



From military service to corporate success



Where purpose
meets possible.



Hello!

Thank you for considering a career with us.

Whether you're actively exploring your next step, returning to the workforce, or simply curious about how your experience might translate into a corporate role, we're really pleased you've taken the time to connect with us.

Whether you served recently or many years ago, your experiences, skills, and perspective continue to shape who you are and the value you bring.

For some, moving into a corporate environment can feel like a significant shift. For others, it may be a continuation of an already evolving career journey. Wherever you are, we want this guide to feel relevant, practical, and supportive.

At our organisation, we deeply value the diverse experiences veterans bring.

Leadership, resilience, teamwork, and the ability to perform under pressure are just a few of the strengths that translate powerfully into our workplace.

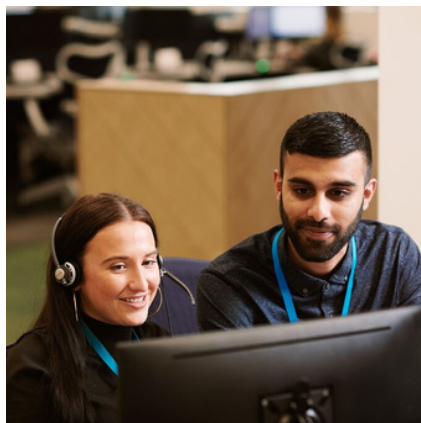
We also understand that every individual's journey is different. There is no single "veteran experience," and we respect the wide range of roles, backgrounds, service types, and career paths people have had.

This guide is designed to:

- Help you translate your experience into a corporate context
- Provide practical tips to support your job search
- Give you insight into what working in a corporate environment can feel like
- Support you in showing up confidently as yourself throughout the process

Most importantly, we want you to feel informed, welcomed, and supported, wherever you are in your journey.

We're excited about the possibility of you joining us.



Who is Bupa?

Bupa's purpose is to help people live longer, healthier, happier lives, and make a better world.

And we can't do it without you!

Today, from aged care home receptionists and dental surgeons to telehealth and admin, to our call centres, number crunchers and tech gurus, we're all in it together - 22,000 people who genuinely care about improving the lives of our people, our customers and the communities we are a part of.

Bupa has 57 aged care facilities located mainly on the East Coast of Australia.
We are the largest regional aged care provider in the country.



174

Bupa Dental sites
across Australia



50

Bupa Optical sites
across Australia

We have corporate offices in Melbourne, Sydney, Brisbane and Perth but also have a strong remote workforce across Australia and NZ.





Understanding your strengths

Before we start to build your CV, it is important to take a look at your strengths, experience and skills to see how that can translate into a corporate role.

There are two things, both important, to highlight on your CV.

1. Hard skills - teachable, measurable, and job-specific technical abilities acquired through education or training
2. Soft skills - interpersonal, behavioral, and transferable personal attributes that define how you work and interact with others

Hard Skills

Logistics coordination

Project planning

Risk assessment and mitigation

Data analysis & reporting

IT & Comms systems

Mechanical / Engineering

Compliance / Safety

Budget / Resource Management

Soft Skills

Problem Solving

Operational Planning

Adaptability & Resilience

Discipline & Reliability

Leadership & Accountability

Teamwork



Confidence Reminder

Many veterans look at job descriptions and think, “I haven’t done that before.”

But more often than not, you have, just described in a completely different way. It’s also very common to underestimate your own experience because it feels like “just part of the job.” In reality, what feels standard to you is often highly valuable, and sometimes rare, in a corporate environment.

Peter Solomon

22 years military service
Head of National Service Delivery, Bupa



‘While it’s many years since I last wore a uniform, I don’t think service ever really leaves you.’

Translating your skills

Identifying Your Transferable Skills

If you’re unsure where to start, ask yourself:

- Did I lead or mentor others?
- Did I manage resources, budgets, or equipment?
- Did I solve problems or make decisions under pressure?
- Did I improve a process, system, or outcome?
- Did I communicate or present information clearly?

If yes - you already have relevant corporate skills.

Many veterans already have experience aligned to roles like:

- Project Manager
- Operations Manager
- Team Leader / Supervisor
- Analyst (data, intelligence, operations)
- Logistics or Supply Chain Specialist
- Risk & Compliance roles

The difference is often just language, not capability.

Translating your skills cont.

One of the biggest challenges when transitioning into a corporate role isn't capability, it's translation. You already have highly relevant experience. The key is learning how to describe it in a way that resonates with civilian employers.

We also know that you may have completed training that has different names that match the job advert; don't worry, Bupa Recruiters are trained in translating this, but it's always great to try and do this yourself too for all applications.

