

Interview Support Guide for Candidates

Well done for getting to this stage, we have really enjoyed finding out about you, your skills and experience and we are looking forward to meeting you as you continue on your journey. You will perform your best when you are prepared and you are familiar with our approach to interviewing. The interview will consist of a combination of competency and strength based questions.

Let us explain more

What is a Competency Based Interview?

A Competency Based Interview is an interview technique which is designed to find out more about what you did, said, and thought in a situation which could be both at work or outside of work. Competency based interviews, through 'investigative' questioning, eliminate the potential for subjective or biased assessments. Our hiring managers are trained to listen for evidence of competency and encourage you to share detailed descriptions of what you did.

We do this because research shows that past experience is the best predictor of future performance.

The advantages of conducting Competency Based interviews are:

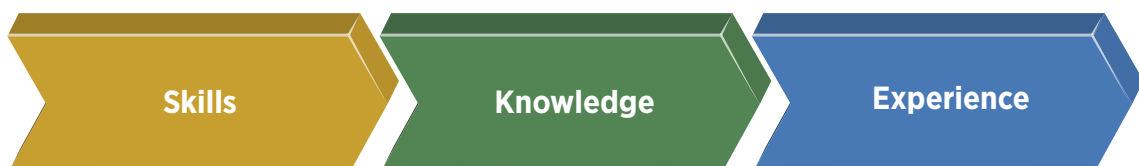
- The process is more reliable and valid than any other interview techniques such as the traditional interview, CV etc.
- It gives you the opportunity to talk about your contribution to a particular situation and
- Competency focused assessments will be based on tangible specific behaviours associated with success

What is a Competency?

A competency is an underlying characteristic of an individual which is directly related to effective or superior performance on the job. Levels of competency vary between each individual, for example, if you show a higher level of competency in a particular area, you will undoubtedly perform to a higher standard in that role.

Where does this fit in the recruitment process?

In the first stages of this recruitment process we test and review against the following three elements:



At this stage, and to complete the recruitment process, we look at the fourth and final element: Competency



Here are some ways you can prepare for a Competency Based Interview?

At the end of this document we have provided the list of our competencies and their definition. Ways to evidence them?

1. To begin we recommend taking the time to read through all of the competencies listed as this will give you the opportunity to think about situations where you can talk about how you meet the competencies.

Although you may not be asked questions for all of the competencies, it's still a good idea to do this. We also recommend you think about situations within the last 2 years as going back further than that may mean you don't remember specific details as well.

2. We encourage you to prepare 2 or 3 specific situations or events which you will be invited to talk about. In all cases the interviewer is not only interested in your actions or contributions - they will also be interested in the way in which you affected the actions of the team.
3. Preparation is key to any success, think about how you will
 - introduce the situation or event – including giving it a 'title'
 - provide a brief overview of each, taking no more than a few minutes to do this

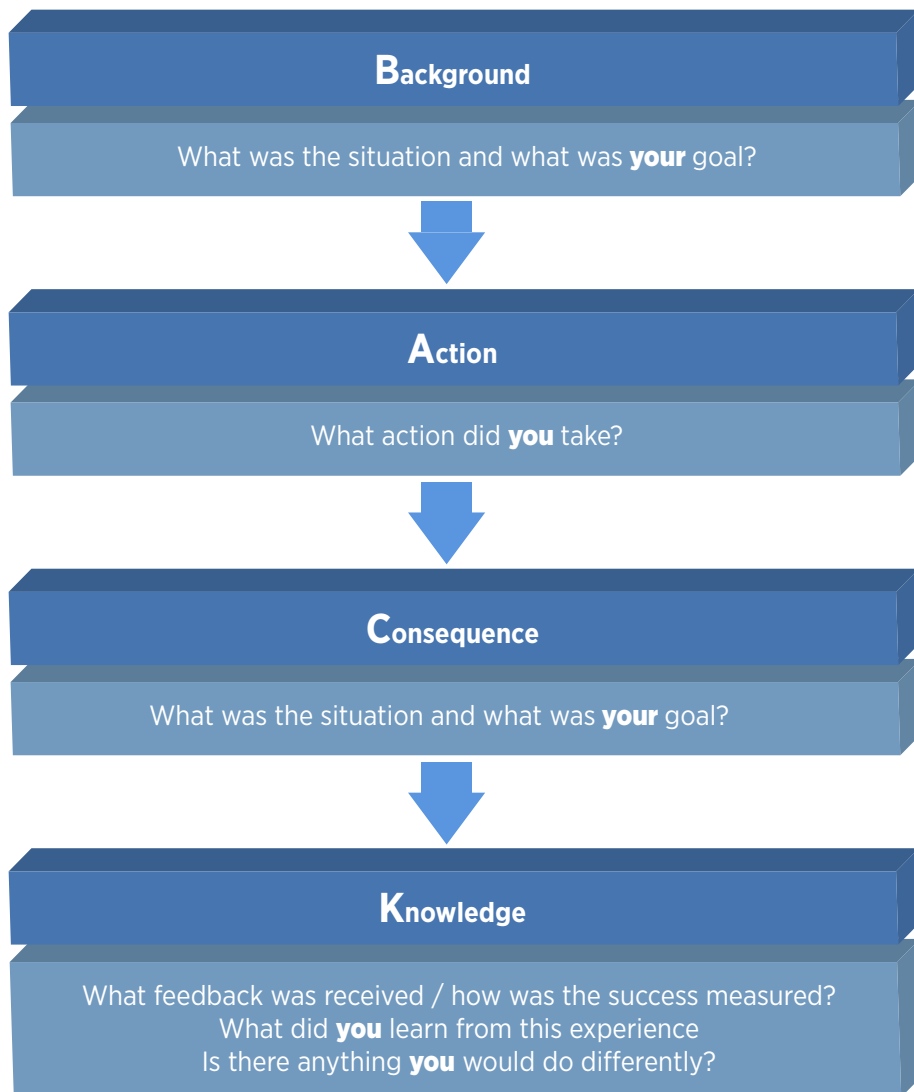
Following this structure will allow the interviewer to probe further if more specific information is required.

What sort of questions might you be asked during the interview?

Here are some typical questions that you may be asked during your interview:

- What was your thought process when you did that?
- How did you do that?
- What was your role in that event?
- Can you give us an example of a time when you.....
- Tell us what you said in that conversation.
- What was the first key thing you did?

In answering these questions, we suggest you describe the situation in as much detail as possible – a useful memory aid for structuring an answer to include what you have done, said and thought is the BACK model below –



What is a Strength Based Interview?

The strength based questions focus on what you enjoy doing. They are used as a way to assess if your qualities, attributes and abilities are a match for the role you are being interviewed for. As with competency based questions, strength based questions relate to competencies. We recommend you also prepare for strength based questions in the same way to ensure you feel prepared and ready.

What sort of strength based questions might you be asked during the interview?

1. What energises/motivates you?
2. How do you think this role plays to your strengths?
3. How do you keep yourself motivated?
4. What's your greatest achievement?
5. What do you learn quickly?