

# CAMPBELL PAGE

• COMMUNITY • EMPLOYMENT • OPPORTUNITY •

## Job Seeker Resource Kit

**BE** THE BEST  
YOU CAN BE.

# WHAT YOU WILL FIND IN THIS KIT

Finding a job can be hard work. At Campbell Page we want to make the process easier for you, and give you a future to smile about.

The following Job Seeker Resource Kit is a collection of tips, tricks and resources to assist you in getting employed and staying employed.

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# IDENTIFY YOUR SKILLS

The first step to a successful job search is to know what your skills are and how they will benefit your future employer.

## Identify your skills

- Write down all the tasks you have completed in previous jobs, projects, classes, etc.
- List skills you have used to perform each of those tasks.

These are the skills you can write on your resumé.

Review job descriptions to match your skills to interesting jobs. Good places to find these descriptions are job search websites such as *Career One* or *Seek*.

## Transferable skills

Transferable skills are *skills that can be transferred from one job or career field to another*. For example, customer service skills can be used in any job or career field in which you interact with customers.

Many employers assume that if you are able to use a particular skill at one job, you should be able to use that same skill in another job and even in a new career field.

Transferrable skills can be acquired through jobs, volunteer work, internships, classes, and projects.

They are helpful if you are:

- Looking to change careers or change industries
- Re-entering the workforce
- Planning to make a transition from school to work or vice versa
- Addressing any gaps in your resumé
- Highlighting additional skills

Some examples of transferable skills are:

- Attention to detail
- Time management skills
- Presentation and communication skills
- Handling complaints
- Decision making
- Organising events and meetings
- Managing projects or people

## Career advice

There are a number of online vocational tests that can give you information on jobs or careers that match your strengths and interests. Here are a few:

- Career Magnifier ([http://careerplanning.about.com/od/careerchoicechan/a/trans\\_skills\\_ex.htm](http://careerplanning.about.com/od/careerchoicechan/a/trans_skills_ex.htm))
- Career Builder (<http://www.careerbuilder.com/>)
- Groper (<http://www.groper.com.au/career-test>)
- Sydney Career Coaching (<http://www.sydneycareercoaching.com.au/>)



### Campbell Page staff tips

- How to define your transferrable skills (<http://career-advice.careerone.com.au/resume-cover-letter/resume-writing/resumes-how-to-define-your-transferable-skills-20090520/article.aspx>)
- Identify your transferable skills by filling in the details. You will be amazed at the amount of transferable skills you have ([http://careerplanning.about.com/od/careerchoicechan/a/trans\\_skills\\_ex.htm](http://careerplanning.about.com/od/careerchoicechan/a/trans_skills_ex.htm))



# YOUR RÉSUMÉ

A good résumé markets **who you are, what you have to offer and how you add value**. It highlights your education, skills, employment history, responsibilities and achievements. A good résumé, combined with other application requirements, (e.g. Online application forms, key selection criteria and cover letters) can increase your chances of getting an interview.

Please note that a *curriculum vita (CV)* is an alternative name for a résumé, traditionally used by academics.

## What You Should Include in Your Résumé

- Your contact information
- Career summary
- Employment / Work history / Experience
- Education and other qualifications
- Referees

## What You May Like to Include in Your Résumé

- Key skills / major capabilities summary
- Professional memberships
- Voluntary work
- Interests
- Publications

## Résumé Formats

There are two main types of résumé:

### 1. Reverse Chronological Résumé

The Reverse Chronological résumé Lists your work history in order by date, starting with your latest position, highlighting a solid work history.

Choose the reverse chronological résumé if:

- You have a solid work history with limited or no gaps in employment
- Your most recent job is related to the job you are seeking
- Most or all of your experience is in the same career field as the current one you are seeking.

### 2. Functional or Skills Based Résumé

The Functional or Skills Based Résumé lists your skills and abilities, highlighting transferable skills and experience.

Choose a functional or skills based résumé if you:

- Have gaps in your employment, for example have had time off for illness
- Are a school leaver or have not worked at all
- Have not worked for a while
- Are changing career direction.

Always select the résumé format that will **EMPHASISE YOUR STRENGTHS**.



