



SYDNEY
LIVING
MUSEUMS

Candidate Information

Guide for applying for roles
with Sydney Living Museums



Contents

Introduction	2
Sydney Living Museums	2
Purpose of this Candidate Information Guide	2
Basic Requirements.....	2
Citizenship.....	3
Fitness to carry out the required duties	3
Criminal Records Check.....	3
Working with Children Check	3
Privacy.....	3
Verification of professional, academic.....	3
Qualifications and/or licences.....	3
Recruitment and Selection Process	4
Merit selection.....	4
Your application.....	4
Information about the role.....	4
Contact officer	4
Covering letter	4
Targeted questions.....	4
Online application process	5
Resume	5
Nominating referees	6
Closing date	6
The selection panel	6
The interview and assessment process.....	6
Interview.....	6
Assessments.....	7
Referee checks	7
The outcome.....	7
Talent Pools.....	8
Unsuccessful Candidates.....	8
Salary	8
Previous Voluntary Redundancy.....	8
Further Information	8
Our 12 Properties	10
Organisation Chart	11



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Introduction

Sydney Living Museums

Thank you for your interest in applying for a role with Sydney Living Museums.

Sydney Living Museums is a leader in the conservation and management of historic places in Australia and has won many awards for its work. As well as opening our museums, houses and gardens to the public we produce exhibitions, events, education and public programs and manage a number of extensive collections including the Caroline Simpson Library & Research Collection. Our properties are also available for venue, filming and photography hire while we have small shops based at most of our properties.

To achieve its goals and aims, Sydney Living Museums is committed to attracting, developing and retaining highly qualified employees. Employment at Sydney Living Museums provides employees the opportunity to develop their appreciation of Australia's diverse histories and cultural heritage while contributing their knowledge and talents towards achieving our goals and vision. Roles within Sydney Living Museums are varied, challenging and very rewarding.

Our agency is divided into four main divisions (Corporate & Commercial, Curatorial & Museums, Heritage & Collections and Strategy & Engagement).

Each division offers a range of roles in areas such as visitor and customer services, gardening, interpretation, conservation, marketing, finance, education, exhibitions and many more.

Purpose of this Candidate Information Guide

The information provided in this guide is a summary of our recruitment and selection process. This guide is intended to assist candidates with preparing their application and understanding the recruitment process which are followed by Sydney Living Museums in selecting our employees.

Basic Requirements

To gain employment in the NSW public service, including with Sydney Living Museums, there are certain basic requirements you need to meet. If you are recommended for appointment to a role, proof in support of the requirements listed below will be needed (where relevant to the role) before you can commence employment.

Please be aware that any statement in your application which is found to be deliberately misleading could make you, if employed, liable for dismissal.

Introduction (cont.)

Citizenship

To obtain an ongoing role with Sydney Living Museums you need to be an Australian citizen, have permanent residence status in Australia or be a New Zealand citizen with a current New Zealand passport.

To obtain a temporary or casual role you need to be an Australian citizen, have permanent resident status in Australia, be a New Zealand citizen with a current New Zealand passport or have a visa which allows you to work in Australia for the period of time over which the role is to be filled.

Evidence of permanent residence, citizenship certificate, passport and/or visa documentation will be required as proof of identity and eligibility to work and will be requested during the recruitment process.

Fitness to carry out the required duties

Depending on the role you are applying for, you may be required to meet particular health or physical fitness requirements to be eligible for consideration. Any requirements related to health will be indicated in the role description and advertisement. In some circumstances, you may be required to attend a medical examination before being appointed to a role.

Criminal Records Check

The NSW government requires a criminal records check be carried out on all successful candidates recommended for a role. A criminal record does not necessarily disqualify you from selection. If the criminal records check results in the rejection of your selection, you will be given the opportunity to discuss the matter before the recruitment decision is finalised.

Working with Children Check

When applying for a role identified as child-related employment (this information will be provided in the advertisement and role description) a 'Working with Children Check' will be required in addition to a Criminal Record Check. This formal process of checks helps to determine your suitability to work with children or have unsupervised access to children in your work. The check takes into account relevant criminal records, apprehended violence orders and completed disciplinary proceedings.

It is an offence under the *NSW Child Protection (Prohibited Employment) Act 1998* for a person convicted of a serious offence to apply for a child related role. Information on the Working with Children Check is



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located at <http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>.

