



Edward  
River  
COUNCIL



# CANDIDATES RECRUITMENT & INTERVIEW GUIDE

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PEOPLE &  
CULTURE



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## Thank You for Your Interest

Thank you for your interest in furthering your career with Edward River Council (ERC). We appreciate the time and effort you've taken to submit your application.

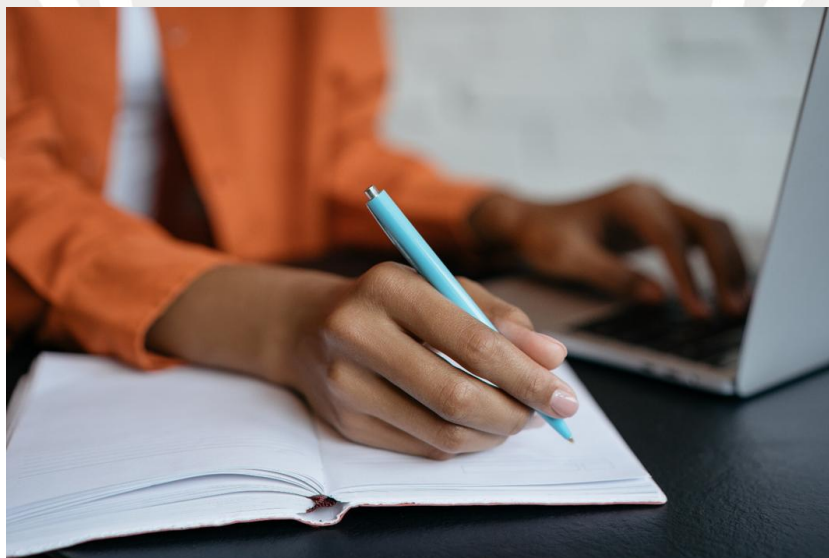
## What Happens Next?

- After applications close, please allow 1–2 weeks for the shortlisting process to be completed.
- During this period, our recruitment team will review all applications against the key selection criteria. You will be advised of the progression of your application, whether you are shortlisted or not. Notifications will typically be sent via email.

We are committed to keeping all candidates informed and thank you in advance for your patience throughout the recruitment process.

## Interview Invitation

- **Timeframe:** Interview invitations are usually sent within 2 weeks of the job closing date. Please be patient, as reviewing applications and scheduling interviews can take time.
- **Accessibility:** If you have any special requirements (e.g. wheelchair access, an interpreter, or assistance with hearing or communication), please advise us as early as possible. We're committed to making the process inclusive and supportive for everyone.





## How to Prepare

### Preparing for the Interview

Taking the time to prepare thoughtfully will give you the confidence to perform at your best and help you stand out as a well-informed, capable candidate. Below are key steps to guide your preparation.

#### **1. Research the Organisation**

Gain a strong understanding of Edward River Council (ERC) and the community you'll be supporting. Start with our website, especially:

- About Us
- Strategic Plans, and Annual Reports
- Key functions and services such as:
  - Infrastructure and civil works (roads, parks, footpaths, etc.)
  - Waste and environmental management
  - Community services, health, and safety programs
  - Planning and development
  - Economic development and tourism
  - Governance and civic leadership

This shows initiative and helps you tailor your responses and show genuine interest.

#### **2. Perform a Personal SWOT Analysis**

Before your interview, reflect on your strengths, weaknesses, opportunities, and threats (SWOT):

SWOT Element	Think About...
<b>Strengths</b>	What skills experiences, make you a strong candidate? E.g. teamwork, leadership, attention to detail, or technical ability.
<b>Weaknesses</b>	What areas you're still developing? Be honest but show how you're working to improve.
<b>Opportunities</b>	What opportunities does this role offer for your growth? What can you learn or contribute?
<b>Threats</b>	Are there challenges you may face in this role? How will you manage them?



Reflecting on this can help you communicate your value to the organisation and respond more thoughtfully in the interview.

### **3. Research Role-Specific Interview Questions**

Search for commonly asked interview questions relevant to your job type. For example:

- For administration or customer service roles:
  - “How do you manage competing deadlines?”
  - “Describe a time you dealt with a difficult customer.”
- For technical or operational roles:
  - “How do you ensure safety and compliance in your work?”
  - “Tell me about a time you solved a problem on site.”
- For leadership positions:
  - “How do you support and motivate a team?”
  - “Describe your leadership style.”

