



Animal &
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Agency

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Application guidance to candidates

How to write a CV

A CV provides detail on your career history. It should outline the jobs you have done, the length of time you were in each role and a brief description of your duties and responsibilities. You may also include any significant achievements or projects you have worked on and any other relevant training you have completed or qualifications you have attained. A CV generally has no word count, but this doesn't mean you should provide several pages of information, one side of A4 is generally enough.

Positive, active language will grab the reader's attention and send a strong message about you and your capabilities.

Bullet points work well on a CV too – bulleted lists sound objective and clear and can steer you away from the temptation to write a mini essay about yourself.

Example:



Original: My duties included managing staff, negotiating contracts, and supporting departmental policies, goals, objectives and procedures.

Improved: Duties:

- ***managed a team of 100 employees***
- ***negotiated contracts with a wide range of stakeholders***
- ***established and implemented departmental policies, goals, objectives and procedures***

The improved version is more structured and details the skills and responsibilities that were involved using action verbs – managed, negotiated, established and implemented – which makes a stronger overall impression.

Top Tips:

- Bring the most relevant skills or experience to the top
- Tailor the C.V. to the role and to the essential criteria; don't use the same version for all roles
- Check your spelling and grammar before submitting



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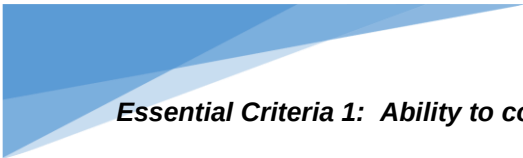
How to write a Personal Statement

A personal statement allows you to outline your suitability for the role by you providing evidence against the essential criteria as outlined in the job advert and/or job description. If used alongside a CV, it should expand on the CV, adding your personal qualities. You should provide detail of your skills and experience and demonstrate how you have acquired these skills and what experience you have which can be transferred to this job. The statement should include examples of 'how' and 'what' you have done but it does not need to be written in a standard competency answer format such as STAR. A personal statement usually has a word count of between 250 and 1250 words.

Top Tips:

- Tailor the personal statement to the role and to the essential criteria; don't use the same version for all roles
- Explain "WHAT" you did and "HOW" you did it. Mention any risks or issues you encountered and how you overcame them
- State the outcomes and benefits including lessons learnt
- Check for accuracy and spelling
- Keep it short, concise and relevant
- Acronyms – Spell out on first use
- Use recent examples
- Use the term "I" and not "We"

Example:



Essential Criteria 1: Ability to coach, influence and engage with senior stakeholders

"In my current role, I regularly engage with both internal and external stakeholders. In order to establish a good relationship with each stakeholder, I arrange an initial one to-one meeting to discuss their needs and desired outcomes from the project. Where required, I feel confident to use my strong negotiating skills to influence their thinking and achieve the required business outcome. One example of when I have influenced a senior stakeholder is my involvement with the XX project...."



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How to write a Behaviour

A behaviour will have a word limit of 250 words per criteria. Responses should be structured in STAR format. By using this approach, you are demonstrating your skills and explaining how you have used them in various situations.

S – The situation in which the example happened. Think about what was the situation? Where were you? who were you with? And why did this situation happen/occur? Try and make sure your answers are concise as you can. You only need to provide a brief overview of the situation- 1-2 sentences max.

T – Then you need to expand your answer by explaining the **task** you had to complete and why you had to complete it. Again, try and keep this as concise as you can, it only needs to be a brief overview

A – Action. What did you do to resolve the situation? It may have been a team task, but you need to focus on what you did and what you contributed to the task. Avoid the use of We and Us. Emphasis needs to be placed on the action and the result Were there any changes you had to overcome? Any difficulties you faced?

R – Explain what the **results** were of the action you took. Was it a successful outcome? What was the outcome and what impact did this have? Provide several tangible benefits in this section. Any lessons learnt?

Top Tips:

- Note the maximum word count
- Check for accuracy and spelling
- Keep it short, concise and relevant
- Acronyms- spell out on first use
- Tailor to the role you are applying for
- Use recent good quality specific examples i.e. Not general day to day work
- Use 'I' not 'We'
- Be honest and accurate

Scoring - Your score will reflect your overall evidence against the full list of criteria using the ratings below and can be applied to CV, Personal Statement and Behaviours.

1 – Not Demonstrated - No positive evidence of the criteria

2 – Minimal Demonstration - Limited positive evidence of the criteria

3 – Moderate Demonstration - Moderate positive evidence of the criteria

4 – Acceptable Demonstration - Adequate positive evidence of the criteria

5 – Good Demonstration - Substantial positive evidence of the criteria

6 – Strong Demonstration – Substantial, positive evidence of the criteria and includes some evidence of exceeding expectations

7 – Outstanding Demonstration – Evidence provided wholly exceeds expectations at this level



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Interviews

The format of your interview will be stated on the candidate information pack. It is likely to include behaviour-based questions, so please follow the STAR format listed above. If you are going to be assessed on civil service behaviour's, then please use the link below to download the behavioural framework, which will give a definition of each of the behaviour's being assessed at each level:

[SUCCESS PROFILES – CIVIL SERVICE BEHAVIOURS](#)

Top Tips:

- Prepare several examples for each behaviour
- Bring notes if needed - Use them more as prompts DO NOT read your answers
- Practice your examples out loud
- Use 'I' not 'We'
- Focus on the question asked and make sure you are answering the question
- Stick to the point
- Tell a story
- Deliver your answers with enthusiasm, passion and pride
- Be positive and monitor voice tone
- If you don't understand the question, please ask the panel to rephrase

Success Profiles are the new recruitment framework used within the Civil Service. More details information can be found [here](#).