If successful in being appointed to a role you will need provided evidence that you possess a current NSW Working with Children Check before commencing employment. The cost of completing this check is to be met by you.

Privacy

All information provided in applications, including personal details, is protected by the *Privacy Act 1988*. Information provided will be used for recruitment purposes only. All applications will be retained in Sydney Living Museums' Human Resources Team for 12 months after the selection then destroyed.

Information about the privacy and security practices followed by I Work for NSW can be found on their website at <https://iworkfor.nsw.gov.au/privacy-and-security>.

Verification of professional, academic qualifications and/or licences

If you are selected as the preferred candidate for a role, the selection panel will ask to see original licences, driving record, certificates or certified (by the institution) academic transcripts of your qualifications/skills if they are a requirement of the role. The cost of producing this documentation is to be met by you. The selection panel may also seek verification of your qualifications/licenses from the issuing body.

Recruitment & Selection Process

Merit selection

Under the *Government Sector Employment (GSE) Act 2013* recruitment selection is undertaken on a merit principles-based approach. This approach is intended to identify candidates most suited to the pre-established standards of a role based on an assessment of the capabilities, experience and knowledge of the person concerned.

The candidate who, on balance, demonstrates the most merit against the requirements for the role is recommended for appointment. Internal candidates are not given preference over external candidates. No factors other than those clearly relevant to performance in the role are taken into account in the assessment of candidates. As a result it is imperative candidates demonstrate their level of knowledge, skills and capabilities in their application, interview and assessment/s.

Your application

It is important to prepare a comprehensive and competitive application in order to be called to attend an interview and assessment/s. A good application shows why a candidate is the best person for the role and how their experience and knowledge match the capabilities and essential requirements for the role.

An application should contain the following:

- Responses to all of the questions in the online application form including the two targeted questions (each response to the targeted questions should be no longer than twenty lines in length), essential requirements and demographics
- A covering letter one to two pages in length
- An up to date resume detailing your skills, experience and education including two referees (ideally your
- Referees would be your current or a recent supervisor/ manager)
- Any additional documents that support your claim to the role (for example licences, checks or qualifications).

Information about the role

Read the job advertisement carefully. All Sydney Living Museums' advertisements contain the following:

An overview of the experience, knowledge and capabilities required for the role

Targeted questions you need to respond to:

- The name and telephone number of a contact officer
- The salary and classification for the role
- The location/s where the role will be based
- The closing date/time for submission of applications
- A link to the role description
- A link to this candidate information guide
- Any essential requirements required by the role holder to be eligible for the role; for example Working with Children Check, driver's licence and qualifications.
- Any details about rosters and availability to work weekends if required by the role.

Please carefully read the information provided in the advertisement, in particular the role description. This information will assist you to understand the exact nature of the role, help you to decide whether the role is of interest to you and also whether you are likely to meet the minimum requirements of the role.

Contact officer

The advertisement will specify a contact officer who can answer questions about the role and discuss the role requirements in more detail. You are strongly recommended to speak to the contact officer about the role before starting your application. Talking to the contact officer may also give you a better understanding of what to emphasise in your application.

Covering letter

Your covering letter should be one to two pages in length and address the following:

- Details of the role you are applying for
- A brief introduction about yourself
- A summary of your skills, qualifications and experience that relate to the focus capabilities* of the role you are applying for.

You will be asked to respond to the targeted questions in the online application. Do not include your responses to the targeted questions in your covering letter.

** Focus capabilities are the capabilities required for a role that you must be able demonstrate immediate competency in to be eligible to be appointed to the role. Detailed information on the focus capabilities is included in the last section of the role description.*

Recruitment & Selection Process (cont.)

Targeted questions

It is compulsory to respond to each of the targeted questions for the role you are applying for as part of the application process. Applications that do not have responses to all targeted questions will not pass the shortlisting phase of the recruitment.

Targeted questions are capability based questions intended to gather evidence of your ability to meet the focus capabilities of the role at the required level and the pre-established standards of the role, including the essential requirements as identified in the role description.

Your responses to the targeted questions should demonstrate your experience with actual examples of where you have used specific skills relevant to the duties of the role you are applying for and at the required level of the focus capabilities.

Targeted questions generally begin with:

- Give an example of...
- Describe a scenario...
- What experience do you have...
- Can you briefly outline your knowledge...

