

**Barton Peveril College**

**Interview Techniques Presentation, 14 May 2010**

**HOW/WHERE TO FIND A JOB:**

- ◆ **Jobcentreplus - all of HCCs jobs get sent to Job Centres at time of advertising - one of the largest databases for jobs in UK**
- ◆ **Social Networking Sites - Facebook and Twitter (we have recently started to advertise some of our jobs on Facebook)**
- ◆ **Internet (search for specific companies and view their Career pages)**
- ◆ **Registering with Recruitment Agencies - useful for specialist roles**
- ◆ **Word of Mouth/Networking – you may have a friend already working for the organisation who can notify you of vacancies or can recommend their organisation**
- ◆ **Most local newspapers can be viewed on the internet so you can save money by viewing on line**
- ◆ **Monster/Total Jobs – set up Job Alerts where you get emailed jobs that meet your search criteria**
- ◆ **Submitting your CV to on-line agencies who contact you directly with new vacancies meeting your requirements**
- ◆ **Writing to companies you are interested in working for (not so popular now as more emphasis is placed on internet) – your details can be recorded in the organisation’s Talent Bank**

**APPLYING FOR A JOB:**

**DO:**

- ◆ **Read the form carefully and photocopy or print off an extra form so you can fill it in first in a draft format**
- ◆ **Ask someone else to check details for accuracy and content**

- ◆ Write down your initial thoughts on a rough page
- ◆ Allow yourself plenty of time to complete the form
- ◆ ‘Honesty’ is the best policy!
- ◆ Transfer details to the original form in writing or e-version
- ◆ Take a copy of the completed form and the advert for future reference
- ◆ Regard the ‘Other Information’ area as an opportunity to sell yourself

#### **DON’T:**

- ◆ Substitute the request for an application form, with a CV. It is acceptable to *include* your CV with the completed application form, unless specifically asked not to do so
- ◆ Leave blanks in the form, always respond in some way even if just ‘N/A’

#### **INVITATION TO INTERVIEW:**

- ◆ Politely ask how long the interview is expected to take, and names and titles of who will be interviewing you
- ◆ Ask about domestic matters - parking, nearest train station/transport options and whether you need to take anything specific with you on the day
- ◆ Ask for written confirmation if the request is made by telephone
- ◆ Ensure you confirm your attendance at interview by phone or email

#### **PREPARING FOR THE INTERVIEW:**

- ◆ Always do research on the organisation - you may be asked what you know about the organisation or why you want to work for them

- ◆ **Ask for a Job Description - you need to ensure you can provide the information that matches their requirements - be prepared to give examples of when you carried out activities through college, any part-time work or through personal experience**
- ◆ **Check the location, date and time**
- ◆ **Aim to arrive 10 minutes early**
- ◆ **Take contact details with you so if you are running late, you can notify the company so they can adjust their diaries and still fit you in**

### **TYPES OF INTERVIEW:**

- ◆ **COMPETENCY - you will be asked specific questions around relevant competencies related to the role, e.g. assertiveness, customer-care skills, planning and organising or teamwork. Panel are looking for specific examples - if this is your first job they should look at positioning the questions around what you have done at college or any previous part-time work**
- ◆ **TELEPHONE - interviewers may sometimes carry out telephone interviews as more of an initial sifting process, especially if you will spend a lot of your time on the telephone, in the role, e.g. contact centre. They are likely to ask questions to see how you deal with queries on the telephone to establish if you listen to what is being said and if you can speak clearly. You may be given information to record and read back to ensure you have captured the information correctly**
- ◆ **PANEL - this is where you have a number of interviewers all looking for different things. HR (company fit), Department/Team members focussing their questions around the job and your experience**

### **CONSIDER YOUR IMAGE:**

### **FIRST IMPRESSIONS**

**Your interviewer can make a decision in the first 30 seconds of meeting you!! It is difficult to build a rapport with each interviewer so your introductions are key to making an impression  
Time starts from the moment you arrive, but even if you talk to/correspond with anyone from the organisation prior to the interview an impression is potentially still being made**

- ◆ **Dress smartly and appropriately for the role in question**
- ◆ **Turn off your mobile phone**
- ◆ **Ensure a clean and tidy appearance**
- ◆ **Be prepared to make small talk about the weather or your journey on the way to the interview room – this may actually also help put you at ease**
- ◆ **Make eye contact with the interviewer when they greet you, shake hands with a firm, confident handshake**

### **BODY LANGUAGE**

- ◆ **Smile, but try to be natural**
- ◆ **Be positive and exude confidence (but not over confidence as this could be perceived as arrogance!)**
- ◆ **Try and convey a genuine enthusiasm**
- ◆ **Be conscious of your posture and try and sit comfortably – try not to fidget constantly, or rock in your chair!**
- ◆ **If there are two or more interviewers, try and look at all during your responses not just the person asking the question**
- ◆ **One interviewer could be on the panel to observe you, and to see how you engage with people in the room generally**
- ◆ **Always appear interested and listen to what is being said/asked of you**

- ◆ Stay calm and answer each question thoroughly, ensuring your response effectively answers the question you have been asked
- ◆ Don't talk over the interviewer
- ◆ Avoid gazing out of the window!