## How to Write Your Résumé

When you meet with your employment consultant they will help you write a great résumé. Here are some links to some extra information to help you get started:

- JobAccess(<http://www.jobaccess.gov.au/employees-jobseekers/getting-work/how-apply-job>)
- Seek (<http://www.seek.com.au/career-advice/resume-cv>)
- CareerOne (<http://www.careerone.com.au/>)

## Résumé Templates

Résumé templates are the easiest way to build a résumé and are particularly handy when you have minimal or no typing skills and/or knowledge of Microsoft Word.

You can download résumé templates here:

- JobAccess
- CareerOne
- Microsoft Office
- Youth Central

## Campbell Page Staff Tips

- The aim of a résumé is to **show the employer that you have what they are looking for.**
- Use the **STAR Technique** to write your skills based section.
- Make sure your contact details are **up-to-date and professional.** If you have an unprofessional voicemail message, you might want change it while you are looking for work. Likewise, if your email is unprofessional (luv\_baybee02\_<3@hotmail.com) it's a good idea to open a new account with your first and last name (e.g. [John.Smith10@gmail.com](mailto:John.Smith10@gmail.com)).



## FINDING A JOB

Online job search engines and custom alerts, as well as social media, can be useful tools for your job search.

The biggest and most popular Australian job search websites are:

- <https://jobsearch.gov.au/> which is the Australian Government's job website.
- [www.seek.com.au](http://www.seek.com.au) Seek is Australia's biggest job website and has over 100,000 jobs advertised online on any given day. You can create a Seek Profile which is helpful when employers search the Seek database for suitable candidates.
- [www.careerone.com.au](http://www.careerone.com.au) is another popular website where you can download your résumé to allow the job search engine match you to suitable positions.
- <http://mycareer.com.au/> My Career has job advertisements and loads of useful information about working in Australia including analysis of Australian salaries. The site is updated weekly.
- [www.bluecollar.com.au](http://www.bluecollar.com.au) has jobs in the technical, trade and service sectors.

### Register online with employers

You can register online with many national companies who often have jobs available.

Here are a few of Australia's major employers:

- Woolworths
- Coles
- Telstra
- Spotless
- Commonwealth Bank
- SunCorp
- Toll
- Origin Energy
- Amcor
- Metcash

### LinkedIn

LinkedIn is an online social network designed to help people from numerous professional backgrounds network with potential employers and work colleagues. It is a great marketing and networking tool for jobseekers.

LinkedIn allows you to:

- Connect with other people in your field of work, for example previous work colleagues.
- Search for jobs
- Connect with companies you are interested in and gain some valuable information before sending in a job application.

### Online profiles

Your online job search and LinkedIn profiles should:

- Be professional
  - Have an up-to-date image
  - Have accurate and precise information on your skills and experience
- Remember to pay special attention to spelling and grammar.*



## COLD CALLING FOR JOBS

Cold canvassing is a tried and tested method of finding a job. However, it takes a lot of confidence to walk into a business and sell yourself successfully.

It's ok to feel awkward the first couple of times you cold canvas for work, but as your confidence builds you will find it easier.

### Don't be afraid of rejection it's part of cold canvassing

70% of the job market is hidden, they may need someone just haven't advertised it. You might just walk in or ring at the right time!

Employers will be impressed by your enthusiasm and effort to obtain work. They will relate this to your work ethic.

If the employer has time you can quickly go over your resume and stamp out any assumptions they may make about you.

You will create a stronger relationship with the employer compared with phone/email canvassing, as our brains remember faces better than voices and text. However, if time does not permit for cold calling in person, then canvassing with phone/email can provide results – you have to sound positive and engage the employer from the beginning.

### Campbell Page staff tips

- Always **ask for the manager** – they make the decisions not the workers.
- Dress in business attire – it's important you make a **good first impression**.
- Have a well written resume prepared
- Identify any concerns the employer may have. For example, if you have gaps in employment let them know you were just travelling overseas, instead of letting the employers make other assumptions.
- **Be polite** and accept they may be having a bad day or be busy. If they're busy just leave your resume and give them a follow up call in a few days' time.
- **Don't oversell yourself** as you may come across as being over confident. As the saying goes..... *"Less is often best"*.
- Try not to leave the business without some sort of information that will get you closer to getting work. Ask questions like: "Do you know of anyone looking for staff?" or "Do you have any positions that may be coming up?"
- Take their business card. This will allow you to have the manager's name and contact details.
- **Always follow up** – this step is often forgotten about but is imperative to your cold canvassing success. However be sure not to follow up too often as you may annoy the potential employer. The best way to follow up is with a phone call, remind them about your meeting and see if they have had time to read your resume. Lastly – be confident! You might get a YES!



