



FAQ – applying for a role with the City of Melbourne

What happens after I have applied for a job?

All applicants will be notified when their application has been received. If you do not receive a confirmation email, or if you receive an error message, you can contact careers@melbourne.vic.gov.au to report the problem.

- Following the advertising campaign closing date for each position, the Hiring Manager reviews all applications under a merit process and then a short-list is drawn up usually within two (2) weeks of the campaign closing.
- Shortlisted applicants are then notified of interview times. Interviews are conducted, and a decision is made. Both the successful and unsuccessful interviewed applicants are notified of the decision in the final stages of the recruitment process.
- The selection process may take up to four (4) to six weeks (6) to complete from the closing date. All unsuccessful applicants will be notified via email when the selection process is fully completed.

Who is the contact for specific questions about the position or my application status?

- Contact the City of Melbourne People and Culture team on (03) 9658 9140 during the hours of 8.30am to 1.00pm (AEDT) Monday to Friday.

Can I update my personal details?

- Yes, once you are registered as an existing user you can select your personal details and update them at any time. Click on your name in the top right-hand side of the Careers page, and go to your Profile.

How can a User Name or Password be retrieved if forgotten or misplaced?

- Your username is your email address used to create your application. If you have forgotten your password click on '*Forgotten password or username?*' – this will prompt you to enter your email address. An email will then be sent to you on how to reset your password.

What do I do if I can't complete my application in one sitting?

- If you are unable to complete your application in one sitting, you can simply save your application and log in at a later stage to pick up where you left off. Please ensure your application is submitted by 11.45pm (AEDT) on the closing date stated on the job advertisement. If your application is still left incomplete within two days of the closing date, the City of Melbourne will send you an email as a reminder.

Does the City of Melbourne accept paper applications?

- Applications for positions at the City of Melbourne are only accepted through our online Recruitment Portal on our Careers page.
- Should you need assistance with your application please contact People and Culture team on (03) 9658 9140 during the hours of 8.30am to 1.00pm (AEDT) Monday to Friday.

There is no Position Description in the advertisement – how can I obtain a copy?

- The City of Melbourne does not always provide the position description for its advertised opportunities at the advertising stage. Should you be successful to progress to an interview, we will provide the position description to you at this time, unless otherwise specified in the job advertisement.

When are applications due?

- Applications close at 11.45pm (AEDT) on the closing date *unless otherwise stated* in the advertisement (this can be found at the bottom of the advertisement). After this time you will **not** be able to submit an application online.

Can I submit an application after the advertising close date?

- We are unable to accept your application for fairness to candidates who applied within the advertising period and our Diversity and Inclusion Merit based Recruitment Policy.
- If you feel that your application should be accepted after the closing time, you need to discuss this with the Recruitment team; late applications may be accepted in **exceptional circumstances only**.

Why do I have to create an account in order to apply for a job?

- Creating an account will make it easier for you to apply for future positions and keep track of current and past applications. Additionally, it enables you to store information for any future applications.

Can I apply for more than one job?

- Yes, but you can only submit job applications one at a time.
- After submitting an application for a job, return to the Careers page on the City of Melbourne website, select another job, and begin the process again. As a returning applicant, the process will be more streamlined.

Can I withdraw my application once it has been submitted?

- Yes, you can withdraw your application at any time by logging into the City of Melbourne's Career page and proceeding to the recruitment portal. Go to your Profile and next to the job application, you can select the option to 'Withdraw'. You will then receive an email confirmation.

How to apply if the advertisement requests to address the selection criteria dot points under "You will have..." in the cover letter?

- The City of Melbourne does not require a separate document addressing the selection criteria on these occasions; however we would like to know how you believe you meet the selection criteria and request you to incorporate this information into your cover letter. On these occasions your cover letter should be no more than two pages.
- Always refer to the job advertisement as each role is unique and may request different application documents.

Troubleshooting

Refer to City of Melbourne's 'Applying for a role hints and tips' guide available on our Careers page.

Diversity and Inclusion

City of Melbourne is an equal opportunity employer committed to providing a safe working environment that embraces and values child safety, diversity and inclusion. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability and require advice and support during the recruitment process, we encourage you to apply or contact us on the details listed above.

City of Melbourne recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply. You can speak with our People and Culture team on (03) 9658 9140 and request to speak with our Aboriginal Employment Officer, who can support you in your application between the hours of 8.30am and 1.00pm (AEDT) Monday to Friday.

City of Melbourne also offers career development programs for *Aboriginal and Torres Strait Islander* identified applicants. This is offered through individual internal and external Aboriginal community mentoring and support. For further information you can contact Aboriginal Employment Officer before, during and after the recruitment process.

It is a requirement of City of Melbourne that applicants are willing to undergo reference checks, a Police check and hold a current Working with Children Check or willing to obtain one. Furthermore, to determine capability to perform the inherent physical requirements of a particular role, applicants will be required to complete a health declaration form. If you are not willing to complete any of the above, City of Melbourne will be unable to progress with your application