Practising these questions using the STAR model can greatly improve the clarity and impact of your responses.

### **4. Read the Position Description Thoroughly**

The Position Description (PD) is one of the most important tools in your preparation. Review it carefully to:

- Understand the key duties and expectations.
- Identify essential/ desirable criteria.
- Match each requirement to an example or skill you have.
- Prepare evidence that shows how you meet or exceed each point.

Bringing the PD to the interview (or having it printed for reference) can also help you stay focused and informed when answering questions.

### **Final Tip:**

Use this preparation time to build your confidence, clarify your key messages, and ensure you present the best version of yourself on the day.





## Dress for Success

Your appearance helps create a strong first impression. General appearance Tips:

- Clean, neat, and professionally.
- Clothing is ironed, fits well, and is free from rips or stains.
- Clean groomed hair and facial hair
- Good personal hygiene

## What to Wear by Role Type:

### **Corporate/Professional Roles**

- Choose formal or business attire such as:
  - Suit or blazer
  - Collared shirt with slacks
  - Blouse with tailored pants or a knee-length skirt

### **Trades/Operational Roles**

- Wear neat and practical clothing that reflects a safety-conscious and professional attitude:
  - Clean polo or work shirts
  - Tidy jeans or work pants
  - Closed-toe shoes are essential (no thongs or sandals)

### **Video Interviews**

- Dress professionally - top to bottom.
- Ensure you're in a quiet, well-lit space with a neutral, tidy background.
- Test your camera and microphone beforehand to avoid technical issues.

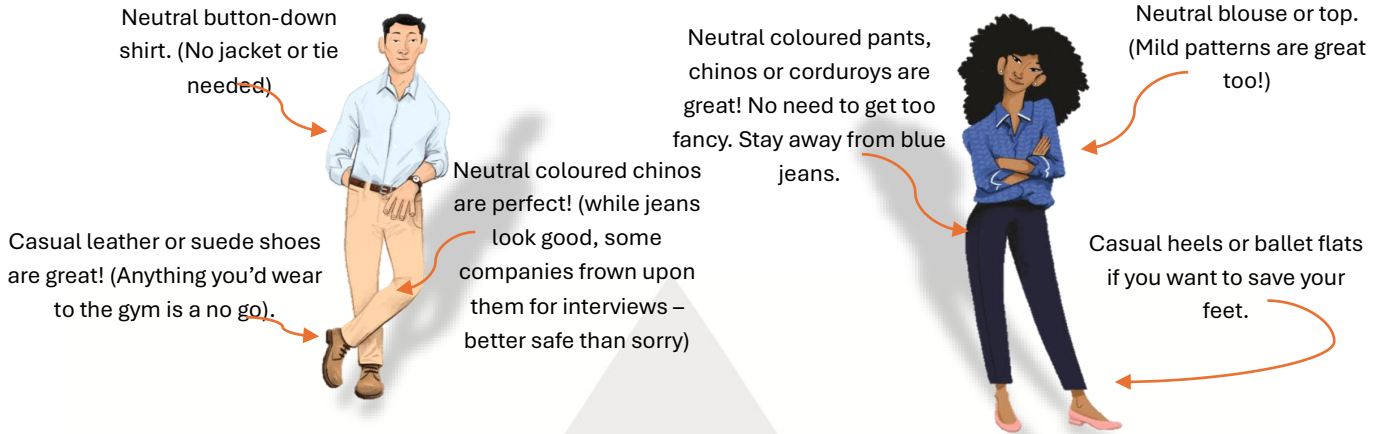
### **Presentation Tips:**

- Keep accessories and makeup to a minimal
- Avoid wearing strong perfumes or colognes
- Good hygiene is non-negotiable; take time to prepare as you would for an important meeting.