# INTERVIEW TIPS

We have collected some handy Campbell Page staff tips for a great interview.

## BEFORE THE INTERVIEW -

### Practise selling yourself

- Think about your top five strengths, weaknesses and accomplishments.
- Familiarise yourself with the types of interview questions the employer may ask you. You can find lists of possible questions online, for example Career FAQs or borrow an interview book from your local library.
- Write down your answers to these questions and then practise saying them out-loud – preferably with a friend or family member.

### Find out about the employer

- Take time to learn about the company.
- Visit their website, read recent news articles on the company and the industry.
- Search LinkedIn to see if you have any connections to people who work within the company. Employers love that you have taken the time to find out about the company – you are showing an active interest!

### Dress for success

- Dressing for success will not only give a great first impression, but will also bolster your confidence during the interview.
- Dress more conservatively, at least for the first interview so that you can gauge the type of working environment that your prospective role will be in.
- Wear clean and tidy clothes- people often make subconscious judgments based on appearances.
- For information on how to dress for interviews see CareerOne.

### Leave plenty of time for travel

- Regardless of whether you plan to go by public transport or car, take some time before the interview to assess how long it will take you to get there.
- Plan alternate routes in case of an emergency – you never know what obstacles you might face on the day.

### Be prepared

- Bring copies of your résumé. To be safe, make sure you also have a photo ID, a copy of the job description and pens and paper, just in case.

## DURING THE INTERVIEW

### Smile

- Every second counts in an interview – even before you meet your potential employer.
- Be friendly and positive (even if this is not something that comes naturally to you).



### **Be confident**

- Appear friendly and outgoing, and make sure you have a firm, confident handshake.
- You can project confidence by maintaining eye contact at all times.
- Sound enthusiastic so that it demonstrates your interest and enthusiasm for the job.
- Researching the company, the role and your interviewer before your interview will help you remain calm and confident during the interview.
- Body language provides unconscious messages to your future employer and you can use it to your advantage.

### **Ask questions**

- Where possible, ask questions about the role to show your interest.
- Asking questions is a great way for the potential employer to get to know you and for you to gain some valuable information about the position.
- You may want to find out:
  - If the company invests in training for its staff, and if so, is it internal learning development or offsite?
  - What opportunities are there for career advancement and development if you are successful?
  - What the team culture is like and how many people you would be working with on a day to day basis?

### **Connect the dots**

- Outline your skills and experience from previous positions and then demonstrate how this experience can relate to the roles and responsibilities for the new job.
- In your answers, it is important to show not only that you have completed the required task, but also how you displayed initiative by going “above and beyond” what was required.
- For example, perhaps you helped to solve a customer complaint, but what else did you do on top of this which benefited the company? Did you help train a fellow employee, or do something that created extra revenue, or save expenses etc. – be specific with the amounts and how you accomplished that goal.

### **Remain positive**

- Remain positive or neutral when asked about previous jobs, managers or co-workers. Negative comments could reflect badly on you and give the hiring manager a false or negative impression of you.
- If you are asked directly why you have chosen to leave your previous employer, consider citing factors such as wanting a new career path, or better training and career opportunities.

### **Wrapping up**

- Clearly state your interest and ask about next steps.
- It never hurts to say that you are definitely interested in the position and would like to know when the next step will take place.
- Don't go overboard – make it simple. It just shows that you are definitely interested!