### **The INTERVIEW...**

- ◆ An interview is a two-way discussion/conversation and is an exchange of information, with a purpose
- ◆ Can be formal or informal, but the aim is to get the best out of you!
- ◆ Selection criteria will include those which are Essential for the job, and those which are Desirable and applicants will be measured against these
- ◆ Average interview time is around 45 minutes where the interviewers will want to find out as much about you as possible
- ◆ Could include tests on numerical, literacy, communication, practical tests or even Occupational Personality Questionnaires (OPQs) or an Assessment Centre

**Interview is likely to have a structure:**

**WASP:**

**WELCOME:** made to feel comfortable, told who the interviewers are, advised on the interview duration and the general format of the interview

**ASK:** where they may ask you questions about your experience, and examples of what you have done or would do if you found yourself in a particular situation. You may get probing questions where the interviewer will dig deeper to get as much from you as possible

**SUPPLY:** where they supply you with information about the job/organisation and answer any questions you may have

**PART:** this is the end of the interview where they will thank you for attending and tell you when and how they will let you know the outcome. They should advise if there are any further stages to the interview process, and finally, show you out of the building

- ◆ All parts are important but the **ASK** part is where you will do most of the talking and where you should have done the most preparation for

## **QUESTIONS - General**

### **What You Can Expect?**

- ◆ What interests you about this job?
- ◆ What skills/experiences do you have to bring to the role
- ◆ What are your long-term goals?
- ◆ How do you cope under pressure?
- ◆ How do you cope when you have to prioritise?
- ◆ How do you work using your initiative?
- ◆ How do you work within a team?
- ◆ What computer packages are you familiar with and at what level?
- ◆ What are/were your responsibilities in your last job?
- ◆ Tell me about your experience in (*a specific area relating to the role*)

*If you do not understand a question always say so, it can always be paraphrased or clarified further*

*Also, there is nothing wrong with taking time to respond so if you need to pause, and take a breath and think through your response, do so*

## **QUESTIONS - You May Wish To Ask**

- ◆ **How soon are you looking for someone to start?**
- ◆ **What training opportunities would there be for me?**
- ◆ **Who are your main competitors?**
- ◆ **When were you established?**
- ◆ **How many staff do you have here?**
- ◆ **How would you describe the organisation's style/culture?**
- ◆ **What would a typical day be for me in this role?**

## **How To End The Interview Positively:**

- ◆ **Thank the interviewers for their time**
- ◆ **Ask to look around if not already done so, and if convenient**
- ◆ **Confirm that you are still interested in the role**
- ◆ **Tell them when you may be free to start**
- ◆ **Ask when you may expect to hear the outcome, and how that will be conveyed**
- ◆ **Shake hands with the interview panel, and SMILE!**

*" Thank you very much for seeing me and I would like to say I'm really interested in the role and I hope to hear from you soon"*

## What Makes a Good Interviewee?

### MYTHS

How many of you have felt or said something on the lines of:

- ◆ *I expect everyone will be better/more experienced/more intelligent than me?*
- ◆ *They will probably just think I am too young/old/inexperienced to do the job?*
- ◆ *I hope they don't ask me about XXXXXX because I wont know what to say*

**Our beliefs have a powerful effect on our behaviour - if we believe we will fail we probably will! If we believe in our success we can ensure our success.**

**\*Be positive and change your beliefs\***

- ◆ **Negative self-talk can be self-fulfilling**

*(Imagine expecting to win a tennis match without ever practicing and playing the game?)*

**Transfer this scenario to the interview and you will see the importance of PRACTICE, PRACTICE and even more PRACTICE**

**Take time out to learn and practice your skills, next time you're sitting outside the door to your interview, your internal messages and therefore beliefs, will be entirely different.....**

- ◆ **I will probably do better than the other candidates as it is unlikely that they have prepared as well as me**
- ◆ **I have a pretty good idea what sort of questions I will be asked**
- ◆ **I feel confident that I can convince them I am the best person for the job**

*Believing in yourself changes how you appear to others - by looking and sounding confident it will be assumed that you are competent and if you look the part, you are the part*

## **REJECTION**

**To be informed that you have not been successful is always going to be a disappointment. It can however be valuable to seek and use feedback from the Chair of the panel, and be prepared to take both the positive and the negative feedback, as this could be the opportunity to improve your chances in the future.**

**DON'T GIVE UP – Practice, Practice, Practice!**

**Hampshire County Council Jobs Portal:**

**[www.hampshirejobs.org.uk](http://www.hampshirejobs.org.uk)**

Jane Newman, HR Adviser - Telephone 01962 813964

[jane.newman@hants.gov.uk](mailto:jane.newman@hants.gov.uk)

Isabel Lorenzo-Toimil, HR Adviser – Telephone 01962 813952

[isabel.lorenzo.toimil@hants.gov.uk](mailto:isabel.lorenzo.toimil@hants.gov.uk)