

Hiring Process FAQs

How frequently do you post positions?

The office posts job opportunities as vacancies arise or as is operationally required. We encourage interested applicants to review our Careers page for current and future vacancies. Additionally, you may also sign up for job alerts.

Do you accept applications for positions that are not currently posted?

No. We only accept and assess applications submitted for positions that are currently posted on our Careers page. We do not acknowledge or assess applications that are submitted without reference to a specific job posting. Applications are not kept on file to be reviewed for future vacancies.

How long does the competitive hiring process take?

Hiring decisions in the BC Public Service must be based on merit. Our hiring processes are non-partisan, fair, consistent and transparent in accordance with the [Public Service Act](#) and in consideration of privacy laws.

In general, we aim to fill a position within two to three months following the closing of a job posting. However, the timeline for the competitive hiring process can vary and is dependent on a number of factors including, but not limited to:

- the complexity of the screening process
- the volume of applications
- the availability of participants (i.e., candidates, hiring panel members and referees)

- the number of steps in the competition process. (i.e., the process may take longer if a written assignment is used to assess skills)

If a degree is required, do you accept degrees obtained outside of Canada?

If a degree is required and was obtained outside of Canada, it is the candidate's responsibility to have it assessed for equivalency through a recognized [Canadian Credential Evaluation Service](#). The accreditation is required at the time a candidate receives a formal offer, should they be the successful in the competition.

How do you assess candidates?

We use multiple methods to assess a candidate's ability to demonstrate the required qualifications, knowledge, skills, abilities, and competencies for the position. We use assessment tools that reflect what would be expected from a person in the role. Assessment tools may include any of the following:

- job application package (i.e., cover letter, resume, employment application form, and/or work sample(s))
- written assignments
- competency-based interview questions (see the [BC Public Service website](#) for more information)
- knowledge-based interview questions
- role-plays
- presentations
- reference checks (contact details will be requested if required)

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What documents do I need to include in my application package?

Please refer to the job posting to determine the application package requirements for that specific position. You will find this listed under the section entitled *How to Apply*. If an Employment Application Form is required, a link to the document will be listed under this section as well as at the bottom of the posting. Clicking on the link embedded in the text (in either of these two areas) will then open the form as a Word document, either in a separate tab/page or as a downloadable document, depending on computer settings.

Why do I need to submit an Employment Application Form?

The Employment Application Form allows candidates to clearly demonstrate how their education and/or experience meet the qualifications for a position. The format of this form helps the hiring panel to screen applications consistently, particularly for positions where we receive a high volume of applications. This format also helps candidates assess their own eligibility for the job they are applying for.

Candidates are responsible for ensuring the Employment Application Form is completed as outlined on the instructions found on the form. Not doing so may prevent your application from moving forward in the competition.

What file formats are accepted?

We accept application packages in either Word or PDF.

A cover letter is required. How can I ensure my cover letter is successful?

- A cover letter is your introduction to the hiring panel and an opportunity to add your unique voice to your application.
- When formatting your cover letter, address it to the recruitment email (recruitment@bcombudsperson.ca) highlighted in the job posting and include a subject line with the position title, office, and requisition number.
- Please do not cut and paste from your resume or the job profile. The information provided should be supported by the rest of your application.
- Keep your cover letter clear and concise, ideally one page maximum.
- Focus on the key job requirements, highlight how your described experience makes you an ideal candidate for the position.
- Address willingness statements (such as willing to travel) and preference statements (such as Master's degree) that relate to the job posting.
- Include other relevant information (i.e., contact information if you'll be on vacation).

If I missed the posting closing date, can I still submit an application?

Time extensions are not granted. If we receive a complete application package before the closing time and time, it will be reviewed and assessed along with all eligible applications. Late applications will not be acknowledged or assessed. Incomplete packages will not proceed in the competition.

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Will AI be used in the screening or assessment of applicants?

Our two-step application screening process and scoring of assessments is completed without the use of AI. As a result, the timelines for the recruitment process may be extended.

Will I be notified if my application is not shortlisted?

Candidates will be notified via email if they are unsuccessful in moving forward through any phase of a competitive process.

What can I expect from the interview process?

Interviews are typically conducted by a panel in person. While the duration and content of each interview will vary, more details will be provided to each candidate in advance of their interview.

How do I prepare for an interview?

It is helpful to conduct some research about the office and to spend time considering the questions that could be asked about the competencies sought for the specific position. Most of our interviews employ competency-based questions like those used by the broader BC Public Service. Information on how to prepare for a competency-based interview can be found on the [BC Public Service website](#).

Will you provide the name of the successful candidate on the competition?

The name of the successful candidate will not be provided.

What is an eligibility list?

An eligibility list is a list of candidates in ranked order who have been fully assessed through a competitive hiring process and are qualified to fill future vacancies at the same classification with the same job qualifications.

A job posting will reference if an eligibility list for similar temporary or permanent future opportunities may be established.

Am I still a member of the BC Public Service if I work with the Office of the Ombudsman?

Yes. Employees that work with the office are employees of the BC Public Service. The terms and conditions for excluded management positions apply.

Can I ask for feedback from the hiring panel if I did not move forward in the competitive process?

Candidates will be notified through email if they do not screen through to the next stage of the competition, and will be advised if feedback is being provided. Following the [Public Service Act](#), feedback will always be offered to current BC Public Service employees. Feedback to candidates external to the BC Public Service may be provided on a competition-by-competition basis and is typically based on the number of applications received. We encourage candidates to request feedback, if offered.

Feedback will be provided by a member of the hiring panel, by phone, letter or email.