

# Job application tips

At WIRE, we ask applicants to submit applications that include:

- A current resume
- A cover letter introducing yourself
- A response to the key selection criteria for the role

## Cover Letter

A cover letter is a short, introductory letter that helps us get to know who you are as a person before we look at your resume and selection criteria. A cover letter should be approximately one page long, depending on what you'd like to share.

In a cover letter, we want to know:

- Why you want to work for WIRE?
- Why do you want this role in particular?
- What are the most important and unique strengths you have that make you suitable for this role? This is the place to include skills and experience that might not be in your resume or the key selection criteria – for example, any life experiences you may have had that mean you better understand the work WIRE does.

## Resumes (CV)

A resume is a document that communicates your key skills and experiences. It can help to tailor your resume to match the job you're applying for by making sure it highlights your appropriate skills. It should include:

- **Your name and personal contact details:** this should include your email, home address and a phone contact. If you have a preferred method of how you'd like to be contacted, you can include that here too (for example: 'email and text preferred method of communication')
- **Skills summary (optional):** if you have had varied career and lived experiences that are relevant to the role you're applying for, it can help to include a summary which outlines the key skills you have – these could be technical skills that are specific to the job you're applying for, as well as transferrable skills that could be useful for any job (for example: time management, communication skills, ability to work in a team, problem solving skills).
- **Your recent relevant work history and experiences:** start with your most recent job, and work your way backwards through your career history. Include your job title and employer for each role, the dates of when you worked there (month and year), and a short summary of your responsibilities and achievements in each role.
- **Your education and qualifications:** include any qualifications you have, including the dates when you received them. You can also include any relevant training courses that you may have done.

- **Any relevant volunteer work:** you can also include any volunteer work you've done – this could be for a community group, a school, or any not for profit organisations.

## Key selection criteria

Key selection criteria are a list of the abilities that are required for a job. Your response to these criteria should help us either understand how you have demonstrated this ability in the past, or how you would approach developing this ability in the future.

We ask people to answer each selection criteria separately. Each response should be approximately 200-300 words long.

We ask that you include an example of where you have demonstrated this ability in the past, or how you have developed similar abilities before. You can include examples from your previous work experience, volunteer experience, or from your personal life.

### STAR approach

One way you could provide an example is with the STAR approach. This helps to clearly articulate how you have demonstrated these abilities in the past. It asks you to include:

- ✿ Situation: what was the situation you were in?
- ✿ Task: what were you being asked to do?
- ✿ Action: what steps or actions did you take?
- ✿ Result: what was the outcome?

### STAR Example 1

#### *Ability to work effectively in a team environment as well as independently*

**Situation:** In my role as a customer service representative, I was required to answer calls from potential or existing customers who had questions about our products.

**Task:** I was required to work as a part of a customer service team to ensure we gave consistent and accurate advice, as well as use my own initiative to respond to individual customer needs.

**Action:** I worked independently to take calls and provide the information requested, while also working with my team to develop standard responses to common questions or to collaborate to provide responses to complex requests.

**Result:** Through this approach I was able to excel in my role by ensuring I provided strong individual customer care, while also working collaboratively with my colleagues to benefit from their knowledge and ensure consistency in the service we provided.

### STAR Example 2

#### *Excellent organisational and communication skills (both written and verbal) and the ability to communicate with a diverse range of stakeholders*

**Situation:** in my role as Project Coordinator, I was responsible for scheduling and arranging quarterly meetings of the project steering committee.

**Task:** I was required to find a meeting time that suited all members of the steering committee, including representatives from a range of service providers, NGOs and government departments, and to plan an agenda and presentation to update them on the project.

**Action:** I spoke to each member of the steering committee and was able to identify a time that suited everyone, sent them an agenda a week in advance for review and incorporated their feedback, and developed a presentation that spoke to activity implementation, financial reporting and the impact of the program so far.

**Result:** The presentation provided an appropriate level of information for the steering committee to be able to make the necessary decisions for the next phase of project implementation, and all items in the agenda were able to be addressed during the meeting.