



Australian Government
Department of Employment
and Workplace Relations

Connecting and Collaborating #3

Not just a piece of paper

Résumés and online applications

27 April 2023



Not just a piece of paper!

**Why a good résumé is important – even in this digital age,
plus hot tips from recruiters.**

Guest speakers:

- Raife Watson – Recruitment Expert
- Karla Hume – First Nations Employee Experience Specialist, AECOM
- Kasia Freestone – Recruitment Delivery Manager, IKEA Australia



Jobs Community

- The Jobs Community is a network that is all about connecting people with jobs.
- Members receive invitations to industry webinars, employment opportunities and more.
- It is also an opportunity to share employment related information/initiatives and best practice, such as through our quarterly Connecting and Collaborating events.
- Anyone who helps people to find work can join!



[Click to Register - Jobs Community A Community of Practice - All about connecting people with jobs!](#)



Not just a piece of paper

A résumé :

- is a snapshot of a candidate's skills, experience and qualifications
- is an important tool for anyone searching for a job
- helps employers shortlist candidate's for interviews and make hiring decisions.



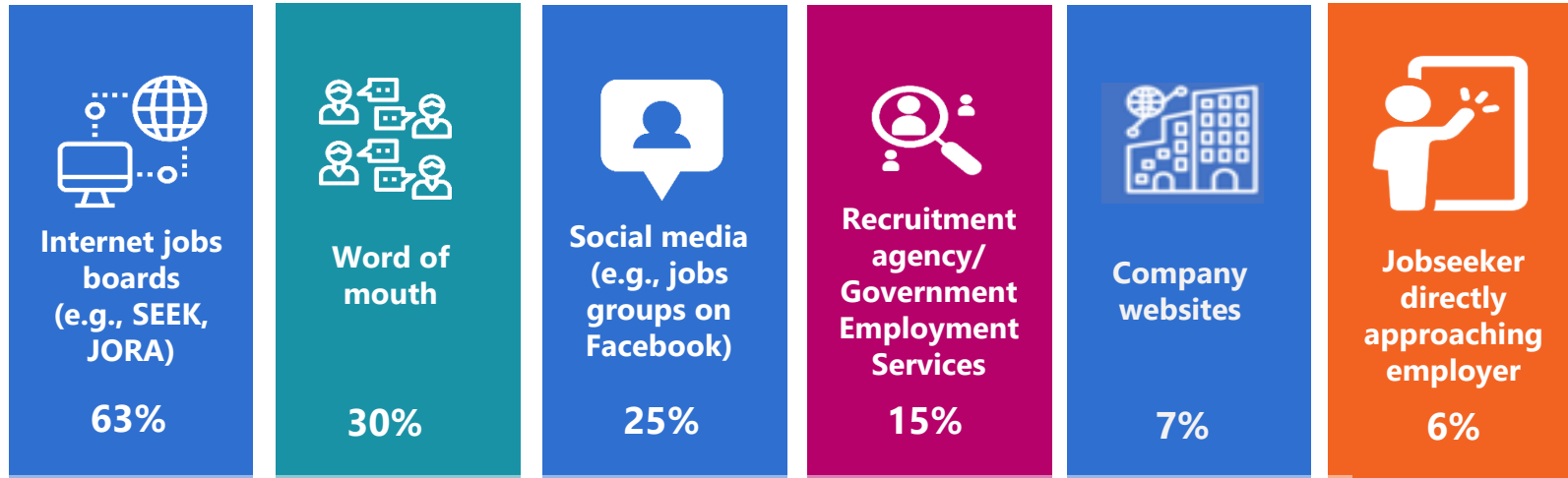
Today we will focus on:

- why a résumé is still important
- the place it plays in online applications

Plus... what employers are looking for on a résumé and applications!

Where can you find a job?

How employers recruited in Australia in 2022*



**Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, weighted data, Australia, year ending December 2022*

On average, employers will spend 6 seconds reading a résumé before forming an impression

Résumés and online applications

Automated screening of
résumés means that they are
more important than ever

**With more than 60% of
jobs found on internet job
boards, do we need a
résumé?**

- An applicant tracking system (ATS) is software for recruiters and employers to track candidates throughout the recruiting and hiring process.
- This software can come with tools that make it easy for businesses to filter, manage, and analyse candidates.
- These tools use algorithms to scan résumés for specific keywords, qualifications, and experience that match the job description, and then score each résumé accordingly.

ATS Screening tools

Automated Screening Tools are increasingly used by companies as part of their recruitment process

- ATS Screening tools mostly search for key words in a résumé
 - Some are more complex than others
- Some ATS' show percentage matches based on CV vs "job description"
- Scores may take into account qualifications, education, job titles, location & skill (experience)
- The résumé is scored. The higher the score, the better the chance of an actual person reviewing it
- You can't pre-empt every ATS used for every company that you're applying to
 - To score well, focus on showing how well you suit the advertised job, don't try to game the system (keyword matches).



