

Interview Tips

*How to be a
S.T.A.R at interview*



Love what you do!

“No matter how much experience you have or how well qualified you are, interviews can be a daunting prospect.”

It's time to SHINE!

Do your research

Find out as much as possible about the company from your consultant. Request some company literature and do some research on the internet beforehand to make sure you understand fully what the company do.

Be prepared

Make sure you understand the role that you are applying for. You will need to demonstrate your experience in all the key criteria in the job description. Go through the job spec and tick off the experience that you have in relation to the role, make sure you have examples prepared.

Plan your route

Make sure that you know how to get to your destination and that you leave plenty of time to get there. It's always advisable to arrive 10 minutes prior to your interview.

Dress to impress!!

You never get a 2nd chance to make a first impression. If you are well presented and smartly dressed, you will instantly feel more confident. Always wear a suit with a jacket, even if the weather is hot, you can always take it off during your interview if need be.

Relax

Try to relax as much as possible and be yourself – Remember this interview is as much for you as it is for the client. Also remember that your interviewer wants to know you as a person as they will want to see if you will fit well within the team.

Do's and Don'ts

- **DO** give clear answers, be concise but at the same time make sure you give enough information.
- **DON'T** ask about salary or benefits, let the client bring this up if they wish to discuss it.
- **DO** be prepared to explain reasons for leaving specific jobs – remember to stick to the facts and remain positive
- **DO** Listen
- **DO** use body language to show interest in the job. It's always advisable to mirror your interviewee's body language. Nod smile and give positive nonverbal feedback to your interviewer wherever possible
- **DO** practice giving a nice firm, confident handshake
- **DON'T** answer your phone in reception, your interview starts the minute that you walk through the door
- **DON'T** tell them that the role isn't for you even if you feel that it isn't. You never know what else they may have planned in the future, never burn bridges, you can inform them that the role isn't for you should they wish to take things further

Questions to Ask

It's always advisable to ask your interviewer a few questions at the end of your interviewee – It shows that you are prepared and that you are genuinely interested in the job.

Examples can be:

- What are the team like?
- What training is involved in the role?
- When are they looking to appoint someone?
- What is the next step in the process?
- What are the growth plans for the department/Company?

Competency Based Interviews

What is a competency based interview?

A competency based interview is an opportunity for you to demonstrate your key **skills, qualities and experiences**.

Most major firms use this style of interview to ensure that all applicants are asked the same questions and the interview process is as fair as it possibly can be for all candidates taking part.

The questions will be **scenario based** and the interviewer will be asking for you to provide examples of when you been in a specific situation before.

Typical Competency Based Interview Questions

- Can you give me an example of when working as part of a team has been important?
- Can you tell me about a time when you have dealt with a difficult or irate customer?
- Can you give me an example of a time when you have provided outstanding customer service, what did you do and why did you do it?
- Can you give me an example of when you have had to build rapport with a customer? How did you do this?
- Can you give me an example of when you have had to work under pressure?
- Can you tell me a time when you have had to work to targets, how do you manage these targets to make sure you achieve them?
- Can you tell me how you motivate yourself to achieve targets?

How to answer competency based interview questions?

THE S.T.A.R PRINCIPLE

A competency based interview is a structured interview and therefore your answer should also be structured to ensure that you are providing the correct amount of information.

The easiest way to understand this is to see the answer you are providing the S.T.A.R. Principle.

S – SITUATION

The beginning part of your answer should be about the background information and the situation that you will use to demonstrate to your interviewer that you have carried out a relevant task or duty.

T – TASK

What you had to do and why you did it.

A – ACTION

What action you took to ensure you completed the task to satisfaction.

R – RESULT

What was the outcome, tell them how well you did, this is your opportunity to sell yourself by giving factual information.

Other example questions that you may be asked at interview...

- Tell me about yourself.....
- Talk me through your CV
- What elements of your job do you most enjoy/least enjoy?
- What do you see yourself doing in five years time?
- What do you understand the job role to be?
- What do you know about the company?
- Why are you looking for a new job?
- What motivates you?
- Why should you be given the job above anybody else?
- Why would you like to work for this company?

And FINALLY...

Find out timescales that they are working towards and establish what the next steps will be if you are successful.

Remember that it is ok to be nervous about interviews, explain this if you feel that it is necessary.

Make sure that you **tell them** that you are interested in the role and thank your interviewer for their time.

AND DON'T FORGET.....Call us after the interview and let us know how you think it went!

Good Luck!