

Job Information Kit



Thank you

Thank you for your interest in applying for a recently advertised position with Housing NSW.

We have compiled this Job Information Kit to provide an overview of Housing NSW and to assist you in preparing an application for a vacant position within Housing NSW.

The kit contains the following information:

- A. Guide for Job Applications
- B. Application Form
- C. Housing NSW – Overview
- D. Code of Conduct and Ethics



Guide for Job Applications



The information contained in this guide is designed to assist you in preparing an application for a vacant position within Housing NSW.

To complete your application it is important to refer to:

- Job advertisement
- Position description
- This information package.

Prior to completing your application, you should read each of the following sections to gain an appreciation of the selection process and the basis for selection of successful applicants:

1. Choosing the best person
2. How do I apply?
3. The selection process
4. What happens next?

1. CHOOSING THE BEST PERSON

Appointment to positions in the NSW Public Service is on the basis of merit. 'Merit' simply means the most qualified candidate gains the position. This decision is based on the qualifications, experience, standard of work performance and capabilities of those persons that are relevant to the performance of those duties.

The selection process operates under Equal Opportunity principles. Fair and open competition applies to every advertised position within Housing NSW. The selection criteria in the advertisement are the basis for the selection process. During this process none of the criteria can be overlooked and no new criteria can be introduced

Capabilities

Refers to the skills and capacities that are needed to do the job effectively, based on knowledge, practice and aptitude required by the job eg. communication skills, liaison skills, supervisory skills, program management skills, capacity to undertake research or to work in a team.

Qualifications

These may be in the form of specific educational requirements eg. a certificate, diploma or degree or a particular trade or professional requirement such as membership of a professional association.

Experience

Relevant experience might be in a specific field eg. personnel, information technology, building services or finance, or it might be in a specific function such as supervision, research, policy implementation or investigation.

Standard of work performance

This refers to the quality of the work performed or produced and/or the level of output relevant to the position eg. speed and accuracy in certain positions, quality of written work, quantity of items produced, quality of advice given, thoroughness or reliability. Referees' reports as well as the applicant's demonstration of standards achieved will be included in the assessment.

2. HOW DO I APPLY?

You will need to apply by using our [eRecruitment tool](#). Your application determines whether you will get an interview. It is your opportunity to show the selection committee that you have the knowledge, skills, experience and ability to do the job.

If you would like to apply in writing please contact 1800 502 766.

You should take the following steps when preparing your application:-

Read the selection criteria

Read the job advertisement and other job information material closely as it includes a description of the job, the job requirements and the selection criteria.

Complete application form

You can complete a job application online by using our [eRecruitment tool](#). Please ensure that you have completed all sections before you submit your application. Please include a daytime contact telephone number.

Addressing the selection criteria

You should clearly and concisely address each selection criterion set out in the job advertisement. There is space for your responses in the on-line application form. Show how your skills, qualifications, abilities and training are relevant. This is your opportunity to demonstrate how well you meet the selection criteria.

Applicants who do not address the criteria may not be called for an interview.

Attach your resume

Attach a brief resume with details of your skills, education and employment history. If you have gained skills or experience outside of work or overseas include them in your resume.

Name two referees

Include the names and phone numbers of at least two referees who can comment on your work performance or provide personal references.

Send your application

If submitting your application online, ensure you submit it before the closing date. If you are sending an application by post, ensure that you have allowed enough time for your application to reach the address specified in the advertisement by the closing date.

The committee may accept late applications only if a request for extension is received prior to the closing date. This request should be sent to the Inquiries Officer in writing,

eg. fax. Late applications are not considered after the committee has met to select candidates for interview.

3. THE SELECTION PROCESS

a. The selection committee

Selection of applicants is carried out by a committee of at least two people. The committee will usually include:

- An Officer from the Branch/Unit in which the vacancy exists
- An Officer from within Housing NSW who must be from another Division
- There is at least one male and one female member of the committee.

b. Consideration of your application

The committee will read your application to see how well you meet the selection criteria. Based on your application, you may be selected to attend an interview.

c. Interview

If you are chosen for interview, you will be given at least three days' notice. You may be asked to bring examples of your work with you.

If you have any special requirements (eg. disabled parking, wheelchair access, sign language interpreter), let the contact person know in advance so that appropriate arrangements can be made.

The selection committee will ask you questions related to the selection criteria to decide which candidate best meets the requirements for the position.

To prepare for your interview, try to anticipate questions that may be asked by the selection committee. Generally, the committee bases its questions on the advertisement and position description. So, you should review the advertisement and position description and think about questions you would ask if you were a committee member.

If you are called for an interview, you may ask what material, if any, to bring to the interview. If you can't come to the interview at the arranged time, it may be possible to organise another time, if the selection committee members are available.

