

Interview Skills



Introduction

THIS GUIDE AIMS TO



- Give you a greater understanding of what to expect when you come for an interview at CCS
- Help you feel more confident and prepared ahead of your interview and on the day
- Provide you with some guidance to get the most out of your interview
- Help with questions you may be asked and help with thinking about questions to ask
- Give you advice about next steps after your interview

Before your interview

Congratulations on getting an interview. You can be confident that your application has met the criteria for the job being advertised and we are interested in finding out more about you and what you can bring to the role. We really want to give you the opportunity to present the best version of yourself, so follow these steps to ensure everything runs smoothly.

- Initially, please ensure you have let the recruitment co-ordinator know via TRAC, that you are accepting the interview. We are able to make a range of adjustments if required. Please just let us know.
- Before you attend your interview, visit our website and ensure that you're up-to-date with our services, values and aims. Look on our website and social media channels for easily accessible information.
- You might want to call the appointing manager to have an informal chat or even an informal visit first; many people will value your communication with them and will be happy to answer any initial questions you may have about the job.
- Read your invite carefully as we will advise what to bring to interview e.g qualifications and ID etc.
- If you are required to do a presentation, make sure you follow the instructions carefully and prepare your materials and practice to ensure your timings are right.
- Plan your journey to get rid of any worries caused by rushing on the day, and check parking or public transport where necessary.
- Remember we want you to have a great experience, so the the panel will make you relaxed and comfortable before the questions begin



Online Interview



You will be advised by the recruitment team which platform the interview will be conducted on. As soon as the link to join the interview has been received, you should ensure that you test this from the device you plan to use for your interviews as you may need to source an alternative device to ensure connectivity. If you are unable to connect, you should contact the recruiting manager (their contact details are on the advert) straight away.

On the day of the interview, you should click on the link and join the call 5 minutes prior to your allocated time. You will be kept in the lobby area until the interview panel are ready, at which time you will be admitted into the interview.

You should ensure that your camera and microphone are turned on and working correctly prior to joining the call. Interviews will be terminated where the panel cannot see the applicant.

Before the interview commences, you will be briefed on the interview process and again the interviewing panel will put you at ease to ensure you are relaxed and ready to go

In addition, you may be required to move your camera to show the entire room where you are undertaking the interview, to confirm that nobody else is present.

It will be necessary to shut down any non-essential applications during the interview such as email, chat, Facebook, Twitter, Skype etc.



On the day of your Interview

A selection process is a two way thing – it is up to you and us as the employer to both get enough information about each other to see if they will offer you a post – and if you want to accept it!

- Don't worry if you are feeling a bit nervous – the interviewer is probably nervous as well. Practice a bit of mindfulness or breathing exercises so you feel as relaxed as possible.
- Try to smile, be polite and friendly, and make eye contact.
- Walk confidently into the room, but don't sit down until invited to do so.
- If you don't hear a question properly, or understand what is being asked of you, feel free to ask for clarification.
- Make sure you don't interrupt the person asking the question.
- If there are several people in the room, look at the person who asked you a question, but try to glance at others to check that they are following you.
- Always try to explain and evidence your answers to questions, linking back to previous experiences.
- Prepare questions to ask about the role, duties or development opportunities. You will be given an opportunity to ask these at the end.
- Be aware of the language you're using, keeping it professional

Topics and Questions →

THERE ARE LOTS OF DIFFERENT THINGS YOU MAY BE ASKED ABOUT:

Technical questions about the job – this is often evidenced by your qualifications, but many employers also ask about key areas to check your understanding, or even recent changes to see if you keep abreast of the subject.



Involving others - many healthcare organisations involve people who use their services, carers or someone with 'lived experience' in the selection process. This is important as it brings a unique perspective into the skills needed for the role. Be aware this might happen and think of any questions you might have for them.



Presentations are often used to assess communication skills - if this is the case you will probably have been given the subject in advance - make a few slides and practice the presentation several times. Bring the presentation with you on a memory stick (or email it to the employer in advance). It can be useful to bring a printout and any hand out slides.



In tray exercises - these have been shown to be very effective at providing evidence for effective decision making. It might be a typing test; a written budget question, or even a medicines management quiz. Sometimes there are scenario based questions, "what would you do if..?" Ask if you will have any selection tests when you accept the invitation so that you're prepared on the day.



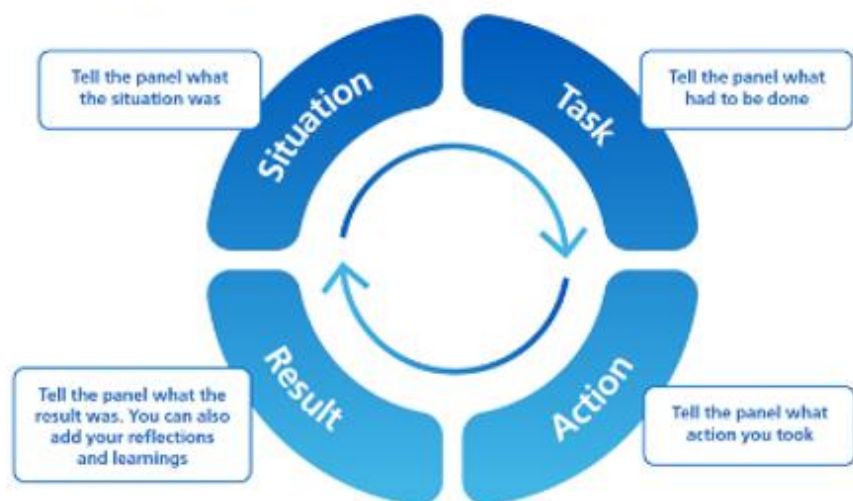
NHS values-based questions - values-based recruitment is an approach which attracts and recruits students, trainees and employees on the basis that their individual values and behaviours align with the values of CCS. These can be found on the next page.

Competency-based questions - these focus on actual experiences you have had and are useful as they can bring up really good evidence about your skills and knowledge. Think of a real incident, what you did and what happened. We all learn from everything we do, so don't be afraid to say that you would do it differently next time.



STAR model:

Use this to prepare examples to demonstrate how you have succeeded before and will do it again.



STAR is a model we use at CCS and it will really help you when preparing for your interview with us.

It enables you to anticipate and plan your responses to questions in a way that really lands with interviewers. Interviewing is hard work - part of your role at interview is to make the interviewer's job easier by giving succinct yet powerful examples of your abilities and experiences.

You can use the STAR technique to both prepare your application and then answer interview questions. But you do need to prepare. Aim to go into an interview with a dozen or so "dynamite" STAR examples up your sleeve

Have examples that can be potentially used to illustrate one or more strengths.

Our Vision, values and behaviours

You may be asked questions about our vision, values and behaviours and to give examples when you have demonstrated these values, or they can be part of scenario-based questions. Its ok to use personal examples such as volunteering, hobbies or sports.





After the Interview

After the interview take some time to reflect. You might want to think about:

- What went well and what could have gone better
- Were there any questions you could have answered differently
- Were there any questions you forgot to ask – if so you can still contact us and ask.

The appointing manager will let you know in interview how you will be informed and usually with a date you will know by. If you are successful - huge congratulations and we look forward to working with you at CCS. You will receive a conditional offer from one of our Recruitment Co-ordinators who will support you in completing all the necessary employment checks'

You will be informed either way and there will be an opportunity to ask for feedback if you are unsuccessful. It's ok to ask about opportunities for bank work or if there are any other vacancies which may be suitable for you.

If this interview isn't successful, remember the points from your reflection and feedback and use them as ways to fine-tune your next interview.