



EFFECTIVE APPLICATION DOCUMENTS

Writing a Cover Letter
for Impact

Preparing a CV



JOB APPLICATIONS

TAKE A SURE AIM FOR YOUR TARGET

- Select

- Understand
- Research
- Engage



YOUR COVER LETTER

- Target the job opening
- Express enthusiasm
- State your key expertise
- Highlight your relevant experience
- One page
- Professional & personal
- Include a value proposition



COVER LETTER SAMPLE

Dear Madame/Sir,

I would like to express my interest in the position of Operations Specialist P3 with IOM Ethiopia, I am confident my career profile and high motivation are well aligned for the position. I believe my current role as Operations Officer (NOC) in my native Ghana, combined with my qualifications position me well to succeed in this role.

Supporting my application, are my closely aligned current Operations responsibilities as described in the Vacancy Announcement. In addition to these growing responsibilities, in recent years I have had several opportunities to perform Stretch Assignments in other countries, including in the emergency contexts of South Sudan (2016) and most recently in the Yemen (2017) both of which have provided a solid grounding for working in the very complex operations environment of the Ethiopia office.

Throughout my seven years with IOM, I have always prided myself on bringing business improvements to Operations, with highlights including successful year-end financial reconciliation for seven years running; the successful introduction of IPSAS accounting methodology in 2012; a favorable audit report for the Ghana Country Office in 2018; and playing a key role in the implementation of the Ghana Country Office realignment in 2015.

I am a strong advocate for the Sustainable Development Goals (SDGs) and the UN reform process, and excited about the 'Operating as One' momentum, as evidenced by my active role in the UN Country Team Operations Group.

Furthermore, I have a drive to live the UNICEF core values which underpins the approach to my work.

Your CV

- Also specifically targets the job opening
- Includes a Professional Statement/ Key Expertise
- Highlights your relevant experience
- Must have Impact – use powerful words
- 2-3 pages

Key Expertise Ideas!

SKILLS SUMMARY

2 Examples of soft skills.

- **Communication:** Award-winning customer service skills. Deals with internal and external customers at all levels via telephone and email to ensure successful communication through active listening and thoughtful questions.
- **Problem Solving:** Resolves in-depth queries in a methodical manner, independently and with internal and external business partners, to find appropriate resolutions and efficiencies.
- **Team Player:** Enjoys sharing knowledge and encouraging the development of others.
- **Planning and Organizing:** Refined **planning and organizational skills** that balance work, team support, and ad-hoc responsibilities in a timely and professional manner.
- **Systems Knowledge:** **Peoplesoft and Oracle.** Experience in preparing and analyzing reporting data for management accurately and to timescales.

3 Examples of hard skills.

Professional Profile Statement

Includes:

- Your area of technical expertise ie education, medicine, admin, etc...
- Years of experience
- Behavioural strengths (competencies): teamwork, leadership, problem-solver...
- Languages
- Self-awareness



Knowledge
Management
Team Player
UN Languages
Security
UNICEF intern

May I take your order .. tea, coffee or networking?