**Links recommended by Campbell Page Staff**

- <http://www.kellyservices.com.au/au/careers/my-career-centre/job-interview-questions-and-interview-tips/#.VyGMRdR96Um>
- <http://www.youthcentral.vic.gov.au/jobs-careers/job-interviews#.UsYUymQW3XM>
- <https://www.roberthalf.com.au/job-seekers/career-advice/job-interview-tips>
- <http://career-advice.careerone.com.au/job-interview-tips/careers.aspx>
- [http://www.hays.com.au/advice-services/HAYS\\_178843](http://www.hays.com.au/advice-services/HAYS_178843)



# THE STAR TECHNIQUE

The STAR Technique is widely used by recruiters, but is also helpful to job seekers. It will help you describe your achievements that demonstrate your skills and performance, while ensuring you think about key selection criteria when applying and later for interviews.

The four sections of the STAR Technique focus your attention on providing easy-to-visualise examples that demonstrate your ability to undertake a particular role. Emphasising relevant and positive outcomes of your actions can give you confidence to selection panels when they short-list candidates.

## STAR

**S**ituation - Describe your role or specific situation

**T**ask - Describe the task you were required to complete

**A**ction - Describe the action you took

**R**esult - Describe the key outcomes of your action

To brainstorm key skills try asking yourself '*Who? What? Why? Where? When? How?*' - then use your notes to write the key details in one or two sentences.

As an example, if you were a child care worker, you might ask yourself:

- How many children did I look after?
- How old were they?
- What activities were involved in caring for them?

Your STAR response might be:

I currently manage the 18-month to 3-year-old room in a childcare centre for 50 children aged between six weeks and five years. Daily tasks include supervising playtime, snacks and mealtimes, outdoors activities and nap time. I introduced story-reading time prior to the afternoon nap. This made it much easier to settle children into their cots as they were markedly more relaxed.

## Campbell Page staff tips

- Practise your interview answers using the STAR Technique.
- Have at least five STAR responses ready when going to an interview.
- The same situation can be used to demonstrate different skills, for example creativity or innovation.



# LABOUR HIRE

Many employers use labour hire companies to fill in short term vacancies or to trial employees for longer term positions.

By registering for their services you will be employed with the labour hire company and then hired out to particular employers. Your salary, all insurances and superannuation will be paid by the labour hire company.

When one position ends and the agency is happy with your work, another position may commence. You will be exposed to a wide variety of job experiences which is positive for your résumé. With more skills, you will feel more confident about applying for positions that you previously would not have considered.

## Registering with a labour hire company

If you decide to register with a labour hire company, they will:

- Pre-screen you (you will be interviewed regarding your employment history and skills). Please ensure that your résumé is up to date and that the information is specific to the work that you wish to be considered for.
- Check your references. Generally agencies ask for 3 work related referees. Tell our staff if you are experiencing difficulties identifying 3 work referees.

## Campbell Page staff tips

- Take it seriously. Although the work is temporary, it allows the employer to view your work abilities and work ethic with a possibility to employ you as a full time worker.



# STARTING YOUR NEW JOB

**Congratulations!** You have found a job and feel excited and perhaps a bit nervous about your first day.

Here are a few tips to get you started:

- Be **friendly and positive**.
- **Be on time**. It will make a good first impression and increase your confidence.
- **Dress appropriately** whether you work on the shop floor or in the office.
- **Limit your personal phone calls**. If you have to take a call or text, do it quietly and quickly.
- **Take your allocated breaks**. If your lunch break is 30 minutes, take 30 minutes or less. Try to keep other breaks to a minimum.

**Guides to making a great first impression:**

- <http://www.youthcentral.vic.gov.au/jobs-careers/starting-out-and-finishing-up#.UsYijmQW3XM>
- <https://www.quintcareers.com/first-days-working/>
- <https://www.themuse.com/advice/8-tips-for-rocking-your-first-day-at-a-new-job>

**Campbell Page staff tips**

- Get your **tax file number** from the Australian Taxation Office.
- Check if your **Centrelink allowance** will change when you start work (see the Centrelink allowance calculator: <https://www.centrelink.gov.au/RateEstimatorsWeb/publicUserCombinedStart.do>)
- You can access information about **pay rates**, **leave** and other entitlements at Fair Work Australia.
- For information about your **superannuation** entitlement see the Australian Taxation Office.
- Refer to the **MoneySmart guide** to starting a new job: <https://www.moneysmart.gov.au/life-events-and-you/life-events/starting-work>

