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If you want that job, homework is crucial

Want to know how to stand out from the crowd in your next interview? Recruitment specialist, RPO Group managing director **Liam Ovenden** has offered Search4jobs some suggestions to ensure a standout performance.

FOR starters, do your homework. At the very least visit the company's website and familiarise yourself with their products or services and clients. Research recent news articles published on the website so you can be up-to-date with their current events.

- ▶ Be early to your interview. Being five minutes early is ideal and prepares you for something unexpected such as peak hour traffic.
- ▶ Importantly, ensure you do not give the interviewer a bad impression.

Adopt a sensible dress sense. For conservative professional roles for women, a smart well-cut suit, well-presented shoes is preferred and jewellery should be kept to a sensible minimum.

If it's a creative role, personality can be expressed by remembering the goal is not to be the most outrageous.

For men, do not make a

statement with fashion sense as it may be an ice-breaker or a talking point, but not in a positive way. For corporate roles, wear a dark suit, light coloured shirt and smart dark tie, with polished black shoes, plain black socks and black belt.

No Looney Tunes socks, bow ties or gimmicky cufflinks. The interviewer should be focused on you and your ability to do the job, not what crazy items of clothing you are going to wear if you get the job.

- ▶ Maintain a positive attitude.

Attitude must be confident, respectful and empathetic. Make eye contact, smile warmly, shake hands firmly, and listen intently. Also sit up in the chair rather than slouch.

- ▶ Be able to explain your resume.

You need to be able to explain, in layman's terms, every part of your resume.

Do not expect that the interviewer will know what



RECRUITMENT SPECIALIST: RPO Group managing director Liam Ovenden.

you did in those jobs. What he/she really wants to know is if you knew what you were doing.

Be able to respond quickly and accurately and remember, the interviewer is trying to ascertain whether you have demonstrated skills or technical knowledge in the past that can apply to their organisation.

- ▶ Have an answer for situation based questions.

Most interviewers these days will have a series of hypothetical questions they will ask, in order to predict how you will behave in various situations.

They are asking these questions because they deem these situations to be likely to come up in the role you are applying for and it gives them confidence when you can say, "yes, that happened in my role at ABC

and this is how I handled it".

If you've never been in that situation, give them a well thought out hypothetical answer or apply a similar experience that you have had, but acknowledge the differences in the scenario and highlight the similarities.

At the end of the interview, maintain eye contact and thank the interviewer.

Join the Feeding Frenzy

BLEND enthusiasm in the hospitality industry, sprinkle with passion towards a great cause, mix with dedication and drive and you may be the perfect candidate to work at Australia Zoo's Feeding Frenzy Food Court.

If this sounds like you and you would like to take your career to new heights visit Australia Zoo next Saturday, November 10 for the Feeding Frenzy's recruitment drive.

Applicants need to meet at Australia Zoo admissions between 8am and 10.30am, where they will meet with the Feeding Frenzy for a brief interview.

Job hopefuls then need to fill out an application form and have a current resume to submit.

Feeding Frenzy is also offering 2008 school-based traineeships for those students interested in certificate 11 hospitality (operations).

The following departments have vacancies:

- ▶ Counters and kiosk operations providing customer service.

- ▶ Ice-cream and drinks trolleys at various locations around the zoo.

- ▶ Kitchen assistants – food preparation and cooking menu items.

- ▶ Table cleaners and kitchen cleaners.

If you feel you have what it takes to join this amazing team then head to Australia Zoo on November 10 and you could walk away with a new career.

★★★

The Clean Energy Council has welcomed federal Labor's 20% by 2020 Renewable Energy Target, affirming it is achievable, affordable and will ensure economic and energy security for Australia.

The council estimates the 20% renewable energy target will create \$20 billion worth of investment and about 50,000 jobs from now until 2020, particularly in regional areas.

The council's chief executive officer, Dominique La Fontaine, said the initiative raises the bar for clean energy policy in Australia and brings us on par with global policies.

Diversity in employment is critical

ORGANISATIONS will need to fully embrace diversity and look to other segments of the employment pool to enable them to fill employment vacancies within their organisation.

Equal employment opportunity can be regarded as a component of diversity management, but in real terms diversity management is a broader, proactive approach which extends beyond a commitment to legal responsibility.

The three main components of diversity are:

- ▶ Primary personal characteristics – race, gender, sexual orientation, nationality, mental and physical ability.

- ▶ Personal characteristics – marital status, education,



IT'S PERSONNEL

Diane Epps

values, beliefs.

- ▶ Organisation-related characteristics – position in hierarchy, tenure, casual/part-time/full time status.

Diversity management is of strategic importance in contributing to future growth and success of companies. As society becomes more diverse an organisation's customer base is becoming more diverse. An organisation with diverse employees can therefore

better match their customers' needs and therefore have a competitive advantage.

During the past six years Australia has enjoyed uninterrupted growth, and historically has had strong labour market conditions. The unemployment rate at below 5% is the lowest in 30 years. Projections however, show a slowing in economic growth in coming decades due to the effect of our ageing population on the labour force.

Organisations need to continue to increase productivity by finding new sources of labour. Companies can no longer only look to one pool of the workforce as this places limitations on them trying to attract employees.

Organisations will need to fully embrace diversity and look to other segments of the workforce to fill roles. This will mean promoting job-share opportunities, creating flexible hours to enable parents with school-aged children to work, enticing single parents back into the workforce, utilising skills of disabled workers, employing international candidates and utilising skills of retirees.

Companies will need to be more flexible and innovative in order to overcome labour shortages. This can include job design to permit part-time or job sharing, looking at transferable skills, offering benefits to employees such as child care, education, health programs and onsite gymnasiums.

Today's diverse workforce poses challenges and opportunities, and diversity can offer energy, creativity and new approaches to solving problems.

A large percentage of businesses have documented occupational health and safety and equal opportunity policies, however only one third of businesses have a documented diversity policy. Diversity management allows organisations to perform better by improving the efficiency of human resource management functions and also enables new product and service development and sales/marketing strategies for their customers.

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