What is a recruitment agency?

- There are several agencies – Generalist Agencies who recruit a wide range of roles and Specialist Agencies who recruit for specific sectors
- Agency Recruiters work on behalf of the employer, and seek candidates based on the employer's requirements
- Depending on the roles advertised, they receive hundreds of applications so it is important to ensure that your application stands out

What is an agency looking for?

The ideal candidate has:

- Clear synergy between the role advertised and your background
- A well written resume with no gaps that clearly outlines what you did, where and when you did it – and why you moved on
- Transferable skills
- Demonstrates energy over the phone
- Positive attitude
- Articulate
- Confident

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What to expect?

It's a multi-tiered process:

- After the first shortlist, expect a phone screen
- When invited for an interview, you will need to:
  - Fill in forms
  - Do some Skills Testing (for example Microsoft Word, Typing etc)
  - Potentially do some Psychometric Testing
  - Have a face to face interview – including behavioural questions
- Probity checking – could include credit, criminal history, qualifications, medical checks
- Verbal reference checks with your previous managers you've nominated
- The Agency Recruiter will communicate with you via email and phone
- The employer will organise interviews via the the Agency Recruiter
- A job offer would come via the Agency Recruiter

Top tips for tackling the phone screen

- Have your resume at hand
- Know your resume inside out
- Know how to succinctly overview your work history
- Know how to articulate what makes you different from the next applicant
- Know how to explain why you've applied for that job in particular
- Keep a smile in your voice
- Speak clearly over the phone
- Remain courteous at all times
- Keep the balance between getting your message across whilst not being seen as pushy

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Preparing for an agency interview

- Go online and practice psychometric tests
  - shl.co.nz
  - opra.co.nz
- Go online and practice typing speed tests
- Practice behavioural answers (view our other tips for more)
- Look at the job advert and work out what competencies they are looking for – ensure you can answer questions to demonstrate your abilities in these areas
- Re-read your resume and be able to discuss it confidently
- Have concise reasons for leaving your previous roles
- Be prepared to discuss anything you think could be an issue, honesty is the best policy
- Ensure your referees are direct reports and if not, be able to clearly explain why not
- Bring identification (drivers licence or passport) for the purposes of Ministry of Justice checks
- Bring proof of your eligibility to work in New Zealand

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