Job Application Guide

eRecruit
Contents

Purpose
Background
   Working for Council
   Recruitment principles
   Applying for jobs at Council
Create your account
   Sign up
Managing your account
   Sign in
   Reset password
   Receiving and updating automatic job alerts
   Updating your personal details
   Uploading resume and documentation
   Deactivating your account
Applying for a position
   Searching for positions
   Apply for a position
   I want to look at my application history
      I want to withdraw an application
      I want to re-apply for a position
Council’s selection process
   Shortlisting applicants
   Interviews
   Pre-employment medical and functionality assessment
   Working with children check
   Applicant notifications
   Multiple applications
   Equal employment opportunity (EEO) and the merit principle
Frequently Asked Questions (FAQs)
   1. What is eRecruit?
   2. Why does Council use an eRecruitment tool?
   3. What is Equal Employment Opportunity? (EEO)
   4. How do I get help if the system isn’t working?
      Visit or contact one of our libraries for computer assistance
   5. I don’t have an email address what should I do?
6. Can I send my resume in so that you have it for when something suitable comes along?

7. How do I register for job alerts?

8. What if I don’t have an alert set up?

9. How soon will the job alerts be sent?

10. Can I submit a hard copy application?

11. I don’t have access to a computer – where can I submit my application?

12. How can I get help with the application process?

13. My computer skills are limited and I need assistance to apply via eRecruit, who can help me?

14. How will I know my application has been received?

15. How will I know if I’ve been selected for interview?

16. Will you tell me if I am not successful?

17. Pre-employment Screening

18. Can I submit a late application?

19. I am halfway through my application but need to go out. Can I save my work and finish the application later?

20. I can’t get past the screen I’m on – what do I do?

21. How do I attach documents to my application?

22. I have applied for a job but now realise I didn’t add one of my certificates. What can I do?

23. I have changed my mind about applying for a job, how do I delete my application?

24. Who will see my application? Is it confidential?

25. The job advertisement has a closing date but what is the closing time?

26. I no longer wish to use the Council’s eRecruit system, what do I do?
**Purpose**

The purpose of this document is to provide a guide to applicants on how to apply for a position using Bega Valley Shire Council’s electronic recruitment (e-Recruit) system.

It is a tool that enables a prospective applicant the opportunity to guide their way through the application process at any time.

**Background**

**Working for Council**

The Bega Valley is a community that works together achieving a balance between quality of life, enterprising business, sustainable development and conservation of the environment.

Bega Valley Shire Council currently employs over 320 staff in many professional, para-professional and vocational occupations. Working at the Bega Valley Shire Council provides an opportunity for you to not only extend yourself in a challenging, vibrant and professional environment but to add value to the Community. Flexible working conditions, the capacity to further your qualifications and a supportive work environment are just a few things that we provide in order for you to have a long, rewarding and beneficial relationship with us as an employee.

This is your chance to work in an environment that is both diverse, professionally challenging and rewarding. Bega Valley Shire Council is an equal opportunity employer.

**Recruitment principles**

Bega Valley Shire Council is committed to merit-based recruitment and selection processes that ensure fair and equitable treatment for all. Council is also focussed on maintaining a suitable, skilled and diverse workforce capable of achieving Council’s corporate and operational objectives.

When determining the suitability of applicants, amongst other matters, the selection panel will consider the qualifications, skills and relevant experience of each applicant based on the selection criteria identified in the Position Description in addition to the cultural fit of the applicant consistent with Council’s values.

A merit-based recruitment and selection process involves a range of activities designed to ensure:

- Fair and open competition,
- A systematic and consistent process,
- Processes that do not unfairly discriminate at any stage,
- Skilled and impartial selection panels, and
- Assessment criteria that reflect the actual and realistic requirements of the position.
Applying for jobs at Council

Bega Valley Shire Council utilises eRecruit, a web based self-service system which allows people to apply for Council jobs online, 24 hours a day, 365 days a year, from anywhere, using a range of electronic mobile devices.

Through the system you can review current vacancies, set up job alerts, manage your applications and maintain a personal profile.

Each position advertised in eRecruit includes a Position Description and specific contact details for the job so you can be assured of knowing you have all the information you need in order to complete a compliant application.