You will be asked to respond to the targeted questions in the pre-screening section of the I Work for NSW online application process. The questions are included in the advertisement to allow you the chance to prepare your responses before beginning your application.

Please note: it is advised that you prepare a draft of your responses to the targeted questions (for example in a word document) before entering them into the required text

boxes within the system. This provides you the opportunity to review and edit your responses and to ensure they do not exceed the maximum 20 line limit for each response.

Online application process

All vacancies with Sydney Living Museums are advertised on our website and I Work for NSW. All applications need to be submitted online through the I Work for NSW website at: <https://iworkfor.nsw.gov.au/>.

You can create your own secure online account on I Work for NSW, save and review applications before submitting them and apply for as many roles as you wish using the same details.

Once you have successfully submitted your application through I Work for NSW you will receive a confirmation email generated by the system.

If you have any technical problems using I Work for NSW please call 1800 562 679 or email support@iworkfor.nsw.gov.au. The support desk is available Monday to Friday 9am to 5pm.

Resume

A resume must be included with your application to support your claim for the role. It should include a summary of your personal contact details, an outline of work history to date and be no longer than 5 pages in length. It is recommended that you include the following in your resume:

- Full name and address
- Telephone number (including a business hours contact number)
- Email address (that you check regularly)
- Employment history (include dates, names of employers, roles occupied, work area (section/branch etc.) and a brief outline of the tasks undertaken. The details should be in reverse chronological order, starting with your current role and working backwards. Be concise and only give relevant information about major responsibilities. It is not necessary to mention in detail jobs which were held for short periods, unless the experience is relevant to the advertised role. However, do not leave any unexplained gaps in your work history.
- Volunteer experience (include dates, names of employers, roles occupied, work area (section/branch etc.) and a brief outline of the tasks undertaken.



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Recruitment & Selection Process (cont.)

- Education/qualifications (include majors, where obtained and dates or expected date of completion)
- Referee details (include name, email and contact telephone number during business hours)
- Special skills, computer skills, achievements and memberships in organisations.

Selection panels will review many applications for a role so to make your resume easy for them to read avoid:

- Using table formatting,
- Keep it simple you do not need to list every task you undertaken in your roles, provide a brief summary and main achievements
- Do not use too many colours
- Condensing information into small areas, the selection panel need to be able to read it

Things not to include in your resume as they will not assist your chances of being interviewed:

- Date of birth
- Marital status
- Bank details
- Religion
- Photograph

Nominating referees

You are asked to provide the name and contact details (phone number and email address) of two referees in your application. The referee you nominate should be able to comment on your recent work. A good referee would be your current or recent manager.

Your referee will be asked to provide information on your skills, knowledge and/or experience as they apply to the role you have applied for. If you are uncomfortable with your current manager knowing you have applied for another job, a colleague would be a suitable substitute if they have a good understanding of your skills at work.

It is important to let your referees know you have applied for a role to ensure they are available. It is also a good idea to provide them with a copy of the role description so they can answer any questions in relating your skills and experience to the role.

Personal referees will not be contacted.

Closing date

Note the closing date/time for applications and ensure that your application is submitted by this date or earlier. The closing date is the date by which your application must be submitted via I Work for NSW.

If for any reason you cannot submit your application by the closing date/time contact the contact officer listed in the advertisement prior to the closing date to discuss the possibility of an extension.

Any application received after the closing date without being granted an extension will not be accepted.

The selection panel

The selection process is carried out by a panel of at least two people including:

- A representative from the portfolio/team in which the vacancy occurs, generally the role supervisor
- An independent representative from either another organisation or portfolio/team within Sydney Living Museums
- A female and a male.
- An indigenous representative where the recruitment is for an identified role.

The selection panel's role is to assess all candidates in terms of the pre-established standards for the role and to recommend the most suitable applicant for appointment to the role.

If no applicant meets the minimum requirements of the role, the selection panel will recommend that the role be re-advertised or other appropriate action be taken. Where this happens all candidates will be notified by email.

The interview and assessment process

The selection panel will assess all submitted applications based on your responses to the targeted questions, covering letter, resume and essential requirements to determine a short list of candidates for interview and assessment. All applications will be assessed based on the pre-established standards for the role; i.e. the focus capabilities and essential requirements.

Note: those candidates whose applications do not meet the minimum pre-established standards for the role or do not respond to the targeted questions will be "culled" and not considered any further.



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Recruitment & Selection Process (cont.)

