



Cairns Regional Council Application Guide

For all applicants, or people supporting job applicants



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Overview

This guide will assist you to sign into the Cairns Regional Council Mercury e-Recruit, create a profile and apply for a job.

If you do not have access to a PC and/or the internet you can use the public computers located at all our Cairns Regional Council Libraries. Locations and opening hours can be found on Councils website – [Cairns Libraries](#).

Important Points of reference:

- ✓ Before you start applying for roles at Cairns Regional Council via Mercury e-Recruit, make sure you have an up-to-date resume uploaded on your profile.
- ✓ Make sure that the document or documents that you are attaching to Mercury e-Recruit are in one of the below formats:
 - .doc
 - .docx
 - .pdf
- ✓ The file size of your document or documents **should not exceed 2MB**
- ✓ Whenever you upload a document into Mercury e-Recruit this must be done on a PC first. You will however be able to apply for a job using a mobile device or tablet and your documents will be attached to your application.
- ✓ Please be aware that the only documents you will be able to attach to an application are those that have been requested in the advertisement. For example, If a cover letter is not requested, there will be no option for you to upload one.
- ✓ If you have previously applied for jobs with Cairns Regional Council please be aware that the way in which **Selection Criteria** are addressed has changed. Some **Selection Criteria** may now be addressed by a yes or no response, whilst others will require more detail.
- ✓ Please do not work on the Selection Criteria to the job advertisement.
- ✓ Any field that has an (*) alongside is a mandatory field. Failure to complete this field will not allow you to proceed any further in the system.
- ✓ Whenever you see  it means that you have not completed a required field and must do so before you can progress.
- ✓ Whenever you see  you are able to select the icon to see further information
- ✓ If you experience any difficulties with Mercury e-Recruit please follow the steps bellow:
 - Refer to the [Frequently Asked Questions \(FAQs\) page](#)
 - If, after reviewing the FAQs, you still require assistance please call the Cairns Regional Council Recruitment Hotline on 07 4044 3310, from 0800hrs-1600hrs – Queensland Time. If our consultants are busy, you are able to leave a message and your call will be returned as soon as possible.
 - After hours enquiries may also be emailed to jobs@cairns.qld.gov.au. Please ensure you include your contact details, reference or title of the position you are applying for and a detailed description of your enquiry.
- ✓ Applying for a position via the Cairns Regional Council Mercury e-Recruit is the only way to apply for a position. **Cairns Regional Council no longer accepts manual applications.**
- ✓ General applications for any position with Council will not be accepted.
- ✓ Applications must be received before 10:30pm Australian Eastern Standard Time (AEST) on the closing date of the advertisement. **Strictly, no late applications will be accepted for positions.**

Accessing Mercury e-Recruit

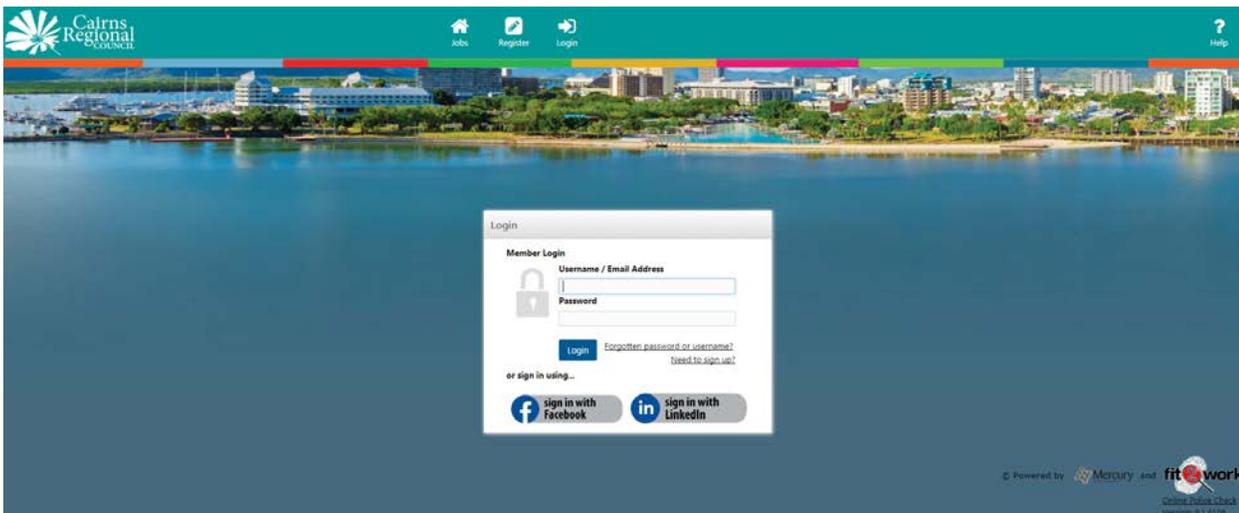
Mercury e-Recruit may be accessed 24 hours a day, 7 days a week using personal computers (work or home) or mobile devices such as smartphones and tablets.

