

# 5

## Prepare for your interview

### The purpose of an interview

The purpose of an interview is to support the hiring manager and other panel members to understand your skills, qualifications and experience in greater detail. The information you share will help them make an assessment on how suitable you are for the role and the team.

At the City of Casey, the Talent Acquisition Team partners with hiring managers to make sure our processes for recruitment are followed consistently. These processes are designed to ensure our recruitment is conducted in a fair and equitable way.

The interview offers you an opportunity to learn more about the role and the team that you would be working in. It can help you determine if the role aligns with your career aspirations and personal values.

### Recommended interview preparation

Careful interview preparation is a crucial step in the interview process. The following are recommended as tools to help you prepare for an upcoming interview.



#### Research

- Ensure you research the company's:
  - ✓ History
  - ✓ Vision & values
  - ✓ Company's recent achievements
  - ✓ Future direction or aspirations
  - ✓ Social media pages, websites & LinkedIn



#### Review

- Review the job advertisement and requirements.
  - ✓ Being clear on these will help you prepare your responses to specific interview questions.



#### Respond

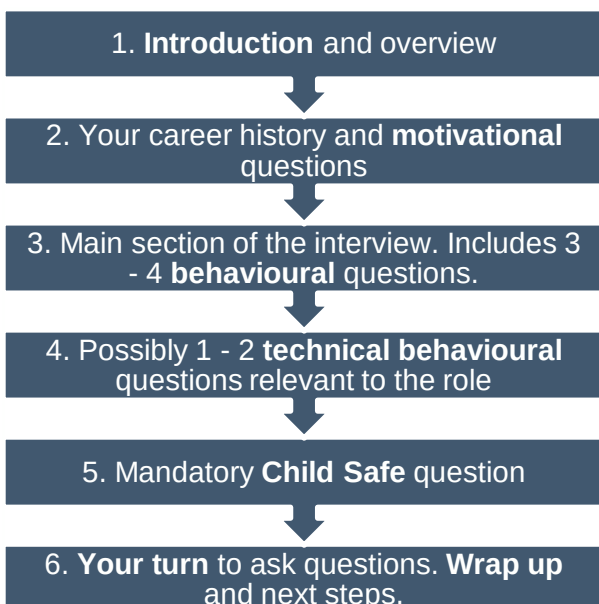
- Prepare & practice responses to a variety of questions including:
  - ✓ Career history
  - ✓ Motivation
  - ✓ Skills
  - ✓ Experience
  - ✓ Achievements
  - ✓ Character



#### Questions

- Prepare questions relating to:
  - ✓ The team
  - ✓ The role
  - ✓ The culture
  - ✓ Future prospects
  - ✓ Key challenges

### Interview structure at the City of Casey:



### Sample interview questions:



#### Motivational

"What's your understanding of the role and why are you interested?"



#### Skills-based

"Talk us through your professional and technical skill-set."



#### Situational

"How would you deal with a colleague with whom you seem unable to build a successful working relationship?"



#### Behavioural

"Tell me about a time your priorities and goals changed. What were they and how did you ensure you were successful?"

## S.T.A.R. responses to behavioural interview questions

When responding to a behavioural interview question, the interview panel will ask you to use the **S.T.A.R.** format:



### Situation

What was the **situation** and the context?



### Task

What was the **task** you needed to do?



### Action

What was the **action** you took to resolve the issue, problem or address the situation?



### Result

What was the **result** or outcome of your actions?

## How to prepare your responses to behavioural questions:



Identify the **key skills and requirements** of the role using the job advertisement or position description. For example, customer service, communication, teamwork.



Reflect on **situations when you have demonstrated** these key skills and strengths in your current role or previous roles.



Write down your examples in the **S.T.A.R. format**.



**Rehearse** your responses aloud using your examples.

## Tips for managing nerves



### Nerves are OK

- ✓ The interview panel recognise that nerves are common and expected.
- ✓ They will do what they can to help you to feel at ease throughout the interview.



### Interviews are a conversation

- ✓ Remember, an interview is a conversation. It is to help the interview panel understand more about your skills and experience.
- ✓ While you may be quite nervous to begin with, you will likely find your nerves will settle after a short period of time.



### Preparation

- ✓ Quality preparation time will help you feel capable and confident to respond to questions you are likely to be asked.
- ✓ Preparation includes **Research, Review, Responses & Questions** as discussed above.



### Practice

- ✓ Practice or rehearse your responses several times out loud to yourself or a trusted colleague. This will help your responses feel familiar and become succinct when answering in an interview.

## **Virtual interview tips**

In today's environment, it is becoming increasingly common to attend a virtual interview rather than an in-person interview. With this in mind, it is important to consider and prepare for the different elements that are unique to virtual interviews.

Here is a checklist of considerations and tips to have a more professional and positive virtual interview experience.



Test your technology and connection prior to the interview



Login 5-10 minutes early



Dress professionally



Choose a location free of noise and distractions



Consider your backdrop and ensure good lighting



Prepare to respond to potential technical issues



Prepare notes



Have a glass of water nearby

## **General interview tips**



### **Interview consistency**

- ✓ All of your interviews should be treated with the same level of care and attention, regardless of if it is a virtual or face-to-face interview.



### **Professional interview etiquette**

- ✓ Your level of professionalism and interview etiquette plays a role in your success in an interview.
- ✓ Make sure you know the location of your interview and give yourself plenty of time to



### **Ask questions**

- ✓ Ensure you have prepared at least 1-2 questions you can ask the interview panel. These can include: "What are the key challenges of the role?" "How would you describe the team culture?" or "What training and support will I be provided with?"
- ✓ Open-ended questions are ideal.



### **Showcase your personality**

- ✓ While the interview is a formal and professional process, we encourage you to allow your personality to come through.
- ✓ After your initial nerves subside, try to relax and let the interview panel see the unique style and contribution that you could bring to their team.