About the City of Perth

Thank you for taking the time to apply for a job with us.

The City of Perth is a statutory entity constituted under the Local Government Act 1995. Its role is to administer the affairs of the City and establish a policy framework that serves the City community. The City of Perth provides services and facilities to the broad range of people who have a stakeholder interest in the City, including residents, commercial and retail business, workers and local, national and international visitors.

City of Perth also provides essential services to the 100,000 people who use the city each day for work or as a tourist and shopping destination, in addition to playing a vital role in the development of the State’s largest and most thriving business hub.

Why come to the City of Perth?

An exciting opportunity for people wanting to make a difference in our City!

Why wouldn’t you want to come and work for the organisation that is responsible for making our City what it is today and what it will be in the future. The City of Perth is experiencing a period of growth and change making it an exciting time to work for us!

The City is currently working on the following projects:
- Northbridge Link Project
- Elizabeth Quay – Waterfront Project
- Cycle Plan 2029
- 2-way street program – Mounts Bay Road & Murray Street West End

Not to mention the great events that take place in the City each year run by the City of Perth:
- Australia Day Skyworks
- Winter Arts Festival
- School Holiday Program
- Christmas Program – including Nativity and Turning on the Christmas Lights
- Twilight Hawkers Markets
- Movie Screenings at Northbridge Piazza
- Eat Drink Perth

Take advantage of the benefits of working at the City

Working for the City also comes with some added benefits. These are just some of the benefits that may be available to employees:

A comprehensive healthy lifestyle and well being program
- Fitness subsidies
- Outdoor fitness sessions
- Neck and shoulder massages

Professional and Personal Development
- Training and development
- Study assistance – monetary and study leave
- Corporate Training workshops
Flexible Working Arrangements
• Flexible working Hours
• Flexi-time
• Rostered day off
• Agreed day off
• Working from home
• Job share arrangements
• Purchased leave
• Additional leave days

Financial Reward
• Superannuation up to 14%
• Salary sacrifice – vehicles and superannuation

Leave Entitlements
• Study leave
• Paid parental leave
• Purchased leave

Note: The benefits listed above are not available to all employees (i.e. dependant on position and requirements of the job). They are also subject to change.

Please read “A Guide to Employee Conditions & Benefits” document for more benefits and information. This is available on the City’s Website at www.perth.wa.gov.au/careers.

What the City values

It is important to ensure that the foundation moving forward is solid and that our development as an organisation has a continuous and justifiable set of underlying themes. This will ensure that our development as an organisation can be based on a culture and a set of beliefs and values that we can all embrace as a team.

The primary objectives of our organisation form the first set of underlying themes and are the three fundamental organisational objectives;

• Serving
• Leading
• Growing

* In essence these are the reasons why we exist.

In addition to the fundamental objectives, the following three cultural elements concisely describe the set of values that we hold dear, and the beliefs and aspirations as an organisation both now and into the future;

• Teamwork
• Excellence
• Pride

We expect you already operate in a way which models these values. We will look for evidence of this during the selection process.
How recruitment and selection works at the City

Our recruitment and selection process is different from the standard Government procedure and we ask that you read all the information carefully so that you are familiar with the various stages of the process.

How will the selection process work?

The Job Highlights document outlines the application requirements for the job that you are applying for. Each selection process will vary for each job that you apply for. This document will be available for download via the City’s Career Page – Career Opportunities.

After the job closes, the selection panel will assess each application against the work related requirements. Based on this assessment applicants will be contacted if they have made it to the next stage of the recruitment process.

Who will do the selection?

A selection panel is formed and are given the responsibility of recommending the most suitable applicant(s) for the job(s).

How will the selection panel make its decision?

In assessing the most suitable applicants, the selection panel will use a variety of assessment tools which may include but are not limited to the following:

- Assessment based on the addressed work related requirements
- Assessment based on your resume
- Written response to questions and your resume
- Interviews which can be face to face or via the telephone/Skype
- Psychometric testing
- Ability testing
- Practical activity
- Referee checks

How do I apply to take up this opportunity?

Once you have read the relevant Job Highlights document and other supporting information (you may find it of value to view our web site at www.perth.wa.gov.au/careers) you will need to:

Refer to the “Application Requirements” that are outlined in the Job Highlights document. The Job Highlights document will tell you exactly what you need to provide us as part of your application.

Criminal Record

The Job Highlights document will outline if you are required to provide a National Police Clearance for the position you are applying for and disclose a criminal record. If requested, a copy of a National Police Clearance should be attached to your
application and if you have a criminal record to disclose, this should be documented within your application.

A person applying for a position will NOT be automatically barred from applying (unless there is a particular requirement under the law).

A job applicant’s criminal record will be stored in a private and confidential manner and used only for the purpose for which it is intended. It will be assessed on a case-by-case basis against the inherent requirements of the work you would be required to do. A criminal record will not generally be an absolute bar to employment of a person.

**Referees**

The Job Highlights will outline the details of how many and the type of referees that you need to provide with your application.

**Please note that your referees may be contacted at various stages in the selection process. If you would like notice prior to contact with them, please outline accordingly on the application form.**

The panel will ask your referees how well they think you meet the requirements of the job. Select referees who know about your relevant skills and abilities. You should always let your referees know about the job and skills required before nominating them in your application.

**Resume**

Your resume should be current and comprehensive which highlights your most relevant experience. (Please feel free to include unpaid or other experience which you feel may be relevant)

**Suggestion:** Please view the example resume template included within our “Application Pack”.

It is our preference that your resume follows the format of the resume template, as this will help the Selection Panel in determining if you meet the work related requirements.

