

# SELECTION CRITERIA - EXAMPLES

Ensure you have read the information about how to respond to Selection Criteria.

## ***Demonstrated ability to network effectively.***

### BEFORE:

“My networking skills are excellent. I have formed and recruited a number of committees such as a group of computer members on a volunteer basis to develop a consumer awareness guide for the purchase of computer hardware. I have established many good relationships with those within the welfare sector. I have made numerous fruitful relationships with people outside of the organisations I have worked for. I seek to understand the reality and situations of people I need to liaise with or seek input from. Recently I met with a logistics company several times to establish an understanding and to seek to establish a more effective way of distributing our brochures. This strategy has proved effective. Moreover my success in effective networking is demonstrated by inclusive outcomes such as the establishment of information booths in various welfare agencies.”

### AFTER:

In my current role as Health Advisor with XYZ Department, building cooperative and lasting relationships with stakeholders in the welfare sector is essential to maintaining credibility and confidence in the department’s advice. Establishing links within the department and with suppliers is also critical to providing the best service to our welfare clients. *(indicates why effectiveness is important, and what effective networking is)*

My ability to network with suppliers, within the department and with welfare sector stakeholders and build cooperative working relationships has been demonstrated by:

- Persuading several welfare agencies to provide departmental information booths in their foyers. This result was achieved after building confidence in our ability to provide information, which took nine months to establish.
- Forming and recruiting members for a departmental computer group to develop a consumer awareness guide for the purchase of computer hardware. Five people volunteered their time and we produced a two-page guide.
- Building a relationship with a logistics company that agreed, after meeting with them several times, to distribute our brochures.

*(the examples indicate that relationships took time to establish and there was an outcome, which indicates effectiveness.)*

## ***Demonstrated reliability in meeting deadlines and commitments, with an ability to set realistic goals, problem-solve and establish work priorities.***

My ability to reliably meet deadlines and commitments is demonstrated by these examples:

- As Chairperson of the local primary school fete committee I changed the approach to organising this major fundraising event by producing a plan for the fete, with realistic targets and a project plan with deadlines for each of the seven sections of the fete. This plan solved several problems that had plagued past fetes, including not having sufficient time to gather/produce stock for stalls. The plan also established work priorities by indicating a financial target and the components of each section. By working with the coordinator of each section, we were able to set realistic deadlines and gain the commitment of most people contributing to the fete. The end result was that we not only met our targets but raised a record amount at this fete. I have now written a manual based on this experience so that next year’s coordinator can build upon my experience.

*(rather than break this criterion down into its components, the components are clearly referred to in the one example.)*

***Sound knowledge of Departmental practices and procedures and systems, including document management and procurement, or ability to rapidly acquire such knowledge.***

My ability to acquire new knowledge quickly has been demonstrated in the following ways:

- I supported my three years of TAFE studies by working part-time at McDonald's. Their training program provides new recruits with two weeks instruction on practices, procedures and systems and this is backed with ongoing coaching. Recruits must master the details within two months. I met this requirement and have been commended for my consistent work throughout the three years. While procurement of materials was not my responsibility, I closely observed the work of the manager who performed this task.
- A major assignment for third year Hospitality Studies was to develop a manual for operating the accommodation section of a small motel. To produce this manual I interviewed three motel owners and gained detailed information about their procedures and systems which I then modified for the assignment. Having gained this knowledge I am confident that I can use this skill in the department.

***Ability to provide a high standard of administrative services including the use of office equipment, keyboarding skills, word-processing and relevant software packages, with an emphasis on accuracy and attention to detail.***

My ability to provide a high standard of administrative services is demonstrated by my experience as office assistant at XYZ business. I held this part-time position for nine months. During that time I expanded my existing skills.

- I improved my keyboarding skills by increasing my speed from 25 to 40 wpm with a 90% accuracy rate.
- I became competent:
  - at using the photocopier, fax, switchboard and shredder.
  - working with Word and Excel and can produce accurate simple spreadsheets and letters and reports that required minimal, and often no changes.

The administrative services I provided included reception duties, preparation of letters and reports, and overseeing office equipment. One of the improvements I introduced was a maintenance system for the office equipment. In the absence of such a system, no maintenance was carried out until a machine could no longer function. By using the system for regular maintenance, the equipment was kept in working order, thereby reducing disruptions to work.

My referee can confirm the accuracy and attention to detail of my work at XYZ business.