

## Interviewing Top Tips

-  It is a two-way conversation - it's an interview not an interrogation so don't deliberately use tricky questions or try trip candidates up!
-  Remember that you are there to sell the organisation to the candidate – they may have a choice of jobs.
-  Rather than diving straight in, it's ok to chat a bit first - interviews are a far more enjoyable and productive experience for all concerned if they every-one is relaxed...
-  Introduce everyone to the candidate and explain how the interview is going to be structured.
-  The CV is a good starting point but consider how relevant it is to know about every single job – if necessary ask the candidate to talk about their last couple of jobs (e.g. that covers the last three years).
-  Prepare questions in advance that explore in more detail the role that you want to employ them to do.
-  Ensure that you ask the same questions of everyone. Don't feel that it has to be so structured that you don't then explore other areas and matters that come up. (Consider using a scoring system to rate responses and how well the candidate answered the question.)
-  Consider using more than just an interview. Other elements to consider include; a presentation, in-tray exercise, personality profile, a tour or a chat with someone not on the interview panel, e.g. someone doing a similar job. Whatever you do be consistent and ensure that all candidates go through the same process.
-  Let them do most of the talking (80/20 rule). Don't jump in to fill a gap but clarify the question if they seem to be struggling.
-  Consider using 'scenario' questions using the open questions of who, what, why, when, where and how. An example is - A typical scenario you may have to deal with here is XXX – what would be your approach to dealing with this? Or ask – "What experience do you have of dealing with..."
-  Allow time at the end for the candidate to ask questions. At this point check their current salary and benefits or what they are looking for. (Make sure you can answer a question about what benefits the Company offer). If they are currently employed, ask what their notice period is.
-  Inform the candidate as to what happens next and when they can expect to hear from you.
-  Don't forget! - When conducting recruitment interviews, it is best practice to keep notes of the interview to record the rationale behind the selection decision. Be aware that any record created about an individual and placed in a structured file (or input to a computer) will give rise to individual rights under the Data Protection Act 1998. Specifically job applicants will have the right, upon written request, to be given a copy of their own file. Interview notes should therefore be compiled with this in mind.

## Decision Time!

-  Listen to your gut instinct but don't use it as the only barometer of interview performance. If there is something your gut is telling you something about the candidates CV or what they are saying during the interview then probe it (but stick to objective questions about work experience and not personal questions!). Say e.g. "My concern is that on paper your experience in XXX may not be as broad as we need for this role – how can you convince me otherwise?" Or "From what you have explained to us, I am a bit concerned that your experience in not as broad as we need for this role – how can you convince me otherwise?"
-  If you have short-listed effectively, all of the candidates should have the skills and abilities to do the job and the extent of these should be tested and clarified during the interview. Don't forget to consider who will have the personality and potential to fit with the rest of the team.