

Recruitment

Frequently asked questions

Your online application

Can I save my application and come back later?

Yes, you can commence your application and refer back to it via a link that is sent to your email address. Please enter your email address correctly. We do suggest to have all the application information prepared in advance (in a word document, so you can copy and paste your answers to avoid losing your work) and have electronic copies of required documentation available when you start your application.

How do I answer the questions?

Some questions will only require a simple response such as ticking 'yes' or 'no' or selecting an answer from a drop down box. Other questions will require typed responses, providing relevant examples. The answer box will expand as you type. We suggest you keep individual responses to 350 words maximum.

Do I need to answer all the questions?

The questions marked with a red asterisk must be answered. If you do not answer these questions, you will not be able to submit your application. You will receive a reminder on the screen that you have not answered the question(s).

How do I know my application was successfully submitted?

You will receive an acknowledgment email which confirms receipt of your application. However, if you are unsure whether your online application was successfully submitted, please email our recruitment team at 'careers@shellharbour.nsw.gov.au' or contact the Council at 4221 6111.

Will my application be considered if I have only partially completed it?

No – to be considered, you must fully submit your application. Incomplete applications will not be reviewed.

Will my application be considered if I only submit a resume?

No – to successfully submit your online application, you must address all the selection criteria. You will not be able to finalise your online application until all the required fields are completed.

I submitted my application on line, but an error message came up on the screen. What should I do?

If any errors appear whilst applying online, or after submitting an application online, please check you have answered all of the questions. You may contact the recruitment team at careers@shellharbour.nsw.gov.au to confirm the status of your application.

Can I drop my application into the Council office/depot?

No, Council does not accept hard copy posted, hand-delivered or emailed applications.

I have already applied online. Do I need to email/post my application as well?

No. Council only requires one version of your application, which must be submitted via the online job application.

I applied online and have not received feedback. What is the status?

The shortlisting process can typically take up to 2 weeks after the closing date to conclude. You should receive an email with an outcome.

Will my application be treated confidentially?

Yes. Your application will be treated with the respect and confidentiality, throughout the recruitment process.

The recruitment process**How long will the recruitment process take?**

From the closing date of the advertisement, the recruitment process should take between 4-6 weeks. This will vary depending on the number of applications received for the position. We will be in touch with you throughout the process.

How will I be contacted throughout the recruitment process?

You will be contacted by email as this is the most timely and efficient means of communication. In your application, you must include a valid email address and you will need to regularly check your email for any communication.

How will I be contacted if I'm considered for a position?

If you are shortlisted for an interview, Council will contact you by email and you will be able to book your interview timeslot online.

How will I be notified if I'm not considered for a position?

If you have not been successful in progressing to the next stage of the recruitment process. Council will contact you via email.

What should I bring to the interview?

Please bring your Driver's Licence (if held), and original copies of any qualifications, tickets, licences required for the position. The panel will need to sight your drivers licence. You can also bring along a water bottle.

For specific positions, you may also be asked to bring in work examples, portfolios or similar. If this is the case, you will be advised prior to your interview.

Can I send in a resume anytime?

Unfortunately, we cannot accept resumes or applications due to our recruitment practices and requirements. Only applications that directly relate to a position advertised on our website can be accepted for consideration for that role.