In order to apply for a position with Cairns Regional Council, you will need to register with our Mercury e-Recruit System.

External or Internal jobs on Mercury e-Recruit

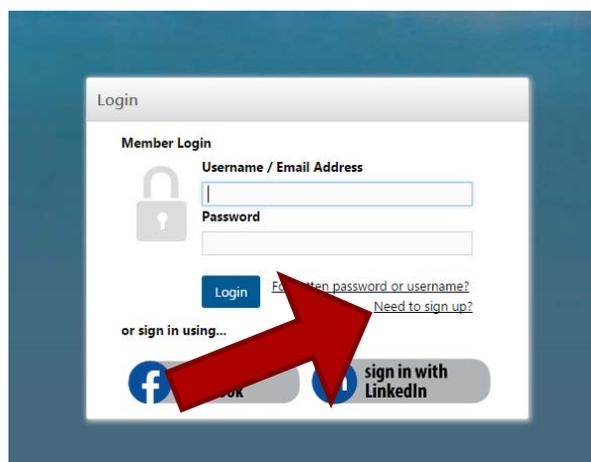
Whether you are an external or internal job applicant Mercury e-Recruit can be accessed by going to the Cairns Regional Council Employment website www.cairnsqld.mercury.com.au

Once the page has opened click on the About Council Menu and select Employment at Council. A new page will open displaying Employment at Council; here you can select the hyperlink to view current vacancies.



Register in Mercury e-Recruit

As an **external applicant**, click on “Need to sign up?” to commence the registration process.



This will open the registration page.

The screenshot shows a registration form with the following sections:

- Registration:** Introductory text explaining the purpose of the form and the activation process.
- Resume:** A section for uploading a resume. It includes a note that the system will extract details from the resume and a button labeled "Upload Resume". Below the button, it lists supported document types: doc, docx, pdf.
- Personal Details:** A section with several input fields, some marked with an asterisk (*):
 - Title: A dropdown menu with "Please Select" as the current selection.
 - Given Name: A text input field.
 - Preferred Given Name: A text input field.
 - Surname: A text input field.
- Employment Details:** A section with one input field marked with an asterisk (*):
 - Are you a current employee of Cairns Regional Council?: A dropdown menu with "No" as the current selection.
- Sign-In Details:** A section with several input fields, some marked with an asterisk (*):
 - Username: A text input field.
 - Password: A text input field.
 - Confirm Password: A text input field.
 - Email: A text input field.
 - Confirm Email: A text input field.
- Privacy Collection Statement:** A section containing a small, illegible text block.

Enter all the details in the fields marked with an (*) and then ensure you agree to Councils Privacy Collection statement: I have read and understood the Privacy Collection Statement

Then the 'Create Account'  button will appear for you to select.

The screenshot shows a success message in a green box:

Thank-you for registering.

An activation email has been sent to the email address you supplied.

Please note: For security reasons, your registration will not be active until you respond to the activation email.

Please check your email to activate your account.

If this email does not come through within the next 5 minutes please check your spam / junk folder.

An email will be sent to you asking you to click on a link (in the email) to activate your account. Click on the link and you will be returned to Mercury e-Recruit.

Account Activation

✔ Thank-you.
Your account has now been activated.