If you are invited for an interview and to undertake assessment you will be contact by email. At this stage you will be provided with details regarding the interview, assessment/s and selection panel.

If you are called for an interview and you have special requirements (i.e. wheel chair access or an interpreter for hearing impaired persons), please advise the contact officer or Human Resources who will make arrangements to assist wherever possible.

You should prepare yourself for the interview and assessment/s by familiarising yourself with the role and the work of Sydney Living Museums, particularly with the property or team in which the role is located. Information about Sydney Living Museums and its work can be found on our website at www.sydneylivingmuseums.com.au.

Candidates should bear in mind the panel will base its decision on material presented by candidates in their applications, performances at interview and during the assessment/s and referee checks. It is your responsibility to convince the panel that you are the best candidate for the role.

Interview

The selection panel will prepare questions for an interview based on the requirements specified in the job advertisement and the role description. Most interviews

questions are designed to draw out examples of your previous experience and behaviours as opposed to your knowledge or opinions. This typically involves describing situations or the type of work involved in the role you are applying for and asking you to provide examples of like work or similar situations from your own experience, how you approached the situation, and what you did.

At the interview, the selection panel will be seeking to determine each candidate's relative strengths and weaknesses in relation to the requirements of the role. Usually, each member of the selection panel will ask one or more questions in relation the pre-established standards for the role. All members of the selection panel will play an active role in the interview and decision making process.

The panel may ask you, as part of the interview process, to produce samples of your work so it is good idea to bring relevant documents or materials to the interview – however these should be carefully selected so that the selection panel does not have to spend considerable time perusing documents while the interview is progressing.

You will also usually be given an opportunity to make a closing statement and/or ask one or two brief questions. This will give you a chance to demonstrate your interest in and understanding of the role.

Recruitment & Selection Process (cont.)

For this reason it is advisable to be prepared to give reasons for your interest in the role and to describe how your relevant experience, knowledge and capabilities match the role. However, you should be careful not to take up too much of the panel's time in this closing part of the interview.

Assessments

Under the *Government Sector Employment (GSE) Act 2013* candidates are required to undertake assessments in addition to interviews. If the role you applied for is for a period less six (6) months you will be asked to complete one (1) assessment in addition to the application and interview. If the role you applied for is for a period longer than six (6) months you will be asked to complete two (2) assessments in addition to the application and interview.

Assessments are designed to determine if you are able to meet the capabilities of the role based on your experience, knowledge and capabilities. The assessments are generally based around tasks/duties required to complete the regular duties of the role.

Assessment methods can vary depending on the capabilities being assessed. Common forms of assessment used include:

- Work samples
- Short question tests
- Presentations
- Role play
- Online testing such as cognitive or psychometric testing.
- Behavioural interviews

Referee checks

Following the interviews, the panel will contact the referees nominated by applicant(s) who based on their application, interview and assessment/s appear to be most suited to the role based on merit. Referees will be asked to comment against the relevant criteria, including any areas which the panel specifically wants to explore as identified during the recruitment process so far.

Referee checks form part of the selection panel's decision-making process in selecting the most suited candidate for the role. For this reason, the panel may ask you for additional referees if they feel they need more information than is available from your nominated referees to assist them in making their decision.

The outcome

Following the referee checks the panel will make a final comparison of all candidates based on the results of the applications, interviews, assessments and referee checks. The preferred candidate/s will be contacted, where relevant, to request attendance for a medical assessment or provide evidence of licences or checks. If you are currently employed within another NSW Government agency a service check will also be conducted.

After the selection panel has completed this process its recommendations will be forwarded to the Executive Director for approval. Once approved, the successful applicant will receive an initial verbal offer of appointment requiring a prompt reply. A formal letter of offer letter will follow shortly after.

Talent Pools

In some cases, more than one applicant is assessed as suitable for the role. Where this occurs a talent pool is created consisting of those candidates who have demonstrated they are capable and qualified for the role, but were rated as less suitable overall than the recommended candidate. The talent pool remains in force for a period of twelve (12) months from the date the Executive Director approves the selection panel's recommendations. The talent pool can be used directly or indirectly to fill identical or similar vacant roles.

If you have been placed in a talent pool you will receive an email notification following the completion of the recruitment process.

Unsuccessful Candidates

Candidates not considered suitable for appointment will be notified by email that they have been unsuccessful after the candidates progressing to the interview stage have been contacted.

