

# Need a little help with your application?

## Here's the STAR Technique at work:

### **S - Situation**

- Describe the situation in short.
- What was going on?
- Describe the organisation in general.
- What was the purpose of the project or department you were working for?
- Why was the project or task started?

Example: "I was working for ACME, the second largest producer of widgets in Canada. Within this company I participated in the customer improvement software project. The general goal of this project was to deliver a new frontend system to improve the online customer experience."

### **T - Task**

- Describe your task and link it to the goal and challenge of your project.
- What was your role in the task?
- Describe the key objectives you addressed.

Example: "I worked as a project manager on this project and was responsible for the delivery of the software changes within time and budget. The project team consisted of seven members."

### **A - Activity**

- List the activities or actions you took in this job.
- Emphasise the skills and competencies you used to realise the tasks. This is the place to list your actual activities.
- Give some relevant examples and describe them in as much detail as possible. Make sure to limit the text of this part.

Example: "I managed the project team consisting of both own employees and consultants of the software supplier. I was responsible for the project schedule and coordinated work between all team members. I coordinated with all the stakeholders both internally and externally and was also responsible for monthly project reporting to the project board. I took appropriate actions to control the project budget and to ensure the quality of the end result."

### **R - Result**

- Describe the result of your actions in business goals.
- Preferably link them to concrete numbers, such as an increase in sales, number of customers or improved quality.
- If possible link this to specific actions you took within the work so it is obvious your actions contributed to this result.
- Do not be shy taking credit for your achievements.

Example: "The end result was a new customer shop website with an improved user interface. This resulted in a 25% increase in sales due to improved ease of use. The added cross-selling feature in the checkout window resulted in an additional 30% extra sales of related products."

## Sample Cover Letter

Date here

First name Surname  
Title  
Bayside Council  
Address

Dear Mr/Mrs/Ms Surname,

I am interested in applying for the position of worker at ABC office for ABC Department.

I am writing to apply for the position of worker which was advertised on your website. I have the experience and skills that you are seeking, as evidenced by my responses below to addressing the focus capabilities, as well as my attached resume.

### **Communicate Effectively**

I have the ability to negotiate effective outcomes and to maintain effective working relationships. In my current role at ABC it involves working with in a high volume operational and customer environment, where I co-ordinate emails and diary for the Director and respond to requests from Managers and Project Officers.

I listen to others and clarify expectations or information to ensure I understand the message and ask questions where needed.

### **Plan and Prioritise**

I have applied my skills in various roles such as ABC and ABC where I have planned and prioritised my workload and successfully accommodated changing priorities.

For example, I manage the dairy and daily schedule for the Director, I ensure that when schedules quickly change if a more urgent priority arises, I co-ordinate and brief the Director on changes and updates.

### **Technology**

I have sound experience using technology, including MS word for preparing correspondence, reports, memos and agendas. I use Powerpoint for amending and creating presentations for the Director; database software (such as access for rostering); Excel spreadsheets to produce statistical information and financial reports for budget monitoring; and TRIM.

In my role at ABC I am responsible for registering all correspondence and documents received for the Director, Managers and Project Officers.

I believe that I possess the required level of focus capabilities for this role, and would welcome the opportunity to meet with you. I can be contacted on 0400 000 000.

Kind Regards,

First name Surname

## Sample Resume

### Name

Phone Number

Address / PO Box

Email:

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### CAREER SUMMARY

I am a highly organised and professional government executive assistant, with extensive experience in executive and project support across both office A and Office B.

I have sound experience in managing administration tasks in a high paced, high profile environment. I am mature, confident and able to work independently to deliver results, on time and accurately.

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### KEY SKILLS SUMMARY

- Highly experienced working in a stakeholder focused environment and compliance centred operations.
  - Ability to work independently, using initiative and self-direction to ensure the delivery of high level executive and administrative support services in a timely manner, to meet short timeframes and manage changing priorities.
  - Confident ability to exercise a high level of discretion, confidentiality and ensure privacy when liaising with senior executives from both the public and private sectors.
  - Implementing administration and procurement policies, procedures and instructions, records management systems and processes.
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### QUALIFICATION SUMMARY

Tertiary Education	Advanced Secretarial Studies	Year
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### TRAINING/CERTIFICATIONS

I have continued to develop my skills through learning interventions and experiences in various roles. Some of the courses I have participated in include:

- MS Office Applications – MS Word, MS Excel, MS Powerpoint & MS Outlook
  - Purchasing Card
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### PROFESSIONAL EMPLOYMENT HISTORY

#### Executive Assistant

Date here

#### Office A

Provide high level executive and administration support to the Director and team. This includes developing and managing efficient administrative systems and procedures and working independently to ensure efficient support services to the director and staff.

#### Responsibilities / Achievements:

- Successfully supported the office of the Director, including co-ordinating and maintaining a complex diary, managing incoming and outgoing correspondence to ensure timely flow of information.
- Being highly proactive and highly responsive to the needs of the director, handling sensitive issues and maintaining confidentiality.
- Successfully demonstrated high level executive and administrative support including maintaining a high level of professionalism when communicating with internal and external stakeholders.

- Successfully utilised the organisation's procurement system 'SAP' to procure goods and services as well as assisting with financial management processes in accordance policy and procedures.

**Executive Assistant  
Office B**

**Date here**

Provide high level business support in the co-ordination and preparation of briefings, correspondence and submissions within required timeframes to the Department Office and Executive.

**Responsibilities / Achievements:**

- Successfully assisted and contributed to the co-ordination, preparation and review of briefings, documents and correspondence to ensure that information provided to the Department is accurate and delivered within required timeframes.
- Consistently provided high level administrative support and co-ordinated multiple tasks whilst working under pressure in a high volume environment.
- Successfully administered and organised the movement of sensitive documents between the agency and the Department, including registering and tracking correspondence using the organisation's record management system, meeting strict deadlines.

**References**