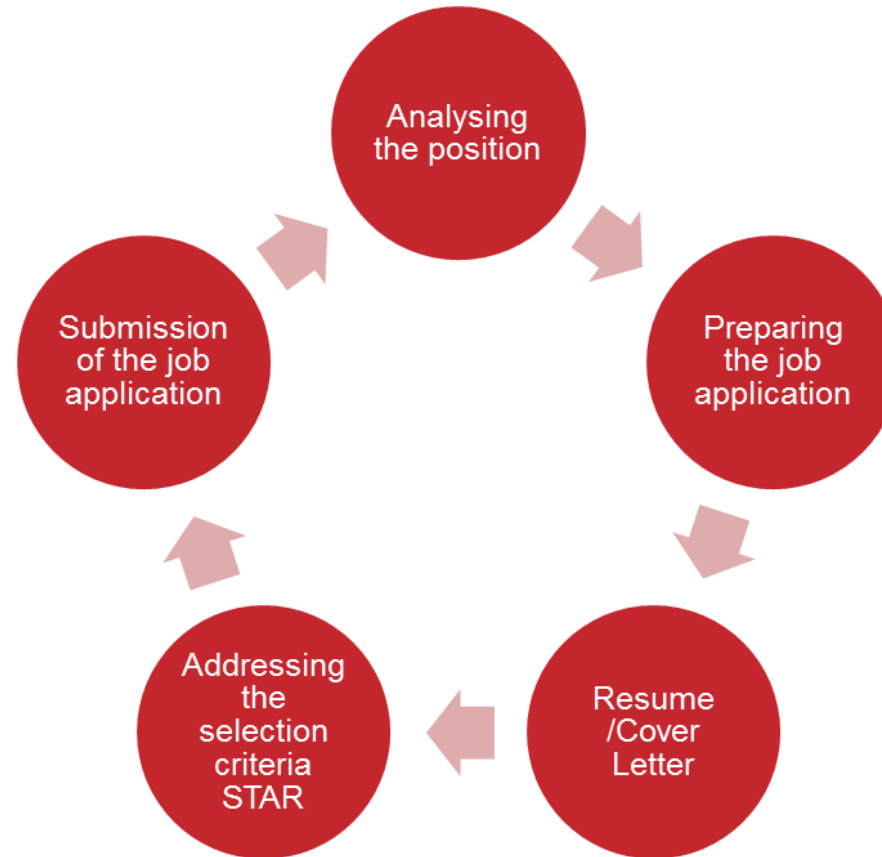




Charles Sturt  
University

# Expressions of Interest & Preparing for Interviews

# Preparing an Expression of Interest



# Analyse the Position

- Do your research
  - Thoroughly read the Position Description.
  - Understand how the role fits into the business area.
  - Ask for clarification from the Manager of the position if needed.
- Ask yourself the following questions?
  - Do you have the education, skills, qualifications and capability to fulfil the requirements of the position? Highlight the key words.
  - Does the position suit your values and your career goals?

# Preparing an Expression of Interest

## Presentation Tips

- Layout should be easy to read.
- Proofread: check grammar, spelling, expression and tone.
- Try to keep to 2 pages.

## Prepare the Documentation

- Your resume.
- Use the EOI Template provided.
- Broadly address the selection criteria (consider STAR approach).
- Submit a separate EOI for each role you are interested in.

# Sample Resume

## Sample resumes

Position: Administrative Assistant, Reference No. 0012

John Brown  
23 Fairfield Crescent  
Leichhardt NSW 2040  
Phone: (02) 9400 2345 (home)  
Fax: (02) 9400 9876  
Email: jbrown@yahoo.com.au

### Career Objective

I am seeking a challenging position in an innovative, flexible organisation that will allow me to use my excellent organisational and administrative skills to their fullest potential.

### Summary of skills and abilities

- highly motivated and qualified with 20 years of experience and excellent judgement
- ability to multi-task, prioritise and work well under pressure, with minimal or no supervision
- my strengths are outstanding communication skills, both in written and verbal form, strong planning, and organisational and computer troubleshooting skills
- accomplished in Microsoft Windows XP Pro 2002, Microsoft Office (Word, Excel, Outlook, Access and PowerPoint) and the internet. Experience with both Macintosh and PC platforms, Lotus 1-2-3 and Quicken. Data entry skills of 75+ key strokes per minute.

### Education

Years	Course	Provider
2005 - 2008	Occupational Health and Safety for Office Staff	XYZ University
2004 - 2005	Certificate III in Office Administration	Oxley TAFE Campus
1998 - 2004	High School Certificate	ABC High School

### Relevant training

Year	Course	Provider	Length
2012	Occupational Health and Safety for Office Staff	DEF Health Department	1 day
2011	Website Design	IT World	1 day
2011	Team Building	Wasley Business Services	1 day

### Employment history

05/2009 – current

#### Office Assistant, Acme Corporation

This role involves maintaining all daily office operations, including management of the head office and facilities, and providing a high standard of secretarial support to three busy senior managers in a hectic environment. I am responsible for assisting with the planning and organising of conferences, seminars and meetings, drafting and word processing correspondence, researching issues, and developing papers and reports for consideration.