At the interview the committee will determine each candidate's relative strengths and weaknesses in relation to the job requirements.

You will have the opportunity to ask questions, giving you the chance to demonstrate your interest in, and understanding of, the position and its duties.

Here are some suggestions for your presentation at the interview:

- Speak clearly, so members of the committee can hear without difficulty
- If you already work in Housing NSW, don't assume the departmental representative will be fully aware of your background
- Stress the relevance of your qualifications and experience
- Show the committee any appropriate papers concerning qualifications and relevant previous work, but do not overload the committee with documentation.

For certain positions, you may also be asked to participate in other methods of assessment as well as the interview. The assessment methods directly relate to the nature of the work and you will be given details in advance. Examples have included case studies, presentations, simulations and ability tests.

d. Referee reports

The convenor of the selection committee will contact the referees nominated by the candidate/s being considered for appointment. The convenor will ask similar and specific job-related questions of each referee.

e. The selection committee's decision

The selection committee makes a decision based on information from your written application, interview, referee reports and any other methods of assessment used. If no applicant meets the criteria to the required standard, the committee will recommend that the position be re-advertised.

4. WHAT HAPPENS NEXT?

If you are selected for the job, you will be advised at interview when you can expect to be contacted by the Housing NSW with a job offer. If you accept the job, the offer will be confirmed in writing. If your application is unsuccessful, you will be notified in writing, after the successful candidate has accepted the offer.

If you are unsuccessful, you may discuss your interview with the convenor of the selection committee. This can help you understand the committee's decision and to find ways to improve your application or interview performance when you next apply.

Housing NSW Overview



Housing NSW works to address a basic need for people across NSW – a place to live.

Our purpose

Housing NSW is helping to build a stronger community by providing housing solutions for people in need.

What we do

We are the government department responsible for helping to house people in need. Housing NSW:

- works with other departments, agencies and other organisations to address homelessness in NSW
- manages NSW's public housing portfolio
- funds and regulates the provision of community housing and crisis accommodation
- manages Aboriginal public housing for the Aboriginal Housing Office
- plays a key role in developing policy and supporting relationships to increase access to the supply of affordable housing across NSW
- provides a range of products and services to assist people into the private rental market and home ownership and
- provides policy advice to government and manages the *Housing Act 2001* and associated legislation.

Our portfolio

Housing NSW manages over 146,000 properties worth around \$28 billion – the largest and most complex asset base of any housing authority in Australia.

Type of social housing	Properties (as at June 2007)
Public housing	126,325
Community housing	15,624
Aboriginal housing properties	4,321

Our direction for the future

Housing NSW will face a range of challenges in supporting the housing needs of an increasingly complex range of our clients. A key strength of Housing NSW is the quality and commitment of our staff. We will depend on this to provide an even stronger focus on our clients into the future, and on delivering integrated housing solutions that directly support their individual needs.

Our values

Our corporate values guide our staff on how to go about their work:

We make a difference

We are committed to making a sustainable difference to social outcomes. We are committed to achieving this with fairness and integrity. We aim to make our actions socially, economically and environmentally sustainable.

We help

We are committed to helping people in need. We try to understand and respond compassionately to our client's circumstances. We empower people to make informed decisions.

We work together

We are committed to treating everyone with respect – each other, our clients, our partners and the broader community. We work as a team, while remembering that we are individually accountable. We work towards finding practical and affordable solutions.

We are part of the community

We are committed to serving and strengthening the community. We aim to work with our partners.

Our service standards

Housing NSW officials take pride in providing excellent service. Our service standards specify what behaviour is expected of Housing NSW officials and help us to monitor our performance.

The high standards of service expected of us as Housing NSW officials include:

- being prompt, courteous and helpful to people we deal with
- being sensitive to the particular needs of people and respecting their rights and life choices
- acting with integrity and transparency
- striving to provide an effective and efficient service, and looking for opportunities to improve the quality of our work
- providing honest, frank, comprehensive and accurate advice and recommendations
- identifying opportunities to simplify processes so that they are not unnecessarily complex or burdensome for others to follow
- protecting confidential and private information
- taking responsibility for what we do, including taking pride in achievements and ownership of mistakes
- taking action to correct mistakes when we come across them
- implementing impartially Housing NSW and NSW Government policies and procedures, and only making decisions we have the authority to make
- respecting natural justice principles when making decisions. This includes listening to the views of people who are going to be affected by our decisions, treating each case on its individual merits, and being fair and reasonable
- complying with reasonable and lawful directives of officials who have the authority to give such directives

- working closely with line managers to manage any potential conflicts of interest
- encouraging professional and appropriate conduct in other public officials and informing clients about our Code and ethical obligations
- reporting suspect corruption, criminal activity and misconduct
- helping maintain a safe working environment.