Bega Valley Shire Council will only accept job applications submitted through eRecruit. Applications and resumes received via email, over the counter or post will not be considered.

This User Guide is designed to assist applicants with navigating the eRecruit system.
Create your account

Sign up
You don’t need to sign up to use eRecruit to search for vacant positions; however, you need to sign up to apply for positions and receive job updates via email. You will need to sign into the system in order to see internally advertised vacant positions.

1. Select ‘Sign up’ under the Bega Valley Shire Council banner.

2. Select the ‘Registration’ page, this will now open.
   Please note fields marked with a red asterisk * must be completed.

3. Select ‘Create account’ when you are done.

Registration

<table>
<thead>
<tr>
<th>Personal Details</th>
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<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Given Name</td>
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<tr>
<td>Surname</td>
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<table>
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<tr>
<th>Employment Details</th>
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<tr>
<td>Are you a current employee of Bega Valley Shire Council?</td>
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<table>
<thead>
<tr>
<th>Sign-in Details</th>
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<tbody>
<tr>
<td>Username</td>
</tr>
<tr>
<td>Password</td>
</tr>
<tr>
<td>Confirm Password</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>Confirm Email</td>
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</tbody>
</table>

4. The following account registration message will then display and a registration email will be sent to your nominated account.
5. When you receive the registration to your nominated email, click on the link to display the following Account Activation form.

6. Set your notification preferences at the bottom of the form and then select ‘Continue’.

7. Your account will now be activated allowing you to sign-in and apply for positions.
Managing your account

Sign in

Once you have signed up and activated your account you can start using eRecruit for job searches and applications, resume upload, as well as maintaining of your account preferences. If you have not yet signed up, go to the section of this guide titled ‘Signing up to use eRecruit for the first time’.

To sign-in go to Council’s recruitment page and select sign-in, a form will then prompt you for your username and password.

Reset password

If you forget your password you can request a reset by clicking the ‘Forgotten password or username?’ link in the ‘Member Sign In’ screen shown above.

You will then see the message below and will receive an email with instructions for resetting your password.

Forgotten Password / Username

Thank you.

If the email address you entered is registered, you will receive an email with your username and instructions on how to reset your password.
1. Go to the password reset email sent to you by eRecruit and click the activation link, the eRecruit **Change Password** screen will display.

**Change Password**

- Please complete the following details to change your password.

<table>
<thead>
<tr>
<th>Change Password</th>
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</thead>
<tbody>
<tr>
<td>* New password</td>
</tr>
<tr>
<td>* Confirm password</td>
</tr>
</tbody>
</table>

2. Type your new password in the **New password** field, and then confirm your new password by typing it in again into the **Confirm password** field.

**Please note** - Your password must be between 8 and 20 characters long, and include at least one uppercase letter, one lowercase letter and one number.

3. Click **Continue**. A confirmation message displays on the screen.

**Receiving and updating automatic job alerts**

eRecruit gives you the option of receiving system-generated emails with the latest position vacancies in categories that interest you.

1. Sign in to eRecruit and select the ‘My Profile’ menu item.

2. Select the **Account Settings / Employment Preferences** item shown below.
**Email Alerts** area, select the employment categories that interest you, or clear the check boxes if you have a selection that no longer interests you.

3. Click **Save**. A message confirms your new settings are saved.

### Updating your personal details

When you sign up to use eRecruit you add just enough information to set up an account. Now that you have an account set up, you can add to or change the following details in your personal profile:

- Your profile photo.
- Personal information, including your address and phone numbers.
- Your sign in information, including your email address, your user name and your password.
- Your emergency contact details.
- Other options in the personal profile area are:
  - Viewing application history.
  - Uploading a resume.
  - Deactivating your account.

