

Preparing a Competency based CV

for the New Zealand Customs Service Trainee Customs Officer Programme

We will be making a first cut of candidates for the programme from their CVs (or "resumes" as they are called on our on-line system). Therefore it is important, if you wish to be one of those who survive that first cut, that you provide us in your CV with as much evidence as you can that you have the attributes that we are seeking. We would like you to write your CV in the following way:

1. Prepare a standard CV identifying your educational achievements, previous employment history, including key achievements, sporting and community memberships etc. Please ensure it has your correct contact details.
2. We encourage you to put a covering letter at the front of your CV.
3. It is essential that you list each of the headings from the following person profile and under each of these headings, give examples of what you have accomplished at work or in non-work activities. We would like you to provide sufficient but succinct factual information, and identify what you did in specific terms.

Person Profile for Recruits into the Trainee Customs Officer Programme

Any recruit wishing to be selected for the Trainee Customs Officer Programme must have the following attributes:

1. Ability to commit to the programme and to a career with Customs
 - Able to attend an initial 3 week residential induction training programme commencing 11 July 2005
 - Able to commit to the Customs 17 week on-the-job training programme that follows the residential course. For recruits from other than Auckland, this may require relocation to another centre for all or part of that period.
 - Willing to consider relocation during their career with Customs
 - New Zealand Citizenship or have the permanent right to work in New Zealand.
2. Intellectual Ability
 - To pass the initial screen you will need to meet the minimum educational standards for entry to University; or demonstrated equivalent intellectual capability. Some exceptions may be considered, e.g. relevant experience.

- To get to a short-list you will need to meet standards on a General Reasoning Test that will be administered on the Assessment Days.

3. Strength of character

- The highest levels of integrity, honesty, and discretion. Able to pass comprehensive security and background checking.
- A high sense of responsibility for work obligations
- Emotionally stable, able to cope with a degree of emotional strain, and not have a high level of tension
- Self confidence and optimism
- Sets high standards for themselves
- Persevering, determined, persistent
- High energy levels, gives 100%, is enthusiastic

4. Ability, or potential, to contribute to Customs outcomes

- A real commitment to keeping New Zealand's borders safe and secure
- A level of fitness that enables lifting and climbing, for example
- A full current New Zealand drivers licence
- Able to work shifts, on the weekend on on-call if required
- Willing to wear a uniform and comply with dress standards
- Comfortable working with computers and technology
- An attention to detail
- Productive work habits

5. An inquiring mind

- A commitment to learning (e.g. have undertaken some tertiary study, or have completed an apprenticeship)
- A person who considers possibilities and implications and alternatives before making a decision or suggesting a solution
- Curiosity
- Initiative, enjoys new challenges, innovative, a problem solver
- Open to new ideas, technologies, organisational changes and ways of working better

6. Interpersonal excellence
 - Relates well to the public, including a wide range of people and cultures. An appropriate understanding of different cultures will facilitate this.
 - Comfortable dealing with upset or abusive people
 - Not afraid to ask personal or probing questions
 - A good listener and communicator
7. Self management
 - A person who learns from their mistakes rather than blaming others, takes on board feedback and uses it to improve.
8. Leadership potential
 - Comfortable in a role of authority and responsibility
9. Teamwork and collaboration
 - A team player