Mobile Access

Did you know that you can apply for positions via any mobile device? First, ensure you have loaded any documents you may require for an application against your profile, and you will then be able to apply to positions no matter what device you use to access your eRecruit profile.

To manage your documents, log into your profile, click "My Profile" in the menu, and then select "My Documents".

Application Tips

1. Keep your contact and referee details up to date in your profile to save you time when applying for positions
2. Access "My Profile" once you have logged into your profile to view a history of positions you have applied for, correspondence sent and received, manage your job alerts, and your password and login details.

If you would like to be notified when new positions are advertised, please select from the email alert categories below

Email Alerts

- Information Technology
- Library Services
- Local Laws
- Management & Executive
- Media & Public Relations
- Planning
- Regulatory Services
- Sport & Recreation
- Trades

[Continue >](#)

If you wish to have an Email Alert sent to you when suitable positions are advertised simply check the appropriate box or boxes. Then click on [Continue >](#)

Using the username and password you have created you can now log in to Mercury e-Recruit and commence applying for jobs.

Login

Member Login

 **Username / Email Address**

Password

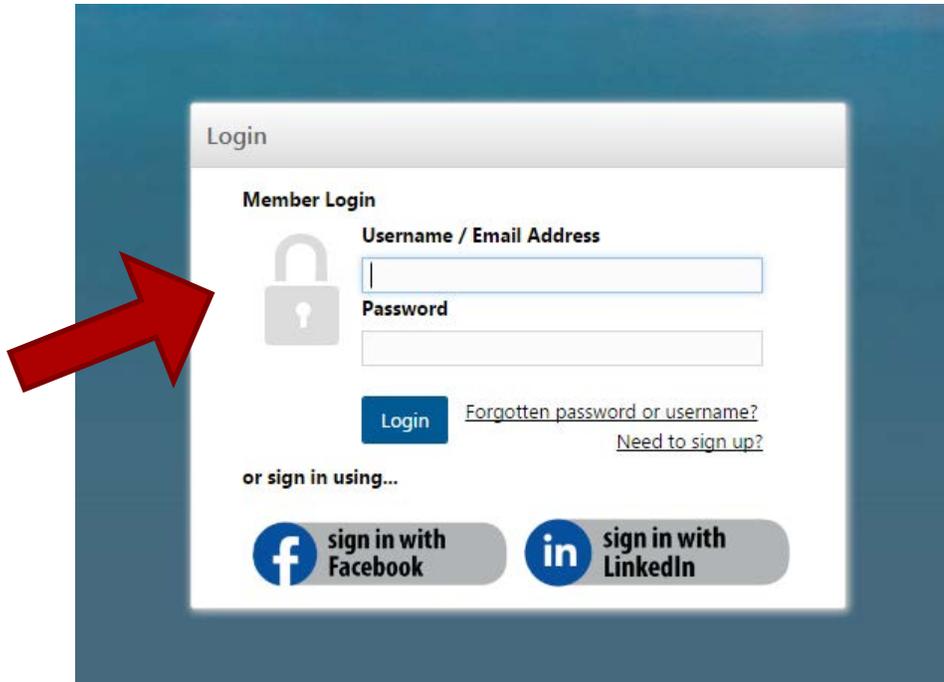
[Login](#) [Forgotten password or username?](#)
[Need to sign up?](#)

or sign in using...

 [sign in with Facebook](#)  [sign in with LinkedIn](#)

Internal Applicants with a Council (@cairns.qld.gov.au) email address

If you are an **Internal** applicant with a Council email address you should automatically be logged in, alternatively, login with your network password and email address (if you have not previously received a Council email address you will need to use your personal email address and follow the external registration steps). Once you are signed in, you can select the “apply for job” button to proceed with your application.



NB: You should only have one account in Mercury e-Recruit. If you are a Council employee with a Council email address you should use your “@cairns.qld.gov.au” email address. If you create (2) accounts using a personal email address, you will experience issues in applying for positions from your private email account.

If you are having any problems creating an account please contact the Recruitment Hotline on 07 4044 3310 or alternatively, send an email request to jobs@cairns.qld.gov.au

Creating a profile in Mercury e-Recruit – Internal & External Applicants

Once you have registered and activated your account in Mercury e-Recruit the next step is to create your personalised profile. This can be done at any time but it is advisable to do it and keep it up to date so that you are able to readily apply for a job that interests you as soon as it is advertised.