#### Key Achievements

- four-time recipient of the Company's Employee Performance Award, and received two performance-based raises during a two-year period
- scheduled and organised a business planning meeting for more than 30 staff in various NSW offices, which was under budget by \$1,000.

06/2006 - 04/2009

#### Receptionist, ABC Hotel

I was responsible for generating department reports for the hotel manager and reservations for conventions and travel agencies. During supervision of the nightly reservation department, I performed administrative duties, including emergency bookings due to weather, flight cancellations, and preparing for the morning shift.

#### Key Achievements:

- enhanced efficiency by creating an improved confirmation system and a centralised list for guest arrivals
- prepared a manual and trained 10 staff in the use of the CPR hotel booking system.

### Memberships

Associate Fellow, Australian Institute of Office Professionals  
National Speakers' Association of Australia

### Referees

#### Ms Patricia Smith

Managing Director  
Acme Corporation  
123 Brown Street  
Sydney NSW 2000  
Phone: (02) 2691 7650  
Fax: (02) 2695 3333  
Mobile: 0401 560 897  
Email: psmith@yahoo.com.au

#### Mr William Knight

Manager  
ABC Hotel  
340 Round Road  
Randwick NSW 2031  
Phone: (02) 2380 5467  
Fax: (02) 2386 7834  
Mobile: 0401 597 897

# Addressing Selection Criteria

Example of using the **STAR** approach:

An ability to empathise with researchers and academics.

STAR	Theory	Sample Answer
S = Situation	Briefly outline the situation.	As an Information Services Librarian I liaise with a number of academic staff who are undertaking research.
T = Task	Describe what tasks were necessary.	The staff are often time poor and need timely access to recent peer reviewed literature. It has become increasingly difficult to access literature as many higher education libraries have cancelled print journal subscriptions in favour of electronic access through aggregated databases that may not provide full content articles.
A = Action	Discuss the specific actions you have taken.	I contacted the staff within the school to ascertain their concerns and let them know that their key issues would be discussed with senior library staff for action. I listened closely to accurately understand their issues.
R = Result	The outcome of the situation.	The academic staff acknowledged my efforts and were appreciative of my attempts to understand and provide assistance with their issues. My actions contributed to the establishment of co-operative networks between the school and library staff and between academic libraries.

# Presenting Achievements and Strengths

It is important that you feel comfortable talking about your strengths and accomplishments.

One way of doing this is to make a sound assessment of yourself, and present that information in a matter-of-fact way, backed up with examples.

Team contributions should be acknowledged whenever appropriate, but highlighting the role that you played.



# Presenting Achievements and Strengths

A model to use as a basis for this approach is:

- identify a number of relevant strengths
- outline their relevance to the role you are interested in
- show how they were developed.

Being able to demonstrate, through examples of your previous experiences, how you can use your skills, knowledge and experience for the benefit of the University, Portfolio or team is key.





# Submitting the Expression of Interest

- Ensure you proof read your Resume and EOI(s).
- Cross reference them with your research on the Position Description.
- EOI's must be submitted prior to the closing date.

Review



# Preparing for Interview

The interview is a two-way process. We need to appoint the best person for the job.

The interview offers you the opportunity to demonstrate:

- your enthusiasm
- your experience and the lessons you have learnt and strengths you possess
- the value you can bring to the position, and the organisation.

Preparing for the interview is key.



# Preparing for Interview

- Look over your application – be prepared to present your achievements and strengths.
- Be familiar with the work area and job role.
- Telephone the contact person and ask questions if needed.
- Anticipate questions - prepare answers and examples to generic questions.
- Develop presence – handshake, walk, body language.
- Practice, practice, practice - use a mirror, video yourself or practice with a friend or colleague.
- Access relevant learning resources e.g. – [What you convey in your body Language](#) (LinkedIn Learning) and resources on the [Career Planning](#) page on the People and Culture web pages.

# On the day of the interview

- Dress appropriately, arrive early.
- If the interview is via video conference or zoom ensure you have tested your technology and are comfortable.
- Be ready to discuss your strengths and achievements.
- Prepare some points you want to make and have a range of examples from your anticipated questions. It is acceptable to have some notes with you.
- Assume the selection panel does not know detail about you or your ability.
- Be ready to ask your own questions.
- Be aware of the importance of body language.
- Listen, give concise answers, be honest and genuine.
- Remember – everything you do from the moment you arrive is a demonstration of your capability and how you interact with others.