1. Sign in to eRecruit and select the **My Profile** menu item.

2. You will then have the opportunity to:
   - Add a photo
   - Update your sign-in information
   - Update your personal information
• Register any licences or certificates that you hold
• Add or change your emergency contact details

Uploading resume and documentation

While you will upload your resume when you apply for a job, you can upload your resume, or any other relevant documents, at any time after you have activated your account.\

1. Sign in to eRecruit and select the **My Profile** menu item.

2. Select the **My Documents** item shown below

<table>
<thead>
<tr>
<th>My Profile</th>
<th>Out Of Office</th>
<th>My Application History</th>
<th>My Documents</th>
<th>My References</th>
<th>My Correspondence</th>
<th>Account Settings / Employment Preferences</th>
</tr>
</thead>
</table>

3. You will then have the ability to load documents of various types as shown below. The bin icon located alongside documents will allow you to delete documents that you no longer want to store in eRecruit.
Deactivating your account

When you no longer need to use eRecruit you can use the following procedure to deactivate your account. When you deactivate your account, any existing applications you have made through the system are still considered; however, you will no longer be able to access the system.

1. Sign in to eRecruit and select the ‘My Profile’ menu item.

2. Select the **Account Settings / Employment Preferences** item shown below

3. Select **Deactivate Account** at the bottom of the form then click **OK** on the confirmation message that appears.
4. Deselect any Email Alerts selected in the list, Click Save

You are automatically signed out and the Search Vacancies screen appears. To use system features other than Search you will need to sign up again. If you do sign up again, you will need to choose a different user name.
Applying for a position

Searching for positions

The eRecruit Search Jobs option allows you to find all vacant positions at Council by entering details into the search box, browsing all vacancies or by conducting an Advanced Search.

Search Vacancies

The Advanced Search option allows you to apply the following search filters:

- Entity – select a Council department to search against
- Categories – select an employment category to search against
- Employment Status – select an employment type to search against
- Posted – select the timeframe for position advertising to search against

Search Vacancies

Once you have a list of vacancies just select the item of interest to see the position details. Select the Apply Now button if you want to proceed with an application.
Completing your job application is simply a matter of stepping through a series of online forms. You will be required to:

1. **Confirm your personal details** – note that these entries will be pre-populated where possible from your personal profile information stored in eRecruit.
2. **Attach supporting documents** – you are encouraged to attach documents that will assist in the assessment of your application, these may include:
   - Resume (mandatory) - if you have loaded a resume into your eRecruit profile then it will automatically be added to your application. You can replace this document with a different version if you wish. Your resume should contain:
     - Academic qualifications;
     - Training certificates and licences
     - Summary of your previous employment, including positions held, period of employment and a brief description of duties performed.
3. **Overseas Qualifications** - If you have qualifications from overseas you are encouraged to attach a copy of an assessment of your qualifications by the Australian Education International - National Office of Overseas Skills Recognition (AFI-NOOSR) to your application. This assessment provides advice on the educational level of an overseas qualification compared to the educational level of an Australian qualification on the Australian Qualifications Framework (AQF). You can obtain more information about this assessment service by checking the website at [www.aei.gov.au](http://www.aei.gov.au) or by phoning 1300 363 079 or 1300 363 079.
4. **Enter referee details** - If you have loaded referee details into your eRecruit profile then they will automatically be added to your application. You can include additional referees or remove pre-populated referees when creating your application. You will need to provide the names, position titles and contact details of at least two referees who have direct knowledge of your capacity to perform the duties outlined in the position description.

5. **Respond to the Selection Criteria** – this is a critical part of all job applications with Council. As an applicant it is your responsibility to demonstrate to the selection panel how you meet the selection criteria. Your application may be one of many the panel has to review, so you need to make your responses clear, concise and relevant to the criteria identified. It is not usually necessary to include samples of work or lengthy descriptions of projects you have undertaken with your application. These may however, be taken to the interview if you believe they would enhance your application.

**Important Note:** Applicants who do not meet the essential criteria will not be interviewed.

6. **Make Declarations** – You will be asked to make declarations in relation to a range of criteria that are important to Council. It is essential that your declarations are truthful and complete. Detection of false declarations is likely to result in the elimination of candidates from the recruitment process. A false declaration detected after the commencement of employment may result in dismissal from Council.

When completing your application you should not;

- Be long winded or ‘pad’ your application with irrelevant information
- Overstate your case

**Things to note about the eRecruit system;**

- You can progressively complete your application in different sessions. Just make sure that you select **Next** at the bottom of the current form to ensure that the content is saved before you exit the application.
- You can return to previously completed web pages in your application by selecting the **Previous** button at the bottom of the application form
- If your login has been idle for about 15 minutes the system will automatically log you out of eRecruit. If this happens just login again.

