

1

Searching for job opportunities

The NSW Public Sector Capability Framework describes the core capabilities or knowledge, skills and abilities public sector employees require to perform their roles effectively.

2

Applying for jobs

The Capability Framework has 16 core capabilities organised into four groups:

1. Personal Attributes
2. Relationships
3. Results
4. Business Enablers

3

Being assessed and selected

There is an additional group of four People Management capabilities for people managers.

4

Accepting an offer

Each capability has five levels: foundational, intermediate, adept, advanced and highly advanced.

Roles may require different capabilities at varying levels, depending on the work the role does. The capability framework uses behavioural indicators to help explain these different levels. Behavioural indicators illustrate the degree of knowledge, skill and ability required for effective performance at each level.

The role description will state the focus capabilities at the required level, with the corresponding behavioural indicators, that you may be assessed on.

When preparing for assessment activities and Interviews, consider these focus capabilities, and particularly the behavioural indicators linked to each focus capability.

The Capability Framework - [Download a copy of the framework](#)

2 Applying for jobs

2. TIPS FOR APPLYING FOR DCJ JOBS

1

Searching for job opportunities

2

Applying for jobs

3

Being assessed and selected

4

Accepting an offer

Before you submit your application

- review the job ad to ensure you are eligible to apply – some of our roles require certain qualifications, membership of industry bodies, citizenship/permanent residency requirements
- ensure you meet the essential requirements. In instances where you are unsure if you meet the full set of requirements, we still encourage you to apply
- review the role description thoroughly for the focus capabilities that will be assessed
- if you have any specific questions related to the role, feel free to contact the hiring manager or recruiter to clarify before you submit your application.

Once you are ready to submit your application, the following are some tips

Application

Cover letter

A good cover letter is brief (usually 1-2 pages) and is specific to the job you are applying for.

Your cover letter should:

- include any specific information requested in the job ad
- address the targeted questions (if applicable)
- showcase your achievements in past jobs
- explain why you want the job
- show how your current skills are transferable
- demonstrate why you are a good fit for DCJ.

Resume

Your resume is a summary of your qualifications, experience, skills and qualities. It should be up-to-date, clear, concise (up to 5 pages), well organised and tailored to the role you are applying for.

Targeted questions

If the advert requests responses to targeted questions, these are built around the focus capabilities for the role as listed in the role description. Use STAR (situation, task, action and result) methodology to respond to the targeted questions.



3 Being assessed and selected

1. Assessment methods
2. Recruitment adjustments



3 Being assessed and selected

1. ASSESSMENT METHODS

If your application has been successful, your suitability for the role will be assessed either through **Standard Panel assessment** or **Assessment centre**.

1 Searching for job opportunities

2 Applying for jobs

3 Being assessed and selected

4 Accepting an offer

Assessment methods can vary depending on the capabilities being assessed and include:

1. **Structured Behavioural Interviews** - you will be asked a series of questions that are based on specific behaviours and related to the capability framework. Structured interviews may come in the format of an interview panel, multi-mini-interviews or culturally appropriate interview styles.
2. **Work samples tasks** – you are offered realistic examples of the type of work you will do in the role. This may come in the form of presentations, role plays, group exercises or written activities.
3. **Online ability and personality testing** - You are asked to complete an online assessment that assesses your capability in critical thinking and problem solving or your preferred ways of working.



Your responses to interview questions should be short statements based on specific examples. A good response structure could be to apply the STAR (**Situation, Task, Action, Result**) model.

The Public Sector Capability application tool can help you better prepare for interviews . To access this tool, click <https://cat.psc.nsw.gov.au/>

3 Being assessed and selected

2. RECRUITMENT ADJUSTMENTS

1

Searching for job opportunities

2

Applying for jobs

3

Being assessed and selected

4

Accepting an offer

Need an adjustment to your recruitment process?

At the Department of Communities and Justice (DCJ), we are committed to inclusive recruitment. This includes adjusting any part of the recruitment process for people with disability to remove barriers and provide equal opportunities to help you succeed and develop your career through promotion or learning.

If you think you might need to adjust how you apply, just chat to the recruiter managing the process – their contact details are on the role advertisement. Your discussion will be completely confidential and will not disadvantage you.

If you progress through the application stage, the Talent Acquisition team will contact you to explain the process and types of assessments that will be used.

They will also ask if you require any adjustments for the assessment and/or interview stages. If you're not sure, it is a good idea to discuss the assessment in more depth to help you identify what could be a barrier for you.

How we can adjust your recruitment

There are many types of adjustments. The following are just a few examples you can request:

- the physical space for the interview, for example building facilities, air-flow, lift access, good lighting or reduced noise, type of seating arrangements and the positioning of interviewer/interviewees
- being given extra time/days to complete an assessment task or interview
- an alternative to doing an interview or the selected assessment task.
- your preferred method of communication, for example phone call, email or other
- requiring an Auslan interpreter, captioning, reader, attendant or other assistance
- sound amplification devices such as hearing loops, Text Telephone (TTY) or Short Message Service (SMS), text messaging, speech recognition (speech-to-text) software
- being able to use your own laptop or assistive technology, such as screen readers, preferred screen settings or your own mouse
- providing all required information and material in alternative accessible formats



4 Accepting an offer

1. Checks and offer
2. Feedback



4 Accepting an offer

1. CHECKS AND OFFER

1

Searching for job opportunities

2

Applying for jobs

3

Being assessed and selected

4

Accepting an offer

Reference and pre-employment checks

Following assessments, preferred candidates will undergo:

- **reference checks** to verify employment and performance claims.
- **pre-employment checks** to ensure your suitability for the role.

Provisional verbal offer

Once a decision has been made and endorsed, an offer will be made to you if you are the successful candidate.

Initially, a provisional verbal offer will be made subject to satisfactory pre-employment checks.

Formal written offer

Once the pre-employment checks are cleared, a formal written offer will be forwarded to you for electronic acceptance.

The letter of offer is your DCJ contract and will confirm your:

- position title
- employment type (ongoing or temporary)
- commencement date
- grade and salary
- location of work

4 Accepting an offer

2. FEEDBACK

1

Searching for job opportunities

2

Applying for jobs

3

Being assessed and selected

4

Accepting an offer

You may request for feedback on your performance to help you with your future job applications, assessments and interviews. Feedback can be given by hiring managers to those candidates who attend assessment activities.

The feedback offered aims to:

- explain how the pre-established standards were assessed
- discuss your performance during the interview and assessments in relation to the specific requirements and capabilities of the role.
- offer suggestions for future development. This may include any additional training, qualifications, actions or services you could explore.

Prior to requesting feedback, you should conduct a self-evaluation. Replay the interview in your mind; think about the questions that were asked and how you responded to them.

- What questions did you handle particularly well?
- What questions did you struggle with?
- Did you feel confident and prepared?
- If you could change anything about the interview, what would it be?

During the discussion with the hiring manager, be open and ask for constructive feedback and make it as easy as possible for them to be candid.

Use this information to help you for your next interview. Treat each interview as a learning experience.



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