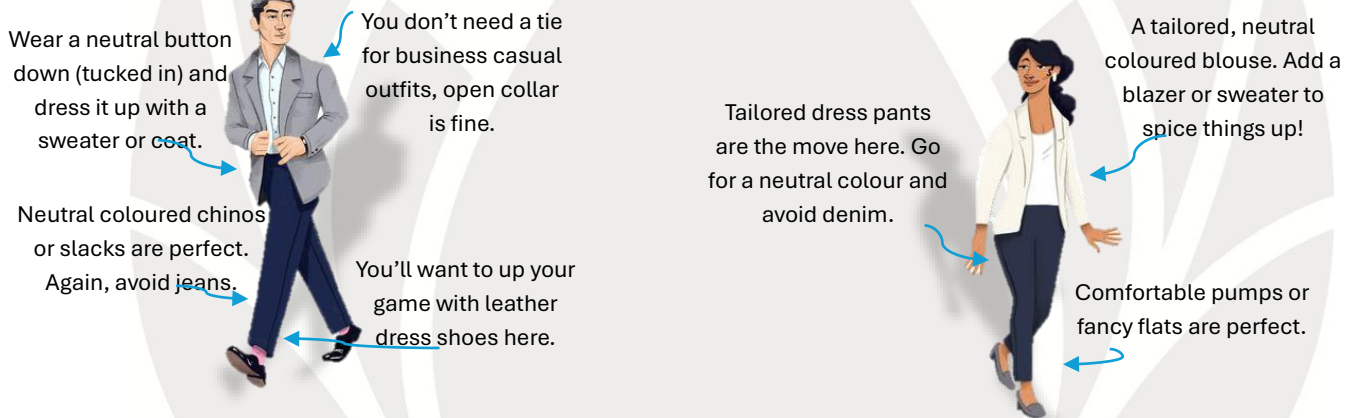
**Quick Tip:** If you're unsure of the dress code, it's always safer to err on the side of being slightly overdressed—this shows you're serious and respectful of the process.



