

## THE INTERVIEW PROCESS OVERVIEW

1. **Consultant Interview**
2. **Shortlisted Candidates' CVs Sent to Client for Selection**
3. **Client First Interview**
  - Meeting with HR Manager or Hiring Manager
4. **Client Second Interview, may include:**
  - Meet with Senior Managers or Hiring Manager
  - Additional probing questions
  - Presentation/ role play/ clinical paper review
5. **Psych/Skills Testing, may include**
  - Personality Profile
  - Numerical/Verbal/Induction Reasoning
  - Computer Skills Tests
6. **Reference Checking**
  - Verbal references are expected (written references are not respected)
  - At least 2 direct Managers from the past 5 years will be contacted
  - May sometimes be a 360 review involving a Manager, Customer and a Colleague
  - You must give your written permission for your referees to be contacted
  - Always phone your referees in advance to let them know to expect a call
  - Always leave a job on a good note and keep in contact with your referees even if they leave the company so that you can provide their current contact details
  - The comments that your referees make are covered under the Privacy Act
7. **Job Offer**
  - Your Consultant will present you with a verbal job offer covering your Salary, Incentive program, Company Benefits and Tools of the Trade
  - If you choose to verbally accept the offer, an Employment Agreement from the Client will be sent to you to sign and return. If you have any questions contact your Consultant to discuss

### INTERVIEW PREPARATION

- Know the exact address, department and time for the interview. Know the interviewer's name, job title and interview style
- Find out as much as you can about the role and company from the job ad, job description, company website, google searches and any industry contacts
- Think about your own experiences and how these match the role and company and prepare for a competency based interview – **STAR technique**
- Be clear about what your career goals are, industry, type of role, work environment and how you like to be managed
- Dress professionally and conservatively. Wear a business suit, preferably dark and pay attention to all aspects of your grooming from your hair to your shoes
- Prepare a list of questions to ask to determine if the role is right for you but also to demonstrate that you understand the role requirements and current market challenges
- Talk openly with your Consultant regarding your role requirements, salary/package expectations and other applications to allow for a smooth recruitment process – they want to help you achieve the “right fit”

### AT THE INTERVIEW

- Whether formal or casual, treat every interview treat all interviews as your opportunity to put your best foot forward and sell yourself
- Turn your phone off or onto silent, or leave it behind altogether
- Be on time, or a few minutes early for your interview. If you are late, phone your Consultant so they can notify the Client. Remain calm and on arrival apologise to the interviewer
- Greet the interviewer by name and shake hands firmly. Wait till the interviewer is seated before sitting yourself or until you are asked
- Don't be afraid to tell the interviewer you are a bit nervous, they will try to help you relax
- Listen carefully to all questions and answer them clearly and concisely. Think before you speak - it is better to have a few moments silence than to regret what you have said
- Interviews assess your skills as well as your own work style, be honest in your answers so that you can attain a role that suits you as well as the employer
- Maintain professional language at all times. Never make derogatory remarks about present or past employers
- Look the interviewer in the eye while you are talking to them and also while they are talking to you
- If you are interested in the position, you should say so
- Thank the interviewer for their time and finish with a firm handshake. Also thank and acknowledge any support staff who assisted you in the process

### AFTER THE INTERVIEW

- Call your Consultant and tell them how it went and whether you are interested in the position
- Your Consultant will ring you with feedback from the Client. If you have been successful you are most likely to be asked to go for a second interview

### STAR TECHNIQUE - competency based behavioural interviews

- The philosophy is that past behaviour will predict future behaviour
- Known as the STAR or STARL technique you will be expected to structure your answer as below:

<b>S</b>	<b>Situation</b>	Briefly outline the situation that provides the best example of what the interviewer has asked for.
<b>T</b>	<b>Task</b>	Describe the task/s that you were required to carry out in this situation.
<b>A</b>	<b>Action</b>	Tell the interviewer what you did to handle the situation, whilst there may have several people involved it is what YOU did that they want to hear about.
<b>R</b>	<b>Result</b>	Conclude your answer with the result of your action in relation to the situation.
<b>L</b>	<b>Learnings</b>	Even if the situation wasn't solved you can discuss what steps you have taken to prevent or handle it differently in the future.

- Each question will have a key skill that is being assessed (generally it will **not** be named) and often starts with "Tell me about a time when..."

### TO PREPARE

- Review the Job Description, Advertisement or Company Values to identify the competencies required – make a list
- Reflect on your past work experiences where you have demonstrated these skills
- Write out your example using the STAR structure
- Choose your best example that best demonstrates the skill the employer is looking for
- Always conclude with a successful result or a positive corrective action
- Tell the interviewer about what **you** did during the example – they are considering employing you not your colleagues
- Try to think of several examples for the same skills
- Be prepared for your interviewer to probe and ask for more detail
- Google some practice questions and ask a friend or family member to test you so you practice answering them out loud