Optimising résumés for applicant tracking systems

Key tips to help ensure that candidates' résumé will score well

- Font, formatting and stylistic choice should be as simple as possible
- Don't use graphs, tables or pictures
- File type – Word or text document. Some systems will accept pdf but not all
- Do not use a scanned photocopy of your résumé as it won't be able to be read at all
- Tailor the résumé to the job description. The skills they ask for in the job ad should be in the résumé. Use the same words as the ad
- Don't use abbreviations and proof read carefully
- Use bullet points so it's easy for the tool to scan your résumé and identify skills and experience
- Focus on measurable accomplishments to highlight your achievements. E.g., instead of listing "increased sales," provide specific numbers such as "increased sales by 20% in six months"
- Use action verbs to describe experience and accomplishments. For example, instead of writing "responsible for managing a team," write "managed a team of 10 employees."





Don't forget, many employers will use knock out questions on the application form.

More hints and tips

- Some applicant tracking systems (ATS) determine the strength of your skills based on the number of times a term shows up in your résumé (aim to add the term two to three times throughout your résumé), others assign an estimated experience for a skill based on its placement within the résumé
- Create an “areas of expertise” section within your résumé that lists your strongest hard skills and soft skills
- Don't put important details (such as your name, phone number and email address) in the header or footer as these are not read by all software
- Cover letters are important and sometimes count for scoring (but attach separately if possible)
- Video interviewing is also used as a screening tool. Software can now record the video and export it into a searchable transcript. So what you say matters!



Whether it's improving the commute, keeping the lights on, providing access to clean water, building climate change resilience, or transforming skylines, we believe infrastructure has the power to uplift communities and improve people's lives. At AECOM, you'll work in a dynamic and inclusive environment where we will champion your integrity and innovative mindset.

AECOM Jobs - Jobs in Australia



- 13.1 billion of revenue during fiscal year 2022
- Ranked #1 in transportation design, facilities design, green design and environmental engineering by Engineering News-Record in 2022
- Named one of Fortune magazine's "World's Most Admired Companies" for the eighth consecutive year
- Named one of 2022 World's Most Ethical Companies for its commitment to integrity and making a positive impact by Ethisphere
- Listed at #260 on the Fortune 500 as one of America's largest companies

<https://aecom.com/wp-content/uploads/documents/brochures/AECOM-Innovate-RAP-WEB.pdf>



<https://aecom.jobs/aus/jobs/>

IKEA – A Great Place to Work



Our Vision

“To create a better everyday life for the many people”.

We want to have a positive impact on the world – from the communities where we source our raw materials to the way our products help our customers live a more sustainable life at home.



Cultures & Values

At IKEA, we are a diverse group of people who share a common set of values. By living these values, we create a strong and unique culture that brings us all together.

Our values:

- Togetherness
- Caring for people & planet
- Cost consciousness
- Renew and improve
- Different with a meaning
- Give and take responsibility
- Lead by example
- Simplicity



What we believe in

We want to help build a society that's fairer and more equal. We put people first and grow our business in an inclusive way. We respect and encourage diversity and equality, and promote decent and meaningful work, enabling people to provide a good life for themselves and their families.

What we are proud of

- Sustainability at the focus
- ED&I at the focus
- LGBT+ people support at the focus
- Social Entrepreneurship
- Stand for Refugees program
- IKEA Foundation



A great place to work

Learning and development support.

- Career opportunities.
- Employee Assistance Program.
- 5 weeks annual leave, paid parental leave, family & community leave, compassionate leave, domestic violence leave and more.
- TACK extra superannuation contribution.
- One IKEA Bonus.
- Subsidised co-worker meals/drinks.
- Free parking, uniforms, shower facilities, lockers and reimbursement for steel cap shoes.
- Free flu vaccinations (co-worker choice).
- 15% co-worker discount.



www.ikea.com/au/en/this-is-ikea/work-with-us/

The background features a repeating pattern of colorful speech bubbles in shades of yellow, pink, orange, and white, each containing a dark blue question mark. The bubbles are scattered across a light blue background.

Questions?

