



Interview Tips

By Talentwise Solutions

Preparation

“Failing to Prepare is Preparing to Fail”

Do your research – make sure you have a good look at the firm’s website:

- What do you know about this firm?
- What products or services do they offer to their clients/customers?
- Why do you think this company would be a good fit for you personally?
- What are their values? And are these values you identify with?
- Do they have a mission statement or vision?
- What is the size of the company and what are their plans for future growth?
- What accreditations do they have?
- What are the working hours and benefits?
- What opportunities do they offer for training and development?

Online Video Interviews

- Make sure you have a good internet connection
- Test your audio and webcam before-hand to make sure they’re working
- Find a place that is well-lit with nothing distracting in the background
- Find a quiet place and ensure you will have no interruptions
- Turn off your mobile phone
- Dress smartly, just as you would if you were attending a face-to-face interview
- Look at the camera
- Ensure you have a copy of your CV in front of you
- Ensure you have a pen and notebook
- Have your prepared notes and questions to hand
- Be ready ten minutes early in case you have any problems logging in
- Ensure you have the interviewer’s phone number handy in case you have problems logging in, or in case you get logged out at any time during the interview

Face to Face Interviews

Prepare what you will take with you:

- 2 copies of your CV (one for you and one for them, just in case)
- Any certificates relevant to the role
- Any references or testimonials you might have from past employers, colleagues, or clients/customers



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- A notebook and pen
- Your notes about the company and the job
- Your list of questions

Plan your journey

- Plan your route and allow for traffic
- Plan where you're going to park and ensure you have change if it's a pay and display
- Aim to arrive 5 to 10 minutes before your interview is due to commence

When you arrive

- Switch off your mobile phone
- Report to Reception, give your name and tell them who you've come to meet

During The Interview

Body Language

- Maintain eye contact with the person who is interviewing you or, if you're on webcam, remember to look at the camera. It's worth sticking a marker under the camera to keep your attention focused there
- Make sure you appear interested and engaged

Answering Questions

- Listen carefully to make sure you've understood the question. If you're unsure, ask for clarification
- Answer questions truthfully and positively. It's ok to pause to consider your answer
- Keep your answers concise and to the point, expanding on relevant information only. Be careful not to ramble onto a different subject, or you're likely to forget what the original question was!

Answering Competency-Based Questions

Your interviewer will be looking for you to demonstrate certain competencies required for this job and may ask you competency-based questions, for example:

- Tell me about a time when you've gone the extra mile for a client
- Tell me about a time when teamwork has worked well for you
- Tell me about a time where you have had to prioritise your workload
- Give me an example of when you've had to work to a tight deadline
- Give me an example of when you've had to solve a problem on your own

Answer these questions by relating them to actual experiences you've had. A helpful method of answering competency based questions is ★ **The S.T.A.R. Method** ★ :

- **Situation** – what was the situation you encountered?
- **Task** – What did you have to do?
- **Actions** – What actions did you take to complete the task or resolve the matter?
- **Results** – What were the results of your action?



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Ask open questions relating to the business and the role, for example:

- What is the set-up/structure of the department/team?
- What are the future plans for the business?
- What would be your expectations of me in the first three months?
- How would my success be measured in this role?
- What opportunities would I have to learn about other areas of the business?
- What are the key things you are looking for in a suitable candidate for this role?
- How soon are you looking for someone to start?

Concluding the Interview

- Thank the interviewer(s) for their time
- Ask them when you are likely to have a decision
- Ask if they have any reservations about you as a suitable candidate at this point, so that you can re-cap and give reassurance to them
- Tell them you want the job! If they're struggling to decide, they are more likely to choose the candidate with the most enthusiasm, who seems the most interested in the role!

We wish