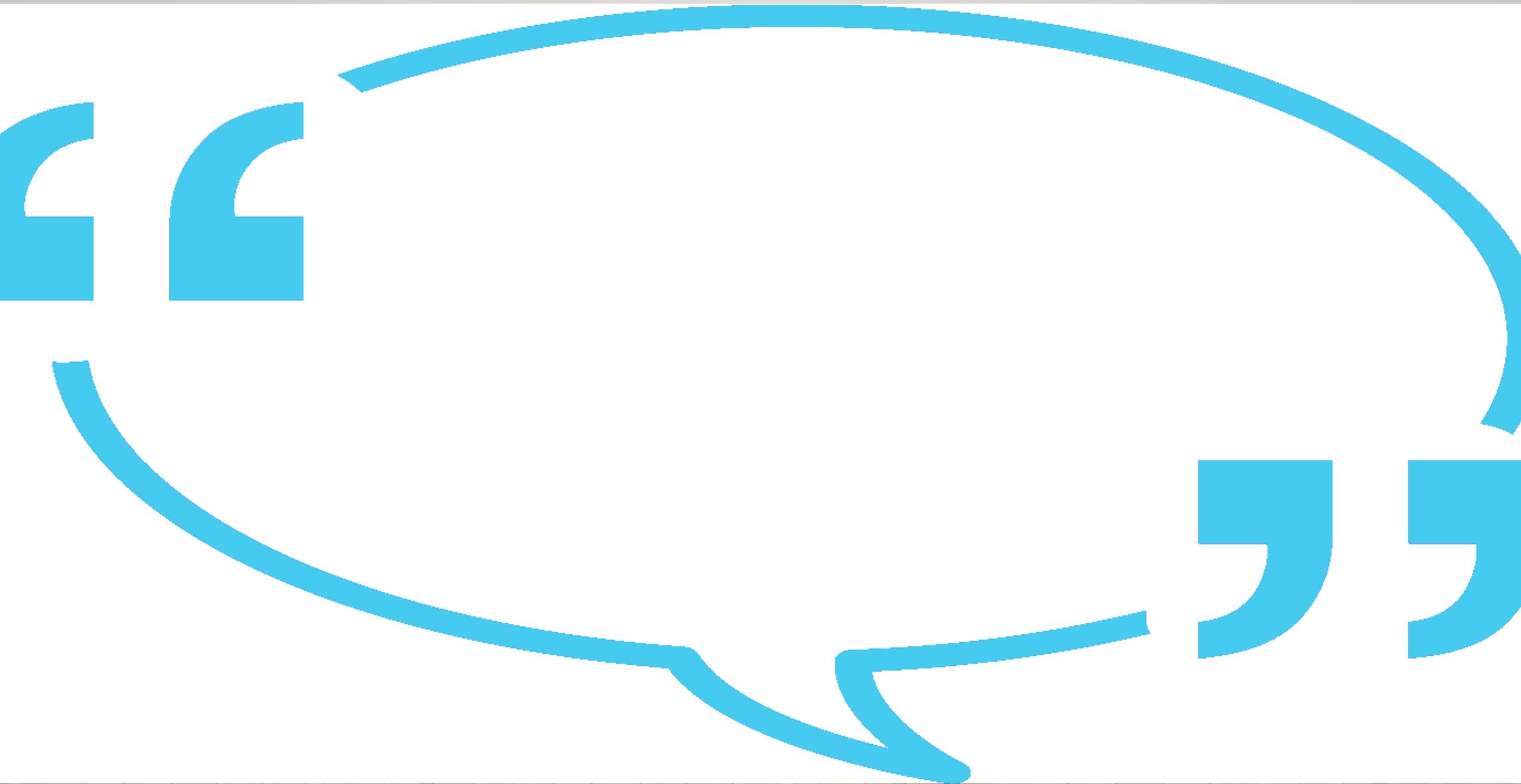
Tea



Coffee



Networking



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NETWORKING IS ABOUT BUILDING LONG TERM
PROFESSIONAL RECIPROCAL RELATIONSHIPS WHERE YOU'RE
SHARING KNOWLEDGE RESOURCES AND INFORMATION

(UNITED NATIONS)



CREATING AND MANAGING YOUR LINKEDIN PROFILE

- LinkedIn Fast Facts
- Think about YOUR LinkedIn profile
- Share with the Group one or two words how you feel your profile presents to the public

Chat



HOW WILL YOU GROW YOUR NETWORK?

- (stay in contact with your contacts
- Every interaction is a potential networking meeting!
- Present and share new ideas to an audience or colleagues
- Offer information
- Speak Up in Webinars
- Turn Camera ON
- Be genuinely interested in other people and ask them powerful questions
- Remember details about people
- Network in a 360 not just people above you
- At its core, networking is about PEOPLE .. People are interesting and often there's a spin off in jobs and careers
- Be generous

RECRUITMENT

- Different way of advertising positions
- Rosters
- Pools
- Young Professionals
- Gratis Personnel
- Consultants

UN Secretariat entities have to advertise jobs through Inspira (including DPO, OCHA, OHCHR) through a PHP

The Funds, Programmes, and Agencies all have their own recruitment portals, and all have an on-line application process.

