

# Preparing an Expression of Interest application

## Applicant guide

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# Table of Contents

- 1. Purpose.....3
- 2. What is an expression of interest application? .....3
- 3. Preparing your resume .....3
  - 3.1. Personal details..... 3
  - 3.2. Career objective (optional)..... 3
  - 3.3. Career summary ..... 4
  - 3.4. Education and/or training ..... 5
  - 3.5. Membership, accreditations and/or professional affiliations (if relevant) ..... 5
- 4. General statement addressing qualifications, experience and capabilities .....5
  - 4.1. Qualifications (or education/training) and experience ..... 6
  - 4.2. Capabilities ..... 6
- 5. Preparing yourself for an interview .....9
- 6. How will expressions of interest be called for? .....9
- 7. Additional support .....10
- 8. Further information .....10

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## 1. Purpose

The purpose of this *Applicant Guide* is to provide you with:

- knowledge and tools that may assist you in preparing an expression of interest application; and
- hints and tips on preparing yourself for an interview.

## 2. What is an expression of interest application?

An expression of interest application is used during the implementation of new organisational structures when an employee must apply for a position within the new organisational structure.

An expression of interest application consists of a:

- brief, current resume (three to five pages); and
- general statement addressing qualifications, capabilities and experience relevant to the position (approximately 500 words).

## 3. Preparing your resume

A resume submitted as part of an expression of interest application should have the following content and structure:

- personal details;
- career objective;
- career summary – responsibilities and/or achievements;
- education and/or training, including licences; and
- membership, accreditations and/or professional affiliations.

Should you require assistance with developing your resume, a template can be downloaded from *Staff > Working at FedUni > Human Resources > Recruitment and selection > Recruitment > [Resume template \(docx, 31kb\)](#)*.

Further information on each of the above sections follow below:

### 3.1. Personal details

Name and contact details.

### 3.2. Career objective (optional)

This is a short, realistic statement that highlights your strengths. You can also include what you are looking for in a new position.

#### Example

A skilled administrator with a Diploma in Business Administration together with ten years' experience in managing diverse administrative tasks. I am now seeking a position as a Senior Administrator in which I can utilise my qualifications, knowledge and proficiency within a dynamic environment that will provide me with new challenges.

### 3.3. Career summary

In this section, you should list your responsibilities in previous positions. These are the tasks you implemented and undertook. You may also want to include how the tasks you implemented and undertook added value to your position and the organisation – these are called career achievements.

#### Example

Implemented use of database for conference documentation and records leading to greater efficiency.

Developed and coordinated a meeting schedule for three committees ensuring committee members attendance, and timely and accurate preparation and distribution of agendas and minutes.

Raised purchase orders using the Finance Management System and monitored a number of purchase orders and expenditure per month.

When looking at these examples, you will note they start with an action word. Some action words you may wish to use to guide your thoughts are:

Achieved	Constructed	Generated	Organised
Acquired	Coordinated	Guided	Planned
Administered	Created	Negotiated	Solved
Conducted	Drafted	Obtained	Streamlined

It is recommended that you present your career responsibilities and/or achievements in chronological order, that is organised around the dates you held various positions (starting with most recent position first).

#### Example

**Executive Assistant to Executive Dean**  
**Faculty of Design | Federation University Australia**  
 January 2008 – present

##### Responsibilities and achievements

- Coordinate diary of the Executive Dean ensuring appropriate time allocation for meetings and appointments.
- Monitor work in progress ensuring time for completion of projects and tasks to meet timeframes and deadlines.

**Personal Assistant to Head of School**  
**School of Visual Arts | Australian University for the Arts**  
 April 2000 – December 2007

##### Responsibilities and achievements

- Coordinate diary of Head of School ensuring appropriate time allocation for meetings and appointments.
- Deliver client services by meeting and greeting visitors to the School.

### 3.4. Education and/or training

#### List

- Qualifications gained and dates attained.
- Licences.
- Any continuing professional development.

#### Some tips

- Clearly indicate whether you have completed your qualification.
- As a general rule, do not include subjects or modules studied.
- If you haven't yet completed your studies, you may want to include the subjects or modules completed.