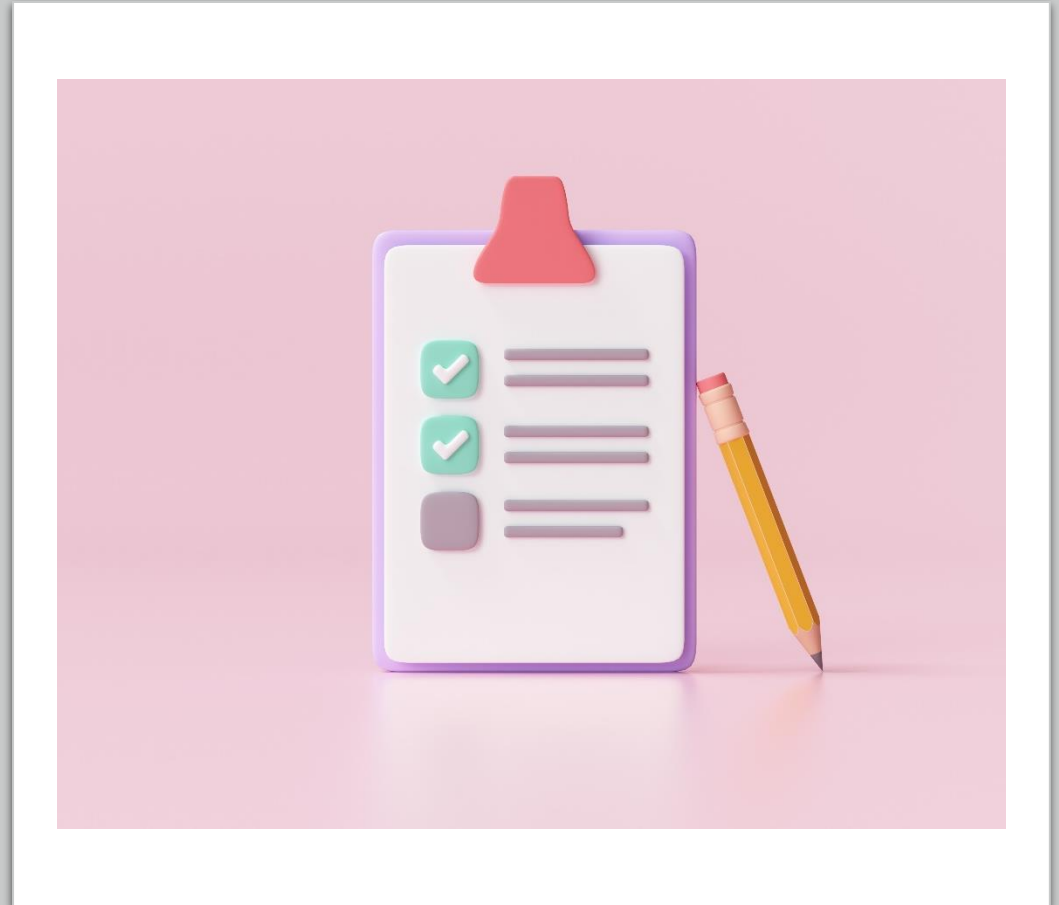
Candidates need a good résumé and application

Hints for online job applications:

- ✓ Make your CV/résumé software friendly by using a simple format and including key words
 - ✓ Read instructions carefully and don't miss any steps
 - ✓ Check that responses for online applications are well thought out and don't include any errors
 - ✓ Research the job and the business beforehand
- ✓ Emphasise your experience and skills – target your application and résumé to every job
 - ✓ Use the key words from the job ad
 - ✓ Keep your résumé simple and short (2-3 pages)
 - ✓ Make sure it's up-to-date with recent work experience
 - ✓ Double and triple-check spelling and grammar
 - ✓ Ensure contact details are correct!

Resources

- **Hints and tips for Jobseekers on résumés and what employers are looking for**
<https://labourmarketinsights.gov.au/media/mkol2bo2/presentation-improving-your-chances-of-getting-a-job-a-resource-for-job-seekers-2022.pdf>
- **Tips for successful job applications**
<https://www.workforceaustralia.gov.au/individuals/coaching/job-applications/job-application-tips>
- **Building your résumé**
<https://www.jobjumpstart.gov.au/article/building-your-resume>
- **Résumé templates**
<https://www.jobjumpstart.gov.au/article/resume-templates-why-and-how>
- **Résumé tips and example Résumé**
<https://www.dewr.gov.au/jobs-hub/resources/resume-tips-and-example-resume>
- **Online learning modules**
<https://www.workforceaustralia.gov.au/individuals/coaching/online-learning>



Check out the 'What are employers looking for?' factsheet for more job search advice

The screenshot shows a factsheet titled 'WHAT ARE EMPLOYERS LOOKING FOR?' from the Australian Government and National Skills Commission. It is divided into several sections: 'EDUCATION AND TRAINING', 'EMPLOYABILITY SKILLS', and 'EXPERIENCE'. Each section includes key advice and tips for job seekers. A callout box on the right side of the factsheet highlights 'EMPLOYERS' TOP 3 TIPS FOR PEOPLE LOOKING FOR A JOB'. The first tip is 'You need an excellent resume and job application', the second is 'Every job is unique', and the third is 'Get ready for the interview: Prepare, Practice and Presentation'. A callout box on the right side of the image points to the second tip, 'Every job is unique', with the text 'You need to tailor your approach for each application.' Below this, a list of three bullet points provides further advice: 'Research the business and job. Each application needs to be written specifically for each position.', 'Explain how your skills make you right for that role.', and 'Remember: employers want the right match for their business, so you need to highlight the relevant skills you can bring to the job.'

EMPLOYERS' TOP 3 TIPS FOR PEOPLE LOOKING FOR A JOB

2 Every job is unique

You need to tailor your approach for each application.

- ▶ Research the business and job. Each application needs to be written specifically for each position.
- ▶ Explain how your skills make you right for that role.
- ▶ Remember: employers want the right match for their business, so you need to highlight the relevant skills you can bring to the job.

Find this factsheet and other useful resources on the **Labour Market Insights** (labourmarketinsights.gov.au) for more help!



Thank you!

The End.

Contact and feedback

jobscommunity@dewr.gov.au