Why Translation Matters

In the military, your experience is understood through rank, role, and context. In corporate environments, employers look for skills, outcomes, and impact.

👉 Two people can have identical experience, but the one who translates it clearly will stand out.

Military language can be difficult for civilian employers to understand, here's some examples of how we can translate some of this on your CV:

Military Experience	Corporate Translation
"Led a platoon of 30 personnel"	Managed a team of 30 employees
"Coordinated mission logistics"	Oversaw operations planning and resource allocation
"Executed operational briefings"	Delivered stakeholder presentations

Use this structure when describing your experience:

Action → Skill → Outcome

Example:

Action: Led a team during a complex operation

Skill: Leadership, coordination

Outcome: Delivered results under tight deadlines / improved performance

Turn it into:

"Led a team of 15 to deliver a complex project under tight deadlines, ensuring successful outcomes in a high-pressure environment."



Confidence Reminder

You've led teams, solved problems, worked under pressure, adapted to changing environments, and taken on real responsibility, often earlier and in more challenging situations than many people in corporate roles.

If writing a CV feels unfamiliar or even uncomfortable, that's completely normal. Most veterans haven't needed to document their experience in this way before, and the language used in corporate environments can feel very different.

Take your time, be patient with yourself, and remember, this is a skill that improves quickly with practice.

Dr Ayesha Floyd-Smith

24 years Royal Australian Air Force
Principal Clinical Lead, Bupa



"I didn't need to leave my sense of purpose behind. I just found a new way to continue serving it."

Writing your CV

Showcasing your experience in a way employers understand.

Your CV is often your first impression with an employer. The goal isn't to capture everything you've done, it's to present your most relevant experience clearly, confidently, and in a way that translates to a corporate audience.

What Employers Are Looking For

Hiring managers when reviewing CV's look for:

- Relevant skills and experience
- Evidence of impact and results
- Clear, easy-to-understand language
- Signs you can operate in a corporate environment

A well-written CV makes it easy for them to say:

"This person can do the job."

CV Structure

Keep your CV clear, structured, and concise (1-2 pages max).

CV Sections

Section

Example

1. Profile / Summary

A short paragraph at the top that captures:

- Your experience
- Your key strengths
- The type of role you're aiming for

✓ This is your "opening statement"

Highly disciplined operations leader with 8+ years' experience managing teams in high-pressure environments. Skilled in logistics coordination, stakeholder communication, and strategic planning. Known for delivering results under tight deadlines and adapting quickly to changing priorities.

2. Key Skills

A short list of your core transferable skills, tailored to the role.

Tip: Match these to the job description where possible

- Team leadership & people management
- Project / operations coordination
- Risk assessment & problem-solving
- Stakeholder communication
- Process improvement

3. Education & Training

Include:

- Formal education
- Military training (translated where possible)
- Certifications

Many employers highly value structured training; don't overlook it.

- Diploma of Leadership & Management
- TAFE NSW | 2023
- Certificate IV in Logistics
- Defence Training Program | 2022
- Infantry Section Commander Course (Leadership & Team Management)
- Australian Army | 2021
- Workplace Health & Safety Certification 2020

CV Sections cont.

4. Experience (Most Important Section)

List your roles in reverse chronological order.

- *For each role include:*
- *Job title (translated if needed)*
- *Organisation (e.g. Army, Navy, Air Force)*
- *Dates*

Then include 3–6 bullet points focusing on achievements, not just responsibilities.

Team Leader (Operations Manager)

Australian Army

2018 – 2024

- Led a team of 25 personnel in high-pressure operational environments, consistently delivering time-critical outcomes with 100% task completion
- Coordinated logistics and resource planning for complex operations, ensuring efficient allocation of personnel and equipment
- Implemented process improvements that increased team efficiency and reduced turnaround time for key activities
- Mentored and developed junior team members, improving performance, capability, and readiness across the unit
- Delivered regular briefings to senior stakeholders, translating complex information into clear, actionable insights

Example

Taking your CV further

What great looks like.

1. Quantify Your Impact

Where possible, add numbers:

- Team size
- Budgets
- Timeframes
- Improvements

Example: Managed equipment valued at \$2M

2. Translate Job Titles (If Needed)

- Military titles may not be understood externally.
- Example: Platoon Commander > Team Leader (include both if helpful)

3. Highlight Leadership

- Leadership can include mentoring junior personnel, taking responsibility for tasks or teams, Influencing outcomes
- Don't undersell this; it's highly valued in corporate roles.