### 3.5. Membership, accreditations and/or professional affiliations (if relevant)

Name of organisation, dates and level of membership/accreditation.

#### Tips for preparing your resume

- Only include relevant and essential information – your resume must only be three to five pages in length.
- Use an easy to read and visually attractive format. Keep your format consistent format.
- Choose an appropriate font and font size, e.g. Arial, 11 pt.
- Only bold and/or underline headings. Do not bold/underline text to emphasise a particular achievement for example.
- Ensure your facts are correct.
- Have a meticulous friend or colleague read your resume.

## 4. General statement addressing qualifications, experience and capabilities

Position descriptions include key selection criteria that define the qualifications, experience, knowledge, skills and attributes a person needs to perform the position successfully.

You are required to prepare a general statement in which you address your qualifications, experience and capabilities relevant to the position you are expressing your interest in. This general statement should be approximately 500 words (that is approximately one page).

In the general statement, you need to provide evidence that you possess the qualifications (or equivalent education or training), experience and capabilities perform the position by elaborating on your past experience and providing evidence of your capabilities (that is knowledge, skills and attributes).

An example for a position with the title of Administrative Officer with the following key selection criteria:

- Relevant diploma qualification with relevant experience or an equivalent combination of relevant experience and/or education/training.
- Demonstrated organisational and time management skills.

- Demonstrated communication skills, in particular the ability to draft and proofread a range of written documents.
- Demonstrated financial processing skills and the capacity to monitor expenditure for projects.
- Demonstrated ability to deliver quality and accurate work on time.

You may wish to structure your general statement as follows:

#### 4.1. Qualifications (or education/training) and experience

State the qualification/s you hold and summarise other training and professional development you have done.

##### Example response

I obtained a Certificate IV in Business Administration in 2000. This qualification has provided me with knowledge and skills on developing and implementing administrative processes.

In addition, I also have approximately 15 years' experience in providing administrative support in tertiary education environments to a range of committees, managers and projects.

Alternatively, address your relevant experience and education/training.

##### Example response

I have approximately 15 years' experience in providing administrative support in tertiary education environments. During my career, I have undertaken a range of training and professional development programs as listed in my resume to advance my knowledge and skills. In particular, the programs have consolidated my knowledge and skills in developing committee meeting schedules, preparing agendas and drafting minutes, and monitoring and following up on work in progress.

#### 4.2. Capabilities

In preparation for addressing your capabilities relevant to the position, read the position description and in particular the key selection criteria. Consider the capabilities that you have relevant to the position – you may wish to write these down.

When writing a general statement, the STAR methodology is a useful tool you may wish to consider.

<b>S</b>	<b>Situation</b>	What position am I expressing an interest in?
<b>TA</b>	<b>Tasks and Actions</b>	What tasks and solutions have I implemented and what actions have I taken in the past to demonstrate my capabilities relevant to the position I am expressing an interest in?
<b>R</b>	<b>Results</b>	What were the results of my actions and solutions that confirm my capabilities?

Using STAR, an example analysis could be:

<b>Situation</b>	Expressing interest in Administrative Officer position.
<b>Tasks and Actions</b>	<ul style="list-style-type: none"> <li>• Prepared agendas and drafted minutes for School Student Engagement Committee.</li> <li>• Monitored action items following Committee meetings – sent reminder emails to relevant Committee members reminding of actions and requesting feedback on completion.</li> <li>• Proof-read and formatted reports – example of recent report is School Student Engagement Funding report.</li> <li>• Monitored expenditure on student engagement activities for School.</li> <li>• Developed a process for requesting funding for student engagement activities – process consists of a form to be completed and submitted, then availability of funding is checked and then submitted to Head of School for approval.</li> </ul>
<b>Result</b>	Timely delivery of administrative support. Also, attention to detail ensures accuracy in work delivered.

Now that you have unpacked your response to the selection criterion, you need to write a clear and concise response.

### Example response

I have held several positions in which I have been responsible for providing administrative support. I possess organisational and time management skills which is evidenced by my ability to monitor action items for the Student Engagement Committee in my current position. I monitor action items by sending out reminder emails to and requesting feedback from Committee members. I utilise the task functionality in Outlook to schedule tasks for myself to follow up with Committee members.