Some agencies use rosters to recruit staff.

Some agencies are developing pools of qualified staff (UNDP, UNICEF, IOM, UNFPA)

Some have young professional programmes (NETI, YPP, Young Innovation Fellowship Programme)

JPOs, Secondments and UNVs

Consultants

RECRUITMENT METHODS

Standard application process with a motivation letter

Technical testing (standard and bespoke)

Interviews (Competency-based, Strength-based, Technical)

Reference checks (academic, social media, work history, criminal and misconduct)

Onboarding including filling out 1 million forms.

Compulsory training (security, ethics, PSEA)

Orientation

Recruitment at Heineken:

www.youtube.com/watch?v=Aq6y3ROI2UQ

**Many
similarities and
differences.**

WHAT IS A COMPETENCY?



- An easy definition of a competency is the ability to do something well to gain a higher level of competence, to do it even better
- Competency is also something you need to be able to do well, in a specific job role.
- A **competency** can be broken down into specific skills or tasks and *each* job requires different skills and tasks
- To demonstrate **competence**, workers must be able to perform certain tasks or skills with a required level of proficiency.



I HAVE BEEN GIVEN AN INTERVIEW – WHAT NEXT?

- Be flexible and non-demanding with timing
 - Reference the vacancy announcement and look at the competencies
 - Find out as much as you can about the organization or company including mandate, publications, organigram, strategic directions, scandals etc.
 - Try to find out why the position is vacant
 - If a face-to-face, know what outfit you are going to wear and err on the side of conservative.
 - If a telephone (or Skype/VTC) make sure you are in a private location and all equipment is working.
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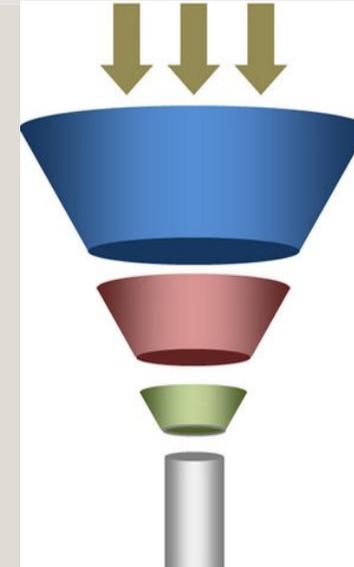
PREPARING FOR CBI QUESTIONS

- ❑ CBI Questions ask about past professional experiences that can demonstrate the candidate is competent.
- ❑ The theory is that if you can demonstrate that you have done it in the past, chances are that you will be able to do it in the future.
- ❑ When assessing the candidate's responses, panels will ascertain the depth and complexity of the responses given by candidates.
- ❑ CBI is sometimes referred to as behavioural or situational interviewing.

THE STRUCTURE OF A CBI INTERVIEW

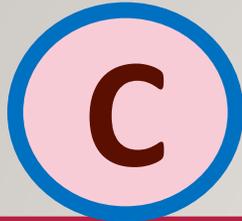
From general information:

- ❑ Icebreaker question
- ❑ Motivation question
- ❑ Questions based on specific competencies
- ❑ Summary and wrap up
- ❑ Candidate Questions

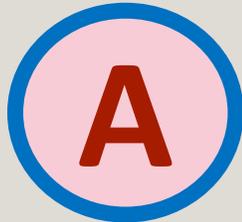


To specific examples:

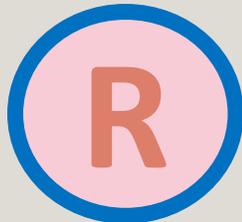
THE CAR (L) PRINCIPLE



- ❑ **Context:** You will be expected to give an overview of the situation: what the situation was about, when it was, how you first got involved, what were the key events and the time frame.
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- ❑ **Actions:** You will be expected to cover significant events, specific instances, that were clearly attributable to you rather than the team



- ❑ **Results:** What was the outcome, impact or results of your actions: You may be asked questions such as how did it turn out? What was the final result?



- ❑ **(L)earning:** What learning did you take away from this experience.

Thank you.



Michael Emery IOM