**Application for Advertised Vacancy form**

This document is included within our “Application Pack” or if completing your application online you will not be able to submit your application until this has been completed.

For assistance in addressing work related requirements and tips on attending interviews, please refer to our website www.perth.wa.gov.au/careers to obtain these guidance documents.
How do I lodge my application?

Via the City of Perth Careers Page
Lodging applications via the City of Perth website Career Opportunities page is preferred for the following reasons:

- It is easier for us to contact you.
- You are able to have instant confirmation that your application has been lodged.
- Supports an environmentally friendly approach by reducing paper usage.
- Storing and using information electronically is more efficient.
- Tracking large volumes of applications is streamlined.

By hand delivery or via post
Please do not submit applications in plastic folders or include original documents. All applications received become the property of City of Perth and cannot be returned to unsuccessful applicants.

All applications should be marked “Private and Confidential” and sent to the Human Resources Unit by one of the following means:

By mail: GPO Box C120, PERTH WA 6845
By hand: Ground Floor, 27 St Georges Terrace, PERTH WA
By email: careers@cityofperth.wa.gov.au

**It is your responsibility to make sure that your application is received by the City of Perth by the closing date and time stated in the advertisement.**

Progress of your application
All applications received within the closing date and time, are confirmed with an acknowledgement letter or email.

Once applications close, Human Resources will send all the applications to the selection panel for consideration. The panel will contact you directly if you have been selected to progress to the next stage of the process. The selection process can take some time and if you want to check progress of the job please telephone the contact person named in the advertisement.

Please take care to ensure that all information provided in the application is accurate and honest, as false or misleading information may result in an application’s dismissal.

What happens next?
The City of Perth has a duty of care to ensure as far as practicable to provide and maintain a working environment where employees are not exposed to hazards. To assist in achieving this goal, you will be required to attend a pre-employment medical check arranged and paid for by the City of Perth. For some roles you may be required to undertake a functional capacity assessment. The Doctor will advise if there are any medical restrictions that may need to be taken into consideration if you are appointed to the role.

Your medical records will remain strictly confidential.
Also for some positions, a police clearance will be required, particularly if you are working closely with members of the public and children. This information remains strictly confidential.

A valid driver’s licence is also mandatory for some positions.

Feedback…

The City of Perth is keen to offer both successful and unsuccessful applicants feedback on their performance during the selection process. Please telephone the contact person nominated in your final advice letter/email for feedback on your application. This information may be valuable to you for your future job opportunities.

Your final checklist

Before sending your application, please double check the Job Highlights document to ensure that you have included everything that is outlined under the “Application Requirements”.

Thank you for your time and interest!
SAMPLE RESUME

Name: 
Address: 
Phone: Mobile:

EDUCATION AND TRAINING DETAILS:

Successfully completed:
• Year 11 Secondary School
• Computer skills – 2 units – TAFE
• Introduction to MYOB
• Customer service skills workshop

I am also proficient in the use of a range of office equipment and software packages including Word and Outlook.

LICENSES:
• Driver’s Licence Class C
• Safety Awareness Training Card (White Card)

JOB GOALS:
My “ideal job” would give me the opportunity for permanent part time work which utilises my excellent administrative and people skills. However, I am also interested in pursuing full time work.

SUMMARY OF WORK ACHIEVEMENTS:

July 2009 to present: [insert Employer’s name]
I am currently working in a front line customer service role which involves both Call Centre work and reception to the executive area.
Key responsibilities:
• Handling xxx and enquiries over the telephone
• Visitor reception
• Call re-direction
• Data entry
• Administrative tasks

Achievements:
In the time I have had this role, I have quickly learnt to use new software packages, the location of the different areas I redirect calls to, XX policy and practice as well as why and how X operate. I have also established strong relationships with colleagues, internal and external clients and have built a reputation for getting things done right and on time.

February 2006 – June 2009: [insert Employer’s name]
I managed a small office in a busy specialist practice.
Key responsibilities:
• Front line customer service – face to face telephone – reception, appointments, problem solving.
• Production of reports in MS Word.
• Book-keeping – including invoicing and payment receipting, tax, PAYG and BAS, wages and superannuation.
• Management of emails using Outlook.
• Personal Assistant to the owner.
• Liaison with suppliers, other practitioners, accountant etc.
• General office duties including mail receipt and dispatch, filing, management of patient records.
Achievements:
In my four years in this position, I was successful in keeping the schedule of appointments flowing smoothly while balancing the demands of a busy office as well as fulfilling the role of personal assistant to the owner. I taught myself to use a range of software and procedures necessary to do a good job including MS Word and Outlook, taxation and other accounting requirements. I received a lot of positive feedback from patients and colleagues about the quality of my customer service and in particular my ability to resolve problems.

1980 – 2003 Worked in a range of administrative and reception positions primarily in health practices.

Key responsibilities:
- [List]

Achievements: [Insert]

REFEREES: [Insert]

SKILLS and ABILITIES:
I have developed the following skills and abilities which are readily transferrable to a wide range of positions including:

Work quality:
I work well with little or no supervision and am committed to ensure I do a good job. I am also ready, willing and able to learn new things quickly.

Problem solving: [Insert detail]

Team work: [Insert detail]

Customer Service: [Insert detail]

Organisational skills: [Insert detail]

People skills: [Insert detail]