Being unsuccessful is no reflection on you personally – it means only that in the selection panel's opinion you were not, at the time, the best person for the role.

Unsuccessful candidates are invited to request a post-selection discussion with the hiring manager of the selection panel to obtain constructive comments regarding their application and/or performance at interview and assessment. The feedback given by the hiring manager can assist you in submitting better applications in the future and/or can highlight areas of possible training and development needs.

Recruitment & Selection Process (cont.)

Feedback may include:

- Assessment against the criteria
- Strengths and areas for improvement
- Gaps compared with the successful applicant
- Quality of the application submitted and/or interview style
- And/or results of assessment/s.

Salary

It is Sydney Living Museums' policy that all new appointments commence employment at the base salary level. Where salary above the base range is sought the successful candidate should discuss this with the hiring manager of the selection panel when the offer is made.

Previous Voluntary Redundancy

If you have previously received a voluntary redundancy and receive an offer to be re-employed in a public service role within the period covered by the redundancy payment, you will be required to pay back the proportion of that payment applying to the offer's period of re-employment.

Further Information

If you require further information regarding Sydney Living Museums' recruitment and selection processes, please do not hesitate to contact Human Resources on humanresources@sydneylivingmuseums.com.au or the nominated contact officer for the role as listed in the job advertisement.

Human Resources can also help if you have any requirements for the interview (eg mobility access, or interpreter for hearing impaired people).

For information on NSW Government recruitment and employment conditions review the *Government Sector Employment (GSE) Act 2013*, *Government Sector Employment Regulation 2014* and the *Government Sector Employment (General) Rules 2014* go to: <http://www.psc.nsw.gov.au/employmentportal> and view the important links on the righthand side.

For information applying for roles in the NSW Public Service go to: <http://www.psc.nsw.gov.au/employmentportal/recruitment/recruitment/applicants/introduction/introduction-working-for-nsw-government>.

For information on the NSW Capability Framework go to: <http://www.psc.nsw.gov.au/workforce-management/capability-framework>.

Our 12 properties



Elizabeth Bay House



Vaucluse House



Elizabeth Farm



Meroogal



Rouse Hill House & Farm



Rose Seidler House



Hyde Park Barracks Museum



Justice & Police Museum



Museum of Sydney



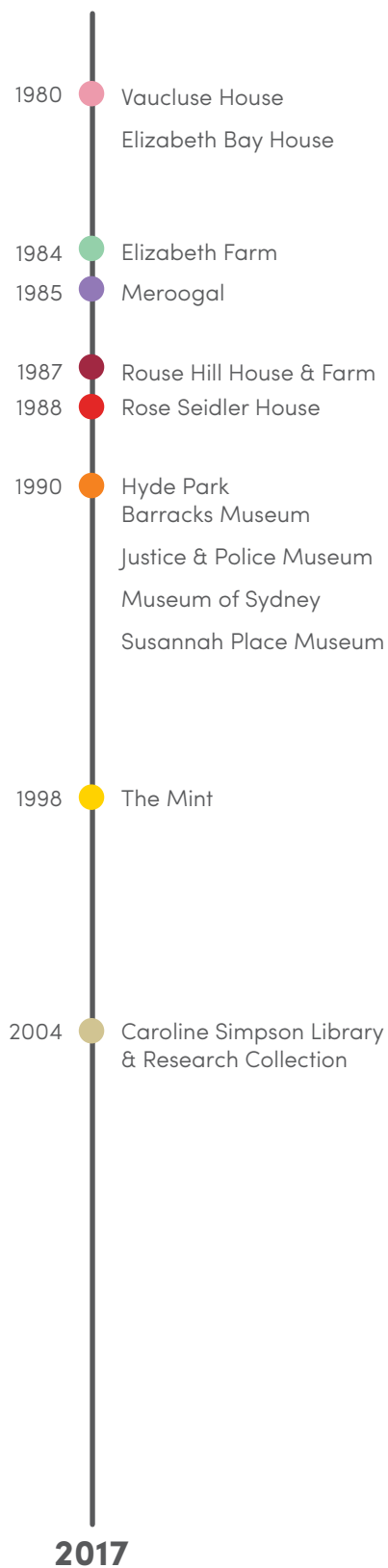
Susannah Place Museum



The Mint



Caroline Simpson Library & Research Collection



Organisation chart

As of December 2017