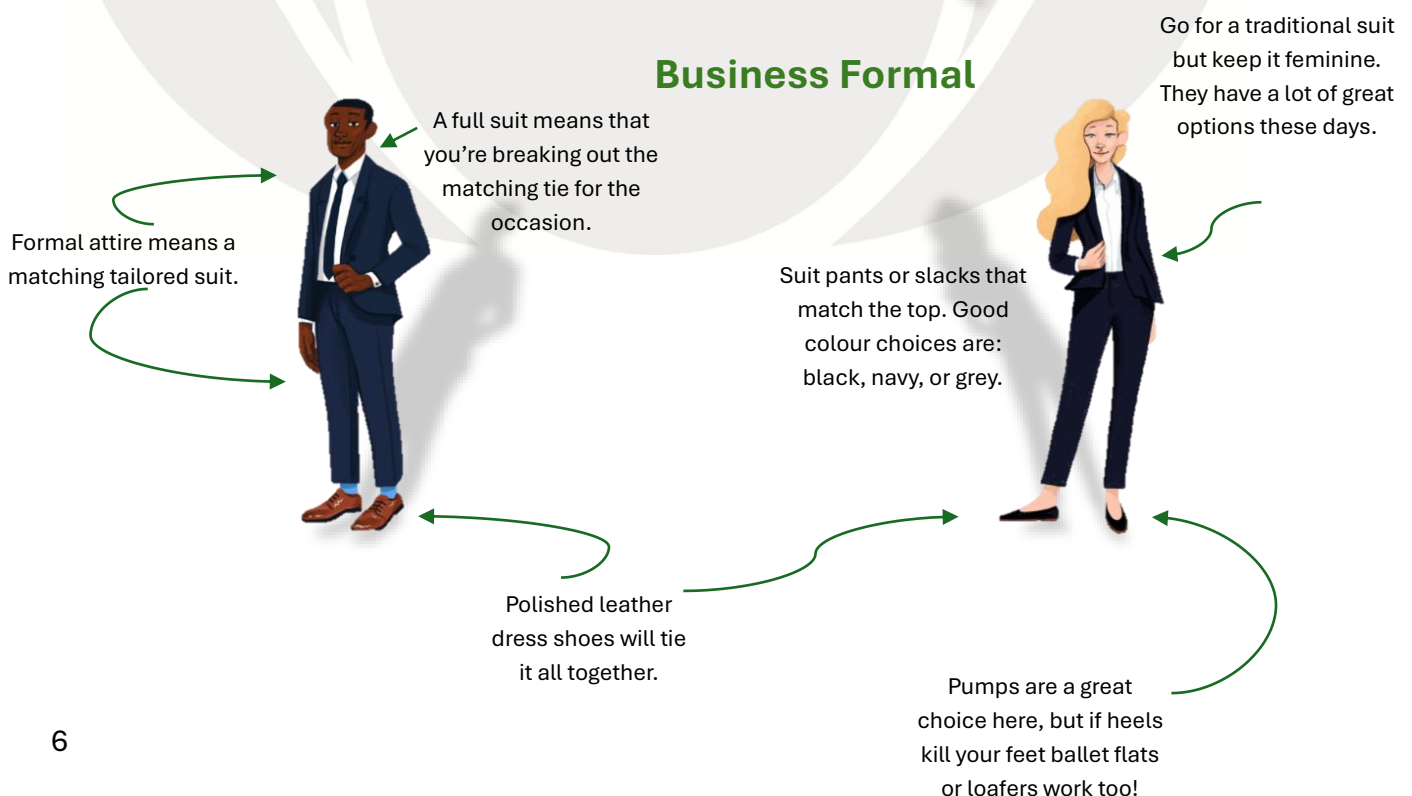
## Smart Casual



## Business Casual



## Business Formal





## Understanding the Selection Panel

During your interview, you'll meet with a panel made up of three or more people, usually including:

- **The Hiring Manager or Team Leader** – who understands the day-to-day requirements of the job.
- **A People and Culture (HR) Representative** – who ensures fairness and alignment with company values.
- **A Technical Expert** – who may assess your job-specific knowledge or skills.

The panel will ask a range of **technical**, **behavioural**, and **situational** questions, based on:

- The essential/desirable criteria the key tasks outlined in the position description.







## Types of Interview Questions

Being familiar with different question types will help in your preparation.

### Behavioural Questions:

- These focus on how you handled situations.
- Often start with: *"Tell me about a time when..."*

### To Stand Out in Behavioural Interviews:

- Use real-life examples.
- Provide different examples for each question to highlight your versatility.
- Stay focused on the question keep answers clear, and concise.
- Practice answering common questions aloud using the STAR format.

### Situational Questions:

- These are hypothetical: *"What would you do if..."* The panel wants to see how you problem solve and make decisions.

### Use the STAR Model to Structure Your Responses:

**S** – Situation: Set the context. Where were you and what was happening?

**T** – Task: What was your role or responsibility in that situation?

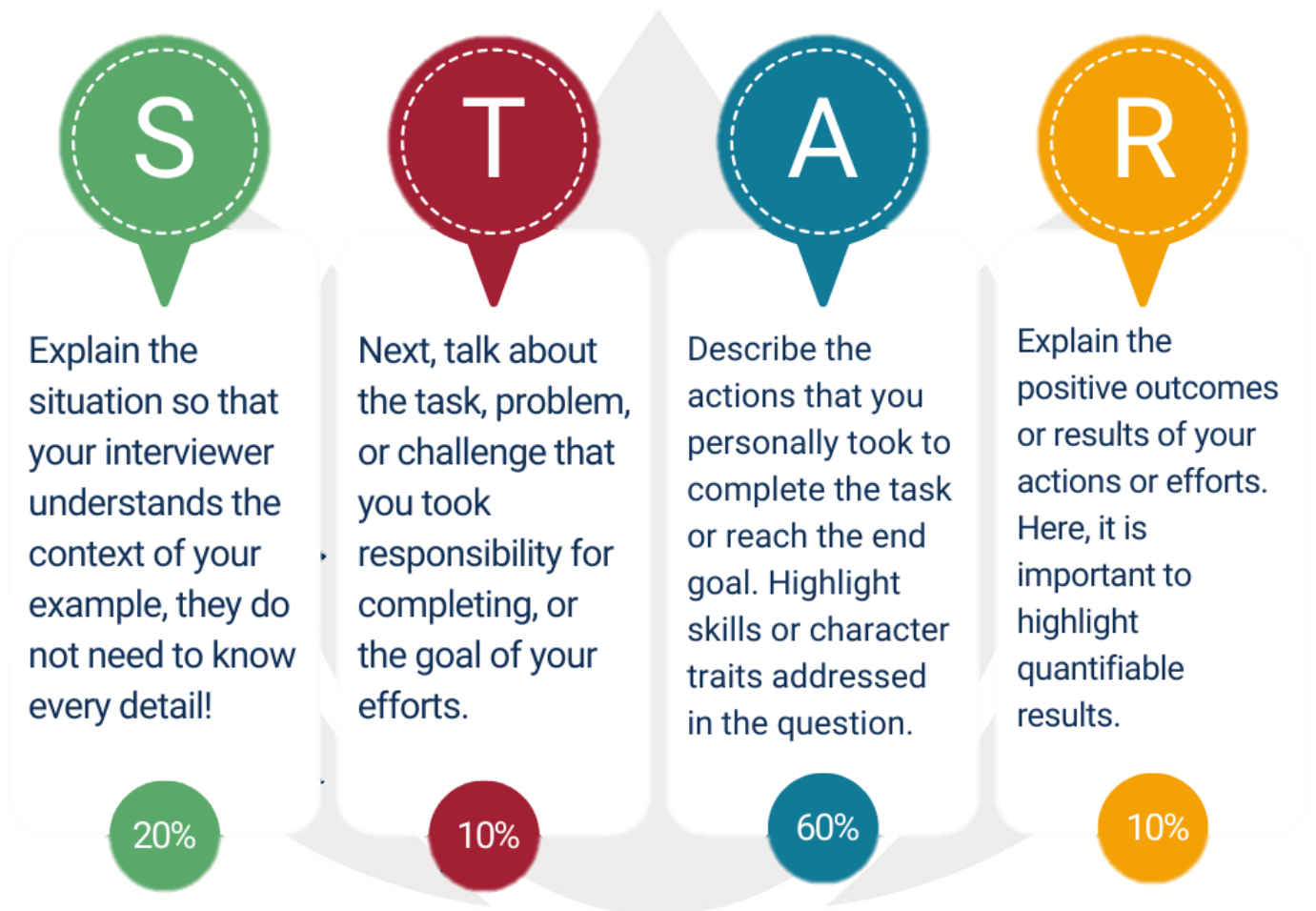
**A** – Action: What steps did you take to address the task or problem?

