



## Recruitment selection process

What to expect during the ANZ recruitment selection process and some tips that may help you secure a role.

### Application process

All available external vacancies are listed on [www.anz.com](http://www.anz.com). Applications must be made via ANZ.com. Once roles have closed to applications, a telephone interview may take place.

Be prepared, as this usually acts as the first stage prior to a face-to-face interview and will assess your communication skills, motivational fit etc.

### Interviews @ ANZ

The most common form of interview at ANZ is the Competency Interview. You can expect to be asked questions that are based on specific ANZ competencies.

A competency question will always ask you to provide a specific example and will be in this format; **e.g.** Give me an example of a time when you delivered a project within a demanding timeframe.

Competency interview questions test what you have learnt, accomplished or experienced. They are based on the premise that past behaviour is the most reliable predictor of future behaviour. You can find out more on the internet about competency interviews, however a quick guide to answering competency questions is as follows:

- always remember to include an introduction to the example
- provide details of how you tackled the situation
- explain why you made the choices you did; and
- provide a summary of the outcomes of the example and perhaps the lessons you learned

Other topics that you can expect to be covered in a formal interview include your current role and responsibilities, your interest and motivation, your long and short-term career aspirations, your strengths and weaknesses and your knowledge of the role and ANZ.

### Pre-Employment Check

Pre-employment checks are mandatory for all new employees at ANZ. New employees will be required to complete a sanctions check, police check (or closest local equivalent), identity check, legal right to work check and employment verification checks.

Role specific mandatory checks may also be required based on regulatory and legal requirements. Additionally, country specific mandatory checks may also be required.

## Recruitment selection process – Frequently asked questions (FAQs)

### **How do I find out about current opportunities at ANZ?**

All our jobs are listed on our website at [www.anz.com/about-us/careers/](http://www.anz.com/about-us/careers/) (or click on the *Jobs at ANZ* link on the ANZ website).

All applications should be submitted via the ANZ website. The team at ANZ Recruitment will be unable to review applications or resumes submitted to an individual Recruitment Consultants address.

It is recommended that you set up a candidate profile with job posting alerts so that you receive regular emails regarding jobs that you may be interested in applying for.

### **How do I set up a candidate profile and receive matching job alerts?**

Go to the [www.anz.com/about-us/careers/](http://www.anz.com/about-us/careers/) page on [www.anz.com](http://www.anz.com) click on the *Opportunities* tab and then select the *Create/modify your profile*. Follow the prompts to set up your new candidate profile. Once created you can log in to your profile and update it at any time.

To receive job posting notifications, you will first need to set up your employment preferences in your candidate profile to ensure that you are only emailed the details of roles that are within your field of interest. When you get to the *Profile Information* tab, you will be asked to tick whether you would like to receive Job Posting Notifications. Tick this and then finish the creation of your profile.

### **I've forgotten my candidate password, how do I have it reset?**

To reset your password, you will need to go to the login page, enter your user name and then select *Forgot your password* link. If this process does not work, please contact ANZ Recruitment Administration via [ausrecruitment@anz.com](mailto:ausrecruitment@anz.com). If you choose to email Recruitment Administration it will take up to 24 hours for the new password to be created and sent to your email address listed on your profile.

### **What are the application review timeframes?**

Application review timeframes can vary from role to role, however we generally allow up to 2 weeks after the advertisement has closed for our recruiters to review applications.

### **Do I need to be an Australian citizen or Permanent Resident to get a job at ANZ in Australia?**

You must be an Australian or New Zealand Citizen or Australian Permanent Resident to apply for permanent roles at ANZ for roles which are based in Australia. Status will be verified as part of an overall probity check prior to appointment.

### **Do I need to create a new profile every time I apply for a role at ANZ?**

No, try to avoid creating multiple profiles. You can use your existing profile to apply for as many roles as you want. Just access your profile using your existing login details whenever you apply for a role.

### **If I'm not successful, will it impact my ability to apply again?**

Providing you have the experience required for the jobs you apply for, we would be happy to review your application again. If you are applying to roles where you'd like to gain this experience but don't meet all the criteria outlined in the advertisement, you may want to highlight this in a cover letter or summary/introduction in your resume to make it clear to the recruiter managing the role applications.

### What makes a good resume?

A clear and concise document which lists your experience and qualifications, unique attributes for the role and where you want to take your career. Outline your work experience to date (most recent working backwards), using clear and concise language, always use a spell-checker or dictionary and don't forget to include your achievements rather than just your responsibilities. Be factual, keep the formatting simple and don't forget to include your contact details.

## Tips for Impressing at Interview

At ANZ Recruitment our aim is to provide you with all the support you need to perform well at an interview. Outlined below are a number of techniques, which you will find useful in preparing for your interview.

### Preparing for an Interview

Preparation is the first essential step towards a successful interview.

- Know the exact place and time of the interview, the interviewer's full name, the correct pronunciation and his/her position title.
- Ensure you have reviewed the role mandate or job description in detail and have a clear understanding of the position, the responsibilities and the competencies required.
- Understand the values, products and services as well as growth potential.
- Prepare some questions to ask during the interview. Remember, this is your opportunity to find out as much as you can about the position, the work environment and growth and development prospects.
- Some examples of questions you might ask:
  - What are the major challenges in this role?
  - What would a standard day in this role involve?
  - What would make someone successful in this role?
  - What training and development would I be offered if successful in this role?
  - Who are your main competitors and how do you differentiate yourself from them?
  - What are your business objectives for the area?

### Interview Checklist

The checklist below will help you prepare for your interview.

Do	Don't
<ul style="list-style-type: none"> <li>✓ Arrive a few minutes early</li> <li>✓ Shake hands firmly</li> <li>✓ Maintain eye contact</li> <li>✓ Ask questions</li> <li>✓ Be a good listener</li> <li>✓ Be confident and enthusiastic</li> <li>✓ Be natural and be yourself</li> </ul>	<ul style="list-style-type: none"> <li>✗ Be unprepared</li> <li>✗ Give only yes or no answers to questions</li> <li>✗ Assume managers' knowledge of your department</li> <li>✗ Exaggerate about your experience</li> <li>✗ Make derogatory comments about previous employers</li> <li>✗ Be overbearing or aggressive</li> <li>✗ Use bad language, slang or jargon</li> </ul>