You will need to have signed into Mercury e-Recruit. Once signed in, you will need to select the  to select “Profile” from the dropdown menu:





You will now be able to enter or update your personal contact information, upload your resume and any other documents you think might be useful as well as create or update your job alerts.

Personal Information is self-explanatory and is where you can maintain your address and phone number etc.

NB: For internal staff, updating your personal information here does not apply to all systems in Council. To ensure your address and contact details are current, please ensure you contact Payroll for the appropriate form.

Registration is the Mercury e-Recruit term for licences and certificates. This is where you can add any licences or certificates that you may wish to keep in Mercury e-Recruit so they are available to you as you apply for roles.

My profile	This is covered above.
My Application History	Mercury e-Recruit automatically retains a history of your Cairns Regional Council job applications.
My Documents	Upload your current resume and any other documents that you think may be useful. Use the  icon to delete any documents that are no longer relevant.
My References	You can add one or more referees here. These references are not visible during the recruitment process until you tick the referee check box within your application.
My Correspondence	Every email that has been sent to you from eRecruit will be recorded here.
Account Setting / Employment Preferences	<p>Email alerts. You can select the job categories that are of most interest to you. When a job in one of your preferred job categories is advertised you will receive an email notification. These selections may be updated at any time.</p> <p>Deactivate Account. If you no longer wish to apply for vacancies via Cairns Regional Council, first of all remove all your selected job categories and then click on the Deactivate Account . You will no longer have access to Cairns Regional Council Mercury e-Recruit.</p>

Searching for Job Vacancies

In order to search for Job Vacancies you will need to be signed in to Mercury e-Recruit. If you are an internal applicant you will only be able to view “internal only” vacancies when you are signed into Mercury e-Recruit with your Council email address.



The screenshot shows the search results interface. On the left, there are filters for 'By Org Unit' (Planning & Environment), 'By Category' (Administration, Building Services), 'By Job Type' (Permanent Full Time), 'By Date Listed' (Posted Any Time), and 'Order Results By' (Date Posted). The main area displays '1 jobs match your selections'. The job listed is 'Personal Assist - Gen. Manager' (# 12065), 'Permanent Full Time', and is marked as 'Available to internal employees only'. The description states: 'Cairns Regional Council is an innovative employer with a diverse workforce. We need talented, committed people who want to make a difference!'. There is a 'more details...' link, a 'Posted: 19/09/2016' date, and a 'Closing: 20/09/2016' date.

You may also use the **Advanced Search** function



The screenshot shows the search results interface with 2 jobs matching the selections. The filters on the left are: 'By Org Unit' (Executive, Human Res. & Org. Change), 'By Category' (Administration, Human Resources & WH&S), 'By Job Type' (Permanent Full Time, Fixed Term Full Time), 'By Date Listed' (Posted Any Time), and 'Order Results By' (Date Posted). A large red arrow points from the filters to the job listings. The two jobs listed are: 'Executive Manager Mayor Office' (# 12076), 'Fixed Term Full Time', and 'Admin. Officer - Recruitment' (# 12036), 'Permanent Full Time'. Both jobs have a 'Closing: 27/09/2016' date and a 'Posted: 26/09/2016' date.

Once you have identified a position you wish to apply for follow the instructions under “Applying for positions”.

Applying for positions

Click on the position title of the vacancy you wish to apply for. This will open a screen containing the **Position Details**. This is a summary of the position being advertised.

If you wish to view the **position description** click on “Open” next to the “position description”.

To start the **application process** Click on  at the bottom of the View Position Screen.

The following screen will appear asking you to confirm that this is the position you wish to apply for.

Apply for Position

You are about to apply for the following position.
Please confirm that the details below are correct before continuing.

Position Details	
Reference Number	12069
Position Title	Local Laws Compliance Officer
Employment Type	Permanent Full Time
Department	Planning & Environment
Location	Spence Street

Load Resume

By loading your resume first we can extract details to prefill certain aspects of your application such as name and address. If you have loaded a resume into your profile

[Upload Resume](#)

Supported document types: doc,docx,pdf

[Back](#) [Next](#)

Here you are able to upload your resume, for pre-populating fields to be used in your application such as name and address.