*Applications will be automatically acknowledged by the eRecruit system on their receipt. If you are shortlisted for an interview you will be contacted by telephone/email to arrange an interview. If you have not been contacted within 6-8 weeks of the closing date please assume that your application has not been successful.*

**I want to look at my application history**

You can review your application history in eRecruit, sign-in then select **My Profile** at the top of the screen
You can then select **My Application History** to display all applications that you have created, including those that are yet to be completed. You can now elect to View or Complete an application depending on its status.

From here you can check all of your current details and application history. If a position has reached its close date then you will only be able to View an associated incomplete application.

<table>
<thead>
<tr>
<th>Ref#</th>
<th>Position Title</th>
<th>Status</th>
<th>Last Updated</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>10054</td>
<td>Process Improvement Analyst</td>
<td>InComplete</td>
<td>07/07/2016</td>
<td>Complete Go</td>
</tr>
<tr>
<td>10063</td>
<td>Process Improvement Analyst (Closed)</td>
<td>InComplete</td>
<td>01/09/2015</td>
<td>View Go</td>
</tr>
<tr>
<td>10015</td>
<td>Accounts Officer (Applications Closed)</td>
<td>InComplete</td>
<td>18/08/2015</td>
<td>View Go</td>
</tr>
</tbody>
</table>

**I want to withdraw an application**

From the **My Application History** screen you will have the option to withdraw an application by clicking on the **Withdraw** option next to the related application, then click Go.

**I want to re-apply for a position**

From the **My Application History** screen you will have the option to reapply for a position by clicking on the **Re-apply** option next to the related application, then click Go. To amend this renewed application click **Next**, make amendments, then click **Submit Application**.

**Council’s selection process**

**Shortlisting applicants**

After the advertised closing date a Selection Panel will consider all applications in accordance with the selection criteria and mandatory requirements, as outlined in the Position Description. The panel will then form a **short-list** of applicants to be interviewed.
Interviews
Council aims to give all applicants called for an interview at least three (3) days notice. You will be contacted by telephone or email to organise an interview date/time and location of the interview. You will be advised if you are required to provide any documentation to support the claims in your application. You will also be informed about practical skill tests or knowledge based exercises that you may be required to undertake (eg: computer skills testing).
You should advise Council at this stage of any special requirements that need to be accommodated for the interview to successfully take place.

Pre-employment medical and functionality assessment
Council requires pre-employment medical assessments before any appointment is confirmed. These assessments are designed to ascertain whether candidates are physically able to carry out the functions of the position. They are also intended to provide a baseline for any physical conditions that the candidate has prior to joining Council. A drug screening test will also need to be undertaken if the position involves the operation of plant or machinery.
The pre-employment medical will usually be performed by Council's nominated doctor at Council's expense.

Working with children check
Where a position has been identified as a child-related position, a Working with Children Check must be applied for and cleared before commencing employment.

Applicant notifications
Once the interviews have been completed, all interviewed applicants will be advised by telephone and written notification of the outcome. This usually occurs within two weeks of interviews being completed.

Multiple applications
If you are applying for more than one position with Council you will need to submit a separate application for each position as each position will generally have different Selection Criteria.
Previous applications will not be considered when positions are re-advertised. Candidates wishing to resubmit an application should consider any feedback provided to them by the Selection Panel prior to making a fresh submission.

Equal employment opportunity (EEO) and the merit principle
Council is an equal opportunity employer. The principles of EEO are intended to ensure that all present or potential employees are treated equitably and fairly, regardless of race; age; sex; marital status; religion; political beliefs; sexuality or disability.
The following factors are considered when determining the merit of candidates;
- the nature of the duties to be performed,
- skills and qualifications,
- experience in related appointments, and
• personal qualities that are relevant to the performance of those duties.
Frequently Asked Questions (FAQs)

1. **What is eRecruit?**
   
eRecruit is a best practice software solution that supports the entire recruitment lifecycle.

2. **Why does Council use an eRecruitment tool?**
   
eRecruit offers significant benefits to Council including faster processing times, immediate access to applications, reduced risk of error, improved security of personal information, and the ability to manage processes online which means we are reducing our environmental footprint.

