

Interview Guidance

To help you prepare for a criterion-based interview, you may find the information outlined in this document a useful guide.

Criterion based interviews are designed to ensure candidates are judged against the same set of selection criteria and are based on individual merit, requiring you to focus on the criteria required for effective performance in the role. They require you to provide specific examples of your experience in relation to the required criteria.

In preparation for the interview, you may wish to think about having a clear structure for each of your examples, such as using the STAR technique.

The STAR technique is a structured method for responding to criterion-based interview questions by discussing the specific situation, task, action, and result of the situation you are describing.

Using the STAR Technique:

- **Situation:** Describe the context within which you performed a task or faced a challenge at work.
- **Task:** Explain the actual task or challenge that was involved.
- **Action:** Describe the specific actions you took to address the task or challenge.
- **Result:** Outline the outcomes or results of your actions, including what you learned or accomplished.

For example, if asked, "Tell me about a time when you solved a problem to a tight timescale," you might structure your response as follows:

- **Situation:** "We were due to deliver a presentation to a group of 30 industry players on our new product, but the presenter got stuck on a train."
- **Task:** "It was my responsibility to find an alternative, so it didn't reflect badly on the company."
- **Action:** "I spoke to the event organisers to change the running order and contacted a team member who could step in."
- **Result:** "The presentation went well, and we gained some good contacts, two of which converted into paying clients"

This structured approach ensures that your answers are concise, relevant, and demonstrate your competencies effectively

Interview Preparation Tips:

- Familiarise yourself with the selection criteria outlined in the pack.
- Be prepared to discuss in detail a range of examples that best illustrate your skills and abilities in each criterion area.
- Draw examples from your work or life experiences

Please note: Candidates are not permitted to take notes into the test or interview room. Candidates will be provided with a sheet of paper and a pen if they wish to use them during the interview and must leave any used paper behind when they are leaving the interview room.