**R** – Result: What was the outcome? What did you achieve or learn?

**Pro Tip:** Practicing STAR helps ensure your answers are structured, relevant, and concise, while clearly showing the impact of your actions.



# The STAR Method





## What to Bring to the Interview

Come prepared with:

1. Notebook and pen in case you wish to jot down key points.
2. Documents listed in the interview invitation email.
3. Questions you may have about the position description or Edward River Council.
4. Positive energy





## After the Interview – What to Expect

Once your interview has concluded, there are still several steps in the recruitment process before a final decision is made. Here's what you can expect:

### Post-Interview Communication

- You will be contacted by phone or email once a decision is made.
- If successful, you will be advised of the next steps, which include additional checks and a formal offer.
- If you are unsuccessful, you will be notified and may request constructive feedback.

### Further Assessments and Checks

you may be required to complete additional pre-employment steps. These may include:

#### **Referee Checks**

- Be prepared to provide contact details for previous supervisors or managers who can confirm your work history, skills, and conduct.
- Ensure your referees are aware and prepared.

#### **Medical and Functional Assessments**

- Some roles may require a pre-employment medical check to confirm your physical and mental capacity. This may include:
  - Hearing and vision tests
  - Vaccination status
  - Functional assessments (e.g. lifting or fitness evaluations)



### **Additional Testing (if applicable)**

Based on the position, you may be asked to complete:

- Typing or software proficiency tests
- Aptitude or cognitive testing
- Psychometric or psychological assessments
- Driving or plant/machinery operation evaluations
- Working With Children (WWC) Check
- Police (criminal history) Check

**Note:** Participation in these steps is part of the assessment process and does not guarantee a job offer.

### **Employment Offer**

If selected, you will receive a formal letter of offer - via email or an electronic signing platform such as DocuSign. This will outline:

- Start date.
- Contract details
- Any conditions of the offer (e.g. successful medical clearance)

You'll have the opportunity to review, ask questions, and accept the offer in writing.

### **Feedback and Future Opportunities**

- If you're not selected for the role, we encourage you to request feedback.
- Many successful candidates secure roles in future recruitment rounds based on persistence and improvement.
- Keep an eye on upcoming vacancies via our Careers page or job alerts.

By knowing what to expect after the interview, you'll be better prepared and able to respond to each step with confidence and professionalism.





## Final Words of Encouragement

Thank you for your interest in joining Edward River Council (ERC). Reaching the interview stage is a great achievement, we commend your commitment to furthering your career.

### **Remember:**

- Interviews are a two-way conversation. Ask questions.
- Be yourself. Let your personality, values and passion for the role come through.
- If you have done your preparation and practised – you're already ahead.

Every interview is a chance to grow.

### **Whether You're Successful or Not:**

- Take the experience as a chance to grow professionally.
- Use feedback provided to strengthen your future applications.
- Keep an eye on future vacancies with ERC.

**On behalf of the recruitment team, thank you for considering Edward River Council as the next step in your career journey. We wish you the very best of luck with your interview and beyond.**