4. Show Adaptability

- Corporate employers value people who can handle change.
- Highlight examples of:
- Working in unfamiliar environments
- Learning quickly
- Managing uncertainty

5. Tailor Your CV for Each Role

This is one of the most important steps.

- Adjust:
- Your profile
- Your key skills
- The order of your experience
- Focus on what's most relevant to that specific job

Common Pitfalls to Avoid

- Using acronyms (unless explained)
- Listing duties without outcomes
- Overly technical or military-specific language
- Including too much detail (focus on relevance)
- Underselling your experience



Confidence Reminder

Interviews can sometimes feel unfamiliar, especially if you haven't done one in a while or if the format feels different from what you're used to.

But remember, this isn't about having the "perfect" answer.

It's about helping the person in front of you understand:

- How you think
- How you approach challenges
- What you've already achieved

You don't need to have direct corporate experience to be a strong candidate. You just need to communicate your experience clearly and confidently.

Glenn McPhee

15 years Australian Army Service
Managing Director, Government
Services, Bupa



"Understanding why we're delivering each of these services is important because purpose unlocks passion"

Interviews

Showing your value with clarity and confidence

Interviews are your opportunity to bring your experience to life. You've already developed highly valuable skills, the goal now is to communicate them in a way that connects with a corporate audience.

What Employers Are Really Assessing

Beyond your experience, interviewers are looking for:

- Communication
- Can you explain complex situations clearly and simply?
- Cultural alignment
- Can you collaborate, adapt, and work in a team environment?
- Problem-solving ability
- How do you approach challenges and make decisions?
- Adaptability
- Can you operate in changing or uncertain environments?

They're not expecting "corporate perfection", they're looking for potential, mindset, and clarity.

Common Interview Gaps

(and How to Fix Them)

1. Too Much Context

You may feel the need to explain the full operational background. Summarise the situation quickly and focus on your role and impact

2. Underselling Experience

What feels “standard” to you is often exceptional in a corporate context. Call out leadership, responsibility, and outcomes clearly

3. Military Language

Terms that are clear internally may confuse civilian interviewers. Translate into plain English (think: “Would someone outside the military understand this?”)

4. Answering the question indirectly

Answers can sometimes be too broad or descriptive, without clearly addressing the question. Start by directly answering the question, then support it with a clear example.

5. Not Highlighting Individual Contribution

In team environments, it’s common to use “we,” which can make your personal impact unclear. Clearly state what you were responsible for, then reference the team outcome.

6. Being Too Modest About Achievements

Strong experience can come across as less impactful when it’s understated or described as “just doing the job.” Be clear and specific about your impact; highlight outcomes and results, and don’t assume they’re obvious.

Structuring Strong Answers: The STAR Method

A simple and highly effective way to structure your answers.

★ STAR = Situation, Task, Action, Result

- Situation – Brief context
- Task – What you were responsible for
- Action – What you did
- Result – What happened (impact)

Example Answer (Before vs After)

Before (military-focused):

During deployment, we executed operational protocols...

After (translated & structured):

In a high-pressure environment, I was responsible for coordinating a team to deliver a time-critical operation. I organised resources and managed priorities to ensure everything stayed on track. As a result, we completed the task ahead of schedule and improved overall efficiency.

Practical Interview Tips

- Pause before answering – you don't need to rush
- It's okay to ask for clarification
- Keep answers concise (1-2 minutes is ideal)
- Be authentic – you don't need to "act corporate"
- It's okay not to have direct experience, focus on transferable skills

Preparing your examples

Before your interview, prepare 3-5 strong examples that you can adapt to different questions.

- Good themes to prepare:
- Leadership
- Problem-solving
- Working under pressure
- Managing conflict
- Delivering results
- Adapting to change

You don't need dozens of examples, just a few, well-prepared ones.

What Great looks like

- Strong answers are:
- Clear and easy to follow
- Focused on your contribution
- Outcome-driven
- Free from jargon
- Confident, but not overstated

Useful links

Here are some links to additional resources you might find useful during your application journey with Bupa.

Login to our [recruitment portal](#) to update your profile and check the status of your application.

Login to our recruitment portal to update your profile and check the status of your application.

Visit our [careers website](#) to learn more about working at Bupa and find more opportunities for roles that might be right for you.

Ever wondered what it's like to work at Bupa? Click [here](#) and learn all about our culture, benefits, and why we do what we do.



Bupa respectfully acknowledges the Traditional Custodians of the land on which we live and work. We pay our respects to Elders past, present, and emerging – for they hold the memories, the traditions, the culture, and the hopes of Aboriginal and Torres Strait Islander peoples across the nation.