I have well developed written communication skills. In my current and previous positions as Administrative Officer, I have been responsible for preparing agendas, drafting minutes and proofreading a range of complex reports, e.g. the School's Student Engagement Funding Report.

My written communication skills are complemented by my advanced knowledge of Microsoft Office which enables me to format documents using functionalities such as headings, indents, headers and footers.

In my current and past positions, I have been responsible for processing financial transactions and monitoring expenditure which requires me to demonstrate a working knowledge and application of financial processing skills. In addition, I have also developed a process for Student Engagement Leaders in the School to request funding for student engagement activities. This process consists of a form detailing the type and benefit of the activity and the amount of funding required. Once this completed form is received, I check whether funding is available as per the allocated budget and then seek approval from the Head of School.

My financial processing skills are further evidenced by my ability to monitor student engagement expenditure against the budget. This is I do by processing all invoices, tracking journal entries and providing feedback to the School Financial Coordinator on a monthly basis on expenditure versus budget available.

I pride myself in delivering quality administrative support by providing timely and accurate services. I pay attention to detail and check my work to ensure accuracy.

### **A completed general statement may be as follows**

I obtained a Certificate IV in Business Administration in 2000. This qualification has provided me with knowledge and skills on developing and implementing administrative processes.

In addition, I also have approximately 15 years' experience in providing administrative support in tertiary education environments to a range of committees, managers and projects.

I possess organisational and time management skills which is evidenced by my ability to monitor action items for the Student Engagement Committee in my current position. I monitor action items by sending out reminder emails to and requesting feedback from Committee members. I utilise the task functionality in Outlook to schedule tasks for myself to follow up with Committee members.

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I pride myself in delivering quality administrative support by providing timely and accurate services. I pay attention to detail and check my work to ensure accuracy.

Number of words: 348 words.



### Tips on preparing a general statement

- Make sure that you understand the position description and key selection criteria.
- Use STAR to unpack your capabilities relevant to the position and key selection criteria.
- Use action words.
- Avoid using unclear and ambiguous statements, e.g. involved in, some, somewhat, limited.
- Summarise information where possible.
- Check spelling, typos and grammar.
- Stick to 500 words requirements.

## 5. Preparing yourself for an interview

This section provides some hints and tips on preparing yourself for an interview should you be required to attend one.

### Understand the position you are applying for

Read the position description. Ensure you understand the various responsibilities, reporting relationships and key selection criteria.

### Know yourself

Read your resume and general statement addressing your qualifications, capabilities and experience relevant to the position. Ensure that you can explain the linkages between your qualifications, experience, knowledge, skills, attributes and the position.

### Prepare possible questions and practice answering these

Based on the position description, prepare some behavioural questions. Practise answering them.

### Prepare some questions for the interviewer

Do not ask too many questions – keep it simple.

A possible question – “What are the immediate challenges that I would need to address in this position?”

Try to stay calm during the interview. Remember, there will always be questions that you are unprepared for. Stay calm, collect your thoughts and respond when ready and as clearly as possible. It is okay to admit the question is tough, e.g.: *That is a tough question, I will need some time to think about it.*

## 6. How will expressions of interest be called for?

You will be advised by either your manager or Human Resources to express your interest in vacant positions. You will also be advised whether a Limited Expression of Interest or Expression of Interest selection process applies.

You will be provided with a minimum of five working days to submit your resume.

## 7. Additional support

The University's **Employee Assistance Program (EAP)** provider can assist employees in preparing their resumes and themselves for interviews. The Career Assist program is offered as part of the University's EAP arrangements. For a free confidential conversation about your career and applying for new positions, please call 1300 OUR EAP (1300 687 327) or 03 8681 2444.

[Click here to be taken to the \*\*Preparing a Job Application\*\* training program available in Moodle.](#)

## 8. Further information

Further information can be obtained in the University's **Recruitment and Merit Selection Policy and Procedure**, in particular Section 6—Selection Procedures for Positions in Organisational Restructures—of the Procedure.