

# SUPPORTING STATEMENT

This section is where you tell us about you, your experience, the skills you believe you have for the job and how you fulfil the requirements in the Job Description.

## SHOWCASE

A personal statement is a chance for you to showcase your skills, experience, and qualifications to the shortlisting managers, and explain why you would be a great fit for the job you are applying for. It is an opportunity to highlight your strengths and demonstrate how you can contribute to the organisation

## ENSURE

To ensure that your supporting information is free of spelling and grammar errors, it may be helpful to compose it in Microsoft Word before copying and pasting it into the application fields. Keep in mind that you have a limit of 1500 words, so make sure to include all relevant information while being concise. Focus on highlighting your skills, experience, and qualifications that make you a strong candidate for the role.

## MORE INFO

Some employers may ask you additional information here in a separate text box  
*(For example, Tell us what you know about ...)*

## GET SHORTLISTED

This information will be used to shortlist your application

## TOP TIPS



Use examples when demonstrating your suitability – **Don't be afraid to sell yourself!**



Demonstrate your enthusiasm for the wanting to work with us or in the role and any past achievements you can relate to the job.



Use your research to provide **relevant** examples – How does it support goals and objectives of the role?

## THE STAR METHOD



### PREPARE

- ✓ LISTEN to the question
- ✓ Think of something that has happened
- ✓ (aim for 5-8 seconds)

One Sentence Summary

### S

### SITUATION

- ✓ Explain what the challenge was.
- ✓ Give background information

### T

### TASK

- ✓ What did you need to do? What, where why and when?
- ✓ What task did you need to complete?

### A

### ACTION

- ✓ Explain what you did
- ✓ Explain how you did it

### R

### RESULTS

- ✓ What happened because of what you did?
- ✓ Highlight any rewards, or impact it had.

## EXAMPLE

### SITUATION

I was tasked with reviewing a Virtual Training session that was offered to all employees.

### TASK

Our project involved planning the relaunch of our virtual Customer Service Training, which is accessible to all employees. We used various research methods to rewrite the training content and I presented my findings to my manager for approval.

### ACTION

I conducted a review of the feedback results from all attendees of the training session in the past 12 months and gathered external customer feedback. I took the initiative to share the results with my team and proposed a meeting to discuss the findings. We analysed what worked well and identified potential gaps in the learning. Based on the feedback, I re-drafted the training presentation to improve its effectiveness.

### RESULT

After finalising the new training, I submitted it to my manager for review. They praised me for putting together a professional and well-presented training program. Through this experience, I learned the value of a collaborative approach in using feedback to improve our training offerings. By actively seeking input from my team, I gained valuable insights and perspectives that informed our decision-making and helped us improve our available training.