

INTERVIEWING

This is only intended to provide a general overview and very basic guide. We hope it helps but if more detailed assistance is required then please contact ASL or your legal advisors.

First establish the ground rules.... What are you trying to achieve?

Prior to actual interview, you should have made your initial selection of job seekers based on what you assume to be facts in application letters, forms or CV's. In theory, such job seekers will already appear to offer the necessary skills and abilities. The interview should, therefore, be an exchange of information. It will help ensure the job seeker knows exactly what is on offer and help you match the theoretical ability of the job seeker to your impression of the individual's practical ability. The type of job and the style of the employer will undoubtedly affect how the interview is conducted.

If you haven't already compiled a Job Description, jot down the most important requirements of the job function to be sure you cover all relevant areas of questioning. For example, a research scientist may not need to have an effervescent, out-going, gregarious nature, yet, conversely, you may not want a shy, retiring senior sales executive!

The volume of job seekers, number of interview stages and status of interviewer will affect the length of the interview and what information you need to exchange. You may also need to allow time for skill testing or character profile assessment. Remember job seekers may ask for access to interview notes under the Data Protection Act.

Whilst there may not be any one type of interview that is right or wrong, the following helpful hints may provide a sensible basis from which to build.

Helpful Hints

1. Prepare a Job Description or a list of the most important requirements of the job.
2. Ensure there is no discrimination. For example, you will need to consider with a disabled job seeker whether the job/ premises could be adapted to accommodate them.
3. Make it clear any offer is subject to written terms and conditions of the job, details of which will be provided.
4. Introduce yourself by name and title to the job seeker.
5. Your first impressions will be similar to your customer's or of job seekers co-workers - assess any difficulties.
6. Put applicant at ease.
7. Control interview without dominating the job seeker.
8. Ask open-ended questions. How? What? When? Why? Where? Who? Listen to replies and observe the job seeker.
9. Be positive and enthusiastic about the job function, but ensure you tell the truth.
10. Verify qualifications and carry out skill tests if appropriate.
11. Everyone has strong and weak points - attempt to establish them.
12. Search beyond the glossy C.V., answers they think you want to hear and attempt to see the real individual.
13. Briefly summarise interview to ensure job seeker understands the job and you understand job seeker's abilities.
14. Ascertain if job seeker is initially interested and/or whether applicant requires further clarification or information.
15. Give job seeker your business card and determine next stage in procedure.