   There are also significant benefits for applicants:

   - You have the ability to apply online 24 hours a day, 365 days a year using a range of electronic and mobile devices.
   - You can log in and see all the jobs you’ve applied for.
   - You can source and share jobs using social media sites such as LinkedIn, Facebook and Twitter.
   - You can set up alerts to notify you when jobs you are interested in are advertised.
   - You can register for ‘job alerts’ so you know when one of our vacancies is advertised.

   
Council is an equal opportunity employer. The principles of EEO are intended to ensure that all present or potential employees are treated equitably and fairly, regardless of race; age; sex; marital status; religion; political beliefs; sexuality or disability.

   The following factors are considered when determining the merit of candidates:

   - The nature of the duties to be performed,
   - Skills and qualifications,
   - Experience in related appointments, and
   - Personal qualities that are relevant to the performance of those duties.

4. **How do I get help if the system isn’t working?**
   
1. Reading this Job Application Guide.
2. Viewing the demonstration video’s on
   a. Creating an eRecruit Account
   b. How to Apply
3. Viewing our FAQ Guide
4. Contacting Employee Support Services on 02 6499 2222
Visit or contact one of our libraries for computer assistance

- Do you need access to a computer?
- Do you need some help on how to use a computer?

If so please visit or contact one of our Libraries for assistance:
Library Services locations, opening hours and contact details

5. I don’t have an email address what should I do?

To sign up to eRecruit and to register for job alerts you will need a secure email address. Free email accounts are available to the public through various service providers including Gmail, Hotmail and Yahoo. You will need to establish your new email account before you can register in eRecruit.

6. Can I send my resume in so that you have it for when something suitable comes along?

At the moment, Council doesn’t hold resumes in anticipation of positions being advertised. By registering for an eRecruit job alert you will immediately receive an email when a vacancy has been advertised that matches your eRecruit profile. Council only considers applications that are received via the eRecruit system.

7. How do I register for job alerts?

When you click APPLY NOW, you will see the words ‘Sign up’ under the Bega Valley Shire Council banner. Double click on these words and the ‘Registration’ page will open. Enter the required data in the fields. All fields marked with a red asterisk must be completed. Click on ‘Create account’.

You will receive an email from no-reply@mercury.com.au asking you to activate your account. Click on this link. A page will open titled ‘Account activation’ Go to the heading ‘Email alerts’ and choose the job types that you would like to know about if a job becomes vacant. Click on, ‘Continue’.

For more information, view the job application guide.

8. What if I don’t have an alert set up?

If you don’t have an alert set up, it’s simply a matter of finding a suitable job and following the link in order to apply. This will open an application process for you to complete and submit online.
You can also view our Job Application Guide.
9. How soon will the job alerts be sent?

As soon as a job that relates to one of your preferred job categories is advertised an email will be sent to you. The email will contain a link that will take you directly to the job vacancy so that you can apply if you wish to.

Simply click on the 'Apply Now' button at the bottom of the page and follow the instructions. All fields marked with a red asterisk must be completed.

10. Can I submit a hard copy application?

Bega Valley Shire Council no longer accepts applications that are not submitted via the e-Recruitment system.

11. I don’t have access to a computer – where can I submit my application?

Bega Valley Shire Council libraries have public access computers with internet access and staff ready to assist with computer usage. For library locations and open times, please visit the Libraries link on our main careers page.

It is advisable to book in advance to avoid disappointment if all facilities are fully utilised. Or you can call Council’s Contact Centre on (02) 6499 2222.

12. How can I get help with the application process?

Council’s Job Application Guide and our demonstration videos are the primary resources for assisting prospective candidates with the application process.

You can contact our Employee Support Services team on (02) 6499 2222 between the hours of 8.30 am and 4.00pm (EST).

13. My computer skills are limited and I need assistance to apply via eRecruit, who can help me?

You can ask a friend or family member for help or alternatively all Bega Valley Shire Council Libraries have public access computers with internet and staff able to assist with how to use a computer. Follow the link on our main Careers Page to view our Library locations and open times.

14. How will I know my application has been received?

Applicants shortlisted for an interview will be contacted via email / phone call to set up the interview arrangements.
15. How will I know if I've been selected for interview?