Once uploaded, please select the [Next](#) button to continue with your application.

Please note you will need to complete all fields containing a (*) **as these are mandatory fields.**

When you get to **Selection Criteria** remember that you may not always be able to type in your response as the criterion may only require a Yes/No answer. Please note that there is no facility to allow you to upload any documents here – your responses must be typed and/or copied and pasted into the relevant fields. See below for more assistance regarding Selection Criteria. Pasting from a Microsoft Word document will not hold its format; do not be concerned with the appearance once pasted.

Please note that you do not have to complete your application all at once. You are able to select [Save and Exit](#) at any time, and resume your application at any point up until the closing date.

To recommence your application simply go to “My Application History” under My profile. You should have a Status of Incomplete and an “Action” of Complete. Click on “Go” to return to your application.

Ref#	Position Title	Status	Last Updated	Options
12069	Local Laws Compliance Officer	InComplete	21/09/2016	Complete <input type="button" value="Go"/>



Whenever you see this icon  it means that you have not completed a required field – you must do this before you will be able to progress your application.

Once you have submitted your application the only options that you will have are “View, Update or Withdraw”. Once the advertisement closes the only option you will have available is “View”. You will not be able to update your application however; you will be able to withdraw by phoning the Recruitment Team on 4044 3310.

Once you have submitted your application – the following message will display:

Check your email inbox for an automated email from no-reply@mercury.com.au confirming receipt of your application.

The assessment criteria

The **mandatory qualifications, Knowledge/Skills and Expertise, and People Oriented Skills and Attributes** in the position description are considered essential factors to be able to fulfil the key responsibilities of the position effectively.

The selection panel will shortlist applicants for interview by assessing your resume, and your responses to the selection criteria on how your qualifications, knowledge skills and experience, as well as people oriented skills and attributes align to the role you’re applying for.

Resume

This should be a succinct history of your employment. It should include the organisations you have worked at and the dates and what your duties were.

Selection tools and assessment methods

The selection panel’s task is to establish whether you possess the necessary qualifications, skills, ability, experience and knowledge to perform the key responsibilities of the job. The task is then to select the most suitable person for the role.

Cairns Regional Council may use a combination of assessment methods to evaluate candidates such as:

- review of application (including resume)
- structured interview
- case studies / role play (e.g. customer service interaction role play)
- practical work-based skill testing (e.g. typing, construction, crane operation, claim processing)
- written knowledge testing (e.g. knowledge of a particular legislation, best practice process etc.)
- other testing (e.g. motivation, personality)

It is important that you advise Cairns Regional Council of any special requirements/assistance that you may need for any selection tests/tools.

Pre-Employment Assessments

As part of the selection process applicants may be required to undertake some or all of the following pre-employment assessments / checks:-

- Pre-employment medical, which will include a functional capacity assessment and drug and alcohol test.
- National police / criminal history check.
- Practical Assessment
- Numeracy and Literacy Assessment

- Computer Skills Assessment
- Qualification / Licence Verification
- Working with Children & Young People (Blue Card) Verification
- Right to Work in Australia Check
- Background / Directorship Check

Reference checks

A minimum of two reference checks are a mandatory requirement of Cairns Regional Council's recruitment and selection process. Such checks verify the information provided by an applicant is true and correct, and validates the applicant's previous work performance. Nominated referees may be contacted after interviews have been conducted. It is important that you notify your referees that they may be contacted, prior to providing their details. If you have worked for Cairns Regional Council previously in the capacity of either an employee or agency personnel you should nominate the supervisor you reported to then.

Eligibility for Employment with Cairns Regional Council

To be eligible for an appointment to a position at Cairns Regional Council, a successful applicant must also fulfil one of the following criteria:

- Permanent resident of Australia
- Australian Citizen
- New Zealand Citizen
- Entitlement to work visa

After the Recruitment process

Upon completion of the entire recruitment process candidates will be advised of the status of their application. The successful candidate will be formally offered the role and will commence the online on—boarding process where the employment documents and other important information about employment at Council will be provided.