

**Queensland Fire and Emergency Services**

Station Officer

Fire & Rescue Service, July 2022

**Written Application**

(Resume & Statement

of Suitability)

**Preparing Your Written Application**

**First steps**

* Establish your support network, which may include referees, mentors and colleagues.
* Familiarise yourself with the Station Officer Role Description, particularly the mandatory requirements and the key accountabilities of the rank.
* Familiarise yourself with the Station Officer capabilities and key behaviours, which are presented as the Team Leader Leadership Competencies for Queensland on the Public Service Commission website: [Queensland Public Service Commission Leadership Competencies for Queensland (Team Leader)](https://www.forgov.qld.gov.au/leadership-competencies-queensland)
* Whilst you do not have to respond directly to the Team Leader Leadership Competencies, it is important to understand what leadership behaviours are expected at the rank of Station Officer.
* General terminology:
  + **Key Accountabilities** – this refers to ‘what’ you do as a Station Officer as defined by the Position Description; the tasks, decisions, responsibilities, operational requirements, decisions and results that you are accountable for.
  + **Capabilities** – this refers to ‘how’ you go about the key accountabilities of the Station Officer role; the leadership management and behaviours you demonstrate in delivering the accountabilities and responsibilities of the role.

**Resume Preparation**

In determining suitability, you will be assessed against the Station Officer **key** **accountabilities**, which are presented in the Station Officer Role Description. The accountabilities are simply ‘what’ you do as a Station Officer, i.e., the tasks, decisions, responsibilities, operational requirements, decisions and results that you are accountable for.

**Key Accountabilities**

To determine your suitability for the role, you will be assessed against the Station Officer Key Accountabilities (as defined by the Role Description). It is recommended that you structure your ***resume*** to clearly highlight your ***demonstrable*** experience and ability to undertake the full range of operational duties as prescribed for the rank of Station Officer as required.

It is suggested that you **structure your Resume** to clearly demonstrate your skill, experience and ability to undertake the Station Officer key accountabilities.

Ensure your resume is current, no longer than 6-pages and has at least the following sections:

* **Contact details** – name, email address, best contact phone number.
* **Opening or summary statement** – provide a clear and concise overview of your key strengths and why you are suitable for the rank of Station Officer.
* **Work History** - beginning with your most recent role; list your job title, dates in the role, responsibilities and skills acquired, and your achievements. It is here where you demonstrate your suitability against the key accountabilities of the Station Officer role.
* **Qualifications & Education** – list your highest qualification first; stating the institution name, years you attended and qualifications gained.
* **References** – include references with your application, provide the names, job titles, emails and phone numbers of your two main referees.

**Verification of Examples**

The provision of your nominated referees within your resume will be sufficient to enable verification of the examples, work experience and qualifications you have provided. You are not required to provide a nominated verifying or validating officer for each example/key accountability provided in your resume.

**Statement of Suitability Preparation**

In further determining suitability, you will also be assessed against Managerial **capabilities**. The Team Leader Leadership competencies give you a guide of what these behaviours look like. You do not have to write to these behaviours directly.

**Capabilities**

The template at the end of this document is to support you in preparing your clear and concise 3-page statement demonstrating your leadership and management behaviours in performing the role.

It is suggested the best way to demonstrate this is through solid examples and to follow what is known as the ‘CAR’ method for each example:

* **Context** is about describing a situation and setting the scene for a relevant example from your past work experience.
* **Action** is about explaining what action you took. Be specific rather than making vague statements and outline your steps and rationale. The panel is assessing what *you* did and *how* you did it.
* **Result** is about detailing the outcome and impact of your action. Offer specific facts relating to the result where possible, for example data or feedback, that confirm your results. Results do not always have to be positive – e.g. what was the learning from a situation that did not go as planned?

The key is to choose your best example that clearly demonstrates *your* leadership experiences and behaviours. You may choose one example that addresses the question in detail, OR a couple of examples that fully address the question. The key is ensuring you are providing depth in your response as to the key actions and behaviours that answer the question. Be mindful that you are responding with *leadership behaviours* rather than *operational* *tasks*.

A maximum three (3) pages will be accepted for your Statement of Suitability, and font is to be no smaller than 10pt Arial.

**Verification of Examples**

When providing examples of workplace competency, you are required to nominate a verifying or validating officer for each example. Nominated verifying/validating officers, preferably a supervisor or person able to provide the selection panel with sufficient details to confirm veracity of your written claims.

Details of the officer can be provided at the end of the example i.e. *Verifying Officer, Inspector John Blaze, contact number 0404 000 000.*

**Finalising Your Application**

* Spelling and grammar have been checked?
* My resume is current?
* My resume is no longer then 6-pages?
* My resume demonstrates my ability and/or experience to perform the key accountabilities presented in the Station Officer Role Description?
* My Statement of Suitability is 3-pages and no less than 10-point Arial font?
* My Statement of suitability demonstrates my leadership and management behavioural capabilities to perform the Station Officer role?
* A trusted friend, colleague, mentor or referee has reviewed my Resume and Statement of Suitability?
* My referees are aware of and have received a copy of my application?

**Submitting Your Application**

Submit your application according to the provided instructions. If you have any problems uploading your application please contact [talent.acquisition@qfes.qld.gov.au](mailto:talent.acquisition@qfes.qld.gov.au) or telephone 07 3635 1930. It is highly recommended you check you have correctly uploaded all required documents to your application. Documents attached to your candidate profile will not automatically transfer to your application. QFES will not take responsibility for incorrectly attached documents or a candidate’s failure to attach documents correctly to their application.

**Provide an example of a time in which you had to manage the resistance of your team to a new process that was implemented in your Station?**

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**Describe a time when you proactively identified an opportunity to leverage your own skills to build the capability of a team member?**

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**Provide an example of a time in which you led others in line with one of the QFES Values? (note, choose one only).**

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