

Interview tips

General interview tips

1. Keep your answers concise with appropriate detail

It is easy to speak in length when answering a competency question, particularly when you are nervous! The best approach to these questions is to use the STAR method – Situation, Task, Action & Result. By ensuring your examples follow this structure, you are avoiding the urge to waffle whilst keeping all the necessary detail required.

2. Be prepared

Preparation is key. Understanding the role, company and what we are looking for will keep you a step ahead of the game. Look at the requirements in the job description to see what we are looking for from the successful candidate. Are we looking for someone who's great with our customers? Then you can expect questions about how you've provided great service previously! If you are unclear on what we are looking for, don't be afraid to ask your HR Talent representative or reach out to the Hiring Manager on LinkedIn – we don't bite!

Phone interview/initial conversation

1. Try to limit distractions

If you've been caught at a bad time on the school run or you are trying to navigate traffic, do not be afraid to ask us to call back! We want to find out more about you and provide you further information on the role you have applied for. In this scenario it is always best to have this conversation when there's little distraction and you are able to focus, actively listen and respond appropriately.

2. Be yourself

We're not looking to hire people on their skills, but on your personality and your own unique outlook on life and what you would bring to the table. As Oscar Wilde once said, be yourself, because everyone else is already taken. Be genuine and authentic, because that's what we want to see.

Assessment Centre/Group Interview

1. Get Involved

During these sessions, we will be looking for behaviours/competencies that align with characteristics to be successful in the role. Examples of these might be collaboration, adaptability or an ability to be proactive. For us to be able to score these behaviours actively, we need be able to see evidence of them otherwise it makes our jobs very difficult! Often when people score low on these tasks, it's typically due to being nervous. But remember, everyone feels the exact same way! The more you get involved, the quicker those nerves begin to trickle away as you begin focusing more on getting the tasks done!

2. Be respectful

Whilst it's important to get involved, always listen to the rest of your group. It is a vital aspect of communication, and it's not about who talks the loudest! Always try to involve the group in decision processes rather than making all the decisions independently, and always remember you are not competing against the rest of the group for a position. We want to identify and accelerate potential. If everyone passed the Assessment Centre, we would aim to offer everyone a position, whether that is straight away or as soon as another role becomes available!

Final Interview – Face to Face/Video

1. You are relatively unknown

You are relatively unknown – Our interviews are quite unique in the fact that our Hiring Manager's do not see your CV during the process. It is easy to forget that the person interviewing you doesn't know much about your background at all and therefore it is important to think about your previous experiences and how you have demonstrated what we are looking for previously. This allows you to bring these experiences to life much more than us reading them in black and white.