Applicants shortlisted for an interview will be contacted via email / phone call to set up the interview arrangements.

16. Will you tell me if I am not successful?

Applicants are notified at various milestones in the recruitment process – E.g. if you are invited to attend an interview, if you are unsuccessful, if you make it through to the pre-employment check stage or when we would like to make an offer.

17. Pre-employment Screening

Where you are invited to meet with us for an interview, you may be asked to participate in pre-employment screening processes as part of the selection process. These may include:

- Pre-employment medical (at Council’s expense). Please note, this will include a functional assessment only however, where applicable may include immunisation screening, hearing and skin checks.

- Work history reference checks.

- Verification of working with children check and/or national criminal history check numbers (where applicable).

- Skills testing (where applicable).

- Checking authenticity of certificates and qualifications.

- Any other applicable screening relevant to the role.

Please note that an invitation to attend a medical assessment is not to be perceived as a guarantee of an offer for employment.

18. Can I submit a late application?

Once a job has closed it is not possible for an applicant to address the selection criteria on line. Therefore we will no longer be accepting late applications. We recommend that you subscribe to our job alerts, to ensure you receive notification as soon as any new jobs are published, to give you plenty of time to apply before the closing date.

19. I am half way through my application but need to go out. Can I save my work and finish the application later?

At any stage of the application, after you have entered your address details, you will be able to save the information you have entered.
1. Simply click on the ‘Save and exit’ button to save.
2. When you are ready to resume your application, sign in to your account and simply click on ‘My Profile’ then click on ‘My application history’. This will bring up a screen that shows all the jobs you have applied for and their status.

Simply find the one you need to complete (its status will be ‘Incomplete’), click on ‘Go’ next to the drop down box containing the word ‘Complete’ and continue your application.

20. I can’t get past the screen I’m on – what do I do?

This may be because you have completed one or more of the mandatory fields, identified by a red asterisk (*). You must provide a response to these questions before you can, proceed to next screen.

21. How do I attach documents to my application?

The eRecruit application workflow includes a step for attaching supporting documents such as your resume, education qualifications and licences. Make sure that the file you want to attach is not too big.

- The file should be less than 2mb. Make sure the file is in an acceptable format.
- The e-recruitment system accepts Microsoft Word (.doc or .docx) or Adobe Acrobat (PDF) files.
- The document name should only include up to 15 characters and can only contain letters (A-Z) and numbers (0-9).

22. I have applied for a job but now realise I didn’t add one of my certificates. What can I do?

You can update your application any time before the job advertisement closes.

1. Click on ‘My profile’
2. In the left hand navigation, click on ‘My application history’.
3. In the ‘Action’ list select ‘Update’ next to the application you wish to change,
4. Click ‘Go’.

Your application will be updated. If you gain a Licence or Qualification relevant to the position you have applied for after the position has closed you will need to call the contact for the position and advise them of any changes to your application.

23. I have changed my mind about applying for a job, how do I delete my application?

1. Click on ‘My profile’,
2. In the left hand navigation, click on ‘My application history’
3. In the ‘Action’ list select ‘Withdraw’
4. Click on ‘Go’.

You will receive an email confirming that you have withdrawn your application.
24. Who will see my application? Is it confidential?

Your application or registration will be treated with the utmost respect and confidentiality. The only person(s) to see your details will be members of our recruitment team, the Recruitment Coordinator and the selection panel members involved in the vacancy you have applied for. In line with the Australian Privacy Principles, all details entered into the system are confidential and cannot be accessed by unauthorised people.

All Bega Valley Shire Council employees commit to protecting personal information through our Code of Conduct and Information Management and Information Privacy procedures.

25. The job advertisement has a closing date but what is the closing time?

All job advertisements close at 5.00 pm (Australia Eastern Standard Time) on the date indicated.

26. I no longer wish to use the Council’s eRecruit system, what do I do?

1. Sign into your account
2. Click on ‘My profile’
3. In the left hand navigation click ‘Account settings’,
4. Deselect any email alerts that you have from the list and then click ‘Save’
5. Click on ‘Deactivate account’.

You will be automatically signed out and the ‘Search vacancies’ screen will appear. Should you wish to apply for a job in the future you will need to sign up again as a different user.