



your work life

HOW TO HANDLE A JOB INTERVIEW

This guide aims to provide you with inside information about the interview process and tips to help you to perform at your best during the interview.

July 2103

Disclaimer

This information sheet is provided for the guidance of readers. It does not constitute, and should not be relied on as legal or professional advice about its application in specific instances. The author accepts no responsibility for loss or damage suffered as a consequence of this information.

TABLE OF CONTENTS

Why are Interviews Important?	4
How do Interviews Work?	4
About this Guide	5
<i>Your Aims for the Interview</i>	6
Structure of the Interview	6
Preparing Yourself for the Interview	6
During the Interview	8
After the Interview	9
Telephone Interviews	10
Email Interviews	10
Recruitment Agencies/Consultants:	11
Aptitude Tests and Personality Profiling	11
Things to Remember Before the Interview	12
INTERVIEW PREPARATION	14
The Organisation	14
The Job	14
My Claims	14
Strengths & Weaknesses	14
My Questions	15
Behavioural Interviews – <i>Questions You May Be Asked</i>	15
Possible Questions – <i>For You To Ask</i>	15
Logistics	16
INTERVIEW CHECKLIST	17

HOW TO HANDLE A JOB INTERVIEW

Why are Interviews Important?

The interview is the tool most frequently used by employers to select people for jobs. It is used for almost all types of jobs and is seen by most employers as the best way to assess a person's suitability for a job. The interview provides the employer with an opportunity to:

- Validate the information a person has provided in their written application or resumé;
- Obtain and assess any further information an applicant may present about their claims for the job; and
- Get to know the applicant on a personal level in order to assess their personality and to gauge how well the applicant will fit in with others in the workplace.

Employers use this information to assess an applicant's likely success in the job. Where several people are interviewed the job usually goes to the person the employer considers will handle the job best.

How do Interviews Work?

There is considerable variability in the way employers conduct the interview process. Some employers use a sophisticated approach involving one or more of the following tools to help them make a selection:

- A detailed written description of the **role**, tasks and responsibilities of the job (job or **position description**)
- A written statement of the **selection criteria** such as personal abilities, skills, knowledge and work experience which they believe are necessary for a person to be a success in the job (sometimes called a **person description**)
- A set of standard interview questions based on the requirements of the job and **the selection criteria**
- A formal rating scale that enables all interviewees to be assessed competitively **using the same selection criteria**.

Other employers use a more personal approach relying more on "gut feel" decision making and less on forms and supporting documentation.

Employers differ too in their capacity to handle interviewing effectively. Some are relaxed having undergone courses to show them how to conduct structured interviews focusing on the past performance of applicants. This is *generally known as* behaviour based