Our clients

- Public, community and Aboriginal housing tenants
- Housing register applicants
- Rental assistance recipients
- Other government agencies
- Non-government organisations
- Local councils

Our workforce

The Housing NSW workforce of around 2,400 – 2,500 staff is diverse, with 400 different positions being clustered into five occupational groups as follows:

Client service delivery job family

Approximately 60 per cent of our workforce has direct contact with clients and delivers applicant, tenancy, asset and property management services and advice to clients, including those with complex needs. Jobs in this family regularly liaise with other support agencies and services, partnering to build sustainable tenancies and communities. The positions include Client Service Officers (Clerk 2-4) and their supervisors and managers through to Area Director (Clerk 11-12 to Senior Officer 1-2) level. Entry level jobs in this family typically require compassion and an understanding of people from diverse social and cultural backgrounds, an interest in people's living conditions, strong interpersonal and teamwork skills, computer literacy, good writing skills and an ability to interpret legislation. Client Service Officers can undertake studies to achieve a Certificate IV in Social Housing.

Asset operations job family

Positions in this family typically manage maintenance and construction activities to maintain housing stock to meet the required cost and quality standards. Typical positions include Technical Officers, Project Managers, Asset Operations Managers (Clerk 5-6 to Clerk 9-10 level). People employed in these positions would have technical qualifications in building, construction or related areas, knowledge of building standards and local planning requirements, computer skills, communication skills, and knowledge or experience in project management and contract management.

Strategic and advisory services job family

Positions in this family support the core business of Housing NSW with strategic direction, advice and specialist services covering various functions including finance, human resources, information management, building and construction, law, communications and media, economics, statistics, policy, planning, program and project management. Positions in this job family start at Clerk 5-6 or 7-8 and go up to the Senior Officer and some Senior Executive Service levels. Entry level positions in this family require skills and often a vocational or tertiary qualification in the specialty area, along with project management and internal consultancy skills.

Support services job family

Positions in this family are typically involved in providing administrative and operational support services to managers, teams and the organisation. Positions include Clerical Officers and Clerks up to the Grade 5-6 and can include job titles such as Administrative Assistants, Executive Assistants and Coordinators. Entry level positions in this job family require general office skills and experience, computer skills, communication and teamwork skills etc.

Strategic leadership job family

Positions in this family provide executive management for Housing NSW. Executive team and General Manager positions require extensive relevant management experience and are part of the Senior Executive Service.

Code of Conduct and Ethics



Important information for job applicants

Housing NSW has a Code of Conduct and Ethics which all employees, including temporary and contract staff, must follow. The Code applies to everyone working for Housing NSW from the time they begin duty. However some parts of the Code may require you to take action as soon as you start a job with Housing NSW.

Conflicts of Interest: All staff are required to declare any potential or actual conflicts of interest to Housing NSW. A conflict of interest occurs when a staff member could **be influenced**, or perceived to be influenced, by a personal interest when carrying out their job – for example:

- if a person has a relative who is a tenant of Housing NSW;
- if a person is or ever has been a client or tenant of Housing NSW;
- if a person has a relative who works for a contractor to Housing NSW; or
- if a person does voluntary work for a community organisation that receives funding from Housing NSW.

An actual or potential conflict of interest should be reported to your manager who can assist you to follow the required procedures.

Department Properties: Housing NSW officials and related parties, including members of their immediate family, are not allowed to buy any properties that Housing NSW is selling, or lease or sell any properties they own to Housing NSW. Please refer to the Code for more information about the definitions of related parties to which this provision applies.

Secondary employment or business: If you have a second job (including involvement in a business) or engage in any other activity for which you are paid, you need to get formal written approval for this secondary employment when you start working for Housing NSW. Approval will usually be given if the secondary employment does not pose a major conflict of interest for the officer or Housing NSW, and where the second job will not affect a person's ability to perform their primary job with Housing.

Privacy and Confidentiality: most people who work for Housing NSW will have access to personal information about our clients, about other staff, and also about some commercial aspects of Housing NSW's business. Staff are expected to maintain strict confidentiality with this information, to respect people's rights to privacy, and not to use information in any way or for any purpose that would be considered inappropriate.

Political Participation: Officials are required to ensure that any participation in party political or community activities **does not conflict** with their primary duty as a public official to serve the government of the day in a politically neutral manner.

Other Requirements of the Code of Conduct: As officials, you are:

- not to engage in activities, at work or outside work, that would bring the public sector into disrepute, and
- required to report suspected corrupt conduct, as well as **maladministration** and serious and substantial waste of public resources.

Your manager will be able to assist you to meet any of these obligations when you commence duty with Housing NSW.

Applicants are encouraged to inspect the full Housing NSW *Code of Conduct and Ethics* available online at:

<http://www.housing.nsw.gov.au/About+Us/Code+of+Conduct+and+Ethics.htm>

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