**Profile**

I am a Diploma of Community Services graduate with a bachelor’s degree in business and a master’s in finance. I have eight years of experience in project management and four years of experience in the community services sector working as a case worker supporting vulnerable clients.

I am empathic, a quick learner and an excellent listener. I have significant lived experience of discrimination and intersectionality as a queer, neuro-diverse, gender-diverse person of colour living with psy

I am passionate about social injustices and keen to work for organizations affecting meaningful change.

**Key Skills**

These are **a must** so that potential employers can quickly scan them. Try not to repeat these from your cover letter.

**eg**

* High level of interpersonal skills. I am empathic, an excellent listener and have a proven ability to comfortably and confidently manage relationships with people from all backgrounds and walks of life. ([MORE INTERPERSONAL SKILLS](https://au.indeed.com/career-advice/career-development/community-support-worker-skills) - Active listening, Teamwork, Responsibility, Dependability, Leadership, Motivation, Flexibility, Patience, Empathy
* Subject matter expertiser includes Business banking, Personal banking, Commercial banking, Private banking, Compliance, Product development,Taxation, AML & Financial Crime, Payments, Lending processes, Contact/call centres, Customer relationships, Centralisation, Operating model design, Change deployment, Training & development, Management accounting, Telephony, Marketing collateral design
* Excellent time management – Plan strategy, set short, medium and long term goals, review and make changes if needed to remain flexible
* Skill 3 - Match these to the Key Selection Criteria / job description
* Skill 4 - They can be technical skills, soft skills, or professional skills
* Skill 5 - Be selective about which to include
* Skill 6 – A brief sentence that demonstrates your skill/attribute well
* rnational experience across Australia, UK and EU
* Stakeholder management
* Process mapping/design
* Process improvement
* Project management
* Requirements gathering
* Status reporting
* Training needs analysis
* Writing training material
* Writing comms
* Workshop facilitation
* Presenting to senior stakeholders
* Risk analysis
* Testing
* Impact assessments
* Risks & issues management

**Relevant** Work Experience **(***Full chronological employment history available at interview)*

This is where you demonstrate use of your skills and the main tasks you performed.

**If you are changing careers** - describe other key transferrable skills that you have /have used that will fit the role as well as some soft skills to fit with a positive culture. Use dot points (as below).

Apple Tree | **Early Childhood Educator**  | 2016-current

*Key Responsibilities:*

* 1
* 2
* 3 (up to 6 points)

*Key Achievements:*

Your contribution to the organization, your team and any added value or improvements. If you have improved processes, increased sales then try to include data. Also think about increased/ outstanding customer satisfaction, improved team moral, productivity and initiative.

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Pear Tree | **Planting and Pruning** | 2011 - 2019

*Key Responsibilities:*

* 1
* 2
* 3 (up to 6 points)

*Key Achievements:*

Your contribution to the organization, your team and any added value or improvements. If you have improved processes, increased sales then try to include data. Also think about increased/ outstanding customer satisfaction, improved team moral, productivity and initiative.

**Other Relevant** Work Experience (include vocational/volunteer work here)

Orange Tree | **Early Childhood Educator** | 2005 – 2011) Use for voluntary/vocational OR if you have room for a third job within 2 page limit

*Key Responsibilities:*

* 1
* 2
* 3

*Key Achievements:*

Your contribution to the organization, your team and any added value or improvements. If you have improved processes, increased sales then try to include data. Also think about increased/ outstanding customer satisfaction, improved team moral, productivity and initiative.

**Education and Training**

Include any professional association membership/s as demonstrated below. List your most recent qualification first (reverse chronological order).

Name of Qualification  Name of Training provider |Date

Name of Qualification Name of Training provider |Date

Name of Qualification Name of Training provider |Date

Member of XYZ Name of Industry Assn |Date

**Professional Development** / **Licenses** / **Permits** (relevant to the job only)

Name of Course Organisation Name  | Date

*eg*

* First Aid – Level and Date
* Anaphylaxis
* Working with Children
* Full Police Check
* Forklift
* White Card

Also, any workshops or activities that you have delivered or facilitated.

**Interests** (optional)

Those that are relevant to the job

**Referees**  - Available on request

***(Try to keep within 2 pages)***

***Please see below for m*ore information**

Your Resume and CV are very important documents that are used to convey your skills, abilities and career history.

What’s the difference between a Resume and a CV

**Resume**

Approx 2 page presentation of your career experience and other relevant information that supports or demonstrates your suitability for the job or position that you are applying for. It is more custom made per application and is normally no more than one to two pages.

**CV**

Is a more detailed document outlining your full work history in chronological order (starting with your most recent and not going back further than 10 years). It also includes your education, academic qualifications and achievements (such as any publications, research experience, presentations or awards). It’s generally a static document where the information does not really change.

**The Applicant Tracking System**

Did you know that many recruitment agencies rely on automated computer software to pre-filter [resumes](https://www.seek.com.au/career-advice/article/what-is-a-resume)?

These are known as Applicant Tracking Systems (ATS). This software uses what can essentially be thought of as robots to scan through job applications. Resumes uploaded may go through an ATS software package and from there be accepted or rejected. From there they may be viewed by a human. An ATS may reject more than half of the resumes they scan and these will go into an electronic black hole.If you want to ensure your resume doesn’t disappear into cyber-world and want to increase the possibility of being seen by the recruitment manager/team here are some points to consider when preparing your resume and cover letters.

First, it’s worth understanding that **an ATS** is programmed to **scan for keywords** as well as other information such as **former employers, experience, universities, and qualifications** depending on the role being applied for. They categorise candidates automatically in order of potential interest for the recruiter.

Resumes with graphics and too many columns will run the risk of not getting through the ATS. So, a poorly-designed resume may not ever be seen by potential recruiters. Fancy or **hard-to-read fonts are distracting** busy recruiters and employers won’t view them favorably.

**The key to a good Resume** is to demonstrate how you have gained your skills and how well your skills and abilities match the requirements of the advertised position.

**Creating your Job Application**

Businesses use your job application to decide if you will be a good fit for their workplace. Submitting a quality application including your resume and cover letter is important to make a good first impression. Application requirements vary between jobs. Follow the instructions in the job ad. The business may consider your:

* Profile
* Resume
* Cover letter
* Response to screening questions / Key Selection Criteria

So, make sure you include all documents and information requested. Businesses are unlikely to consider an incomplete application.

**Include an elevator pitch - this is your Career Profile or Career Objective**  
At your “Career Objective” include words from the [key selection criteria](https://www.seek.com.au/career-advice/article/how-to-address-key-selection-criteria)  as well as your skills and achievements. This will be a great read if it makes its way to the hiring manager.

## Some rules to a better job application

* Keep your documents short and the design simple – this shows that you respect the business owners’ time which they will appreciate. If there are no specific instructions, it’s a good idea to stick to the following lengths: **Cover letter**: usually one page and **Resume**: up to 2 pages, depending on your experience or study details
* Focus on how your experience, knowledge, skills and abilities match what the job needs. Include your most recent work history first.
* Keep the design simple by using fonts such as Calibri, Times New Roman or Arial, with the size set to 11.
* Bold headings only, so that they stand out
* Avoid color

Keeping your cover letter and resume simple puts the focus on the information.

**Tailor your application for every job**

Write a new application for each job you’re applying for. Most employers will use the job ad to explain what they’re looking for in a candidate and will think. Businesses will think that you’re the right fit if your response uses the same keywords or if it mentions the same skills or experience.

Tailor your application by:

* Studying the job ad
* Researching the business
* Include words from the job ad
* Mention phrases from the business’s website to demonstrate thinking in alignment
* Repeat this process every time you apply for a job.
* Check for mistakes in your application
* Businesses may overlook your job application if they see mistakes. ***Don’t let that happen.***

## **Reminders**

**Sprinkle keywords from the advertisement throughout your resume.**  
Each organisation has its own terminology, which you should repeat back in your resume to increase the possibility of getting through the ATS. To do that, familiarise yourself with language that the company uses in all its publications and communications (check their website).

**Use text**  
It can be tempting to jazz up your resume with graphics, but the ATS won’t see these.

**Use straightforward headings such as;**

* **Education**
* **Qualifications**
* **Experience**
* **Interests and References**It’s best to use recognised sections such as these rather than making up clever new ones. “Play” instead of “Interests” may be rejected by an ATS.

**Spell out acronyms.** AFA may be the acronym you use in your industry. But the ATS may be programmed to look for “Authorised Financial Adviser”. Likewise, include both Bachelor of Commerce and BCom to be explicit so that the machine understands.

**Caution (Don’t)**

* **Don’t go overboard and stuff your resume with keywords**  
  A good ATS will spot this. What’s more, your resume will be read by a human if you’re successful. That person may not be as impressed as the software was.
* **Don’t use images, pictures, symbols, and shading and try to stick to well-known fonts**  
  Some older systems prefer web-safe fonts such as Times New Roman, Arial, and Courier.
* **Don’t answer mechanically**  
  Sometimes when you apply for a job you will be asked to complete a series of questions in addition to submitting your resume. Often an ATS will use your responses to these questions to filter candidates. To increase your chances of being found, don’t just click ‘yes’, ‘no’, ‘yes’, ‘no’ to questions posed, says Smart. If there are text boxes, fill in other skills and attributes that could be relevant for the job.
* **Don’t make spelling mistakes or typos.**  
  Computers are smart. But they can be dumb too. They won’t necessarily understand what you’re saying if you say “tow years experieince” or “peple persn”.

Businesses may ask extra screening questions. These have yes or no answers and may include questions like:

* Are you available on weekends?
* Do you have experience in a similar role?
* If successful, are you available for an immediate start?
* Respond to these honestly. Businesses will find out if you don’t tell the truth.

**Save copies of your job application**

Make sure your latest resume and cover letter are easy to access by saving them with an easy-to-remember name, such as: John\_Smith\_Resume\_Aged\_Care or

John\_Smith\_Cover\_Letter\_Employer\_Name.

Email the file to yourself so they’re easy to find when you need to adapt them for a new application.

Before submitting your application, make sure you’ve followed the instructions. Review your responses for spelling and grammar. Use an online dictionary if you’re unsure and it’s a good idea to get someone to check your application.

*Source: ToniC CEAV/Jobs Victoria*

*xcerpts from:* [*https://www.workforceaustralia.gov.au/individuals/coaching/job-applications/job-application-tips*](https://www.workforceaustralia.gov.au/individuals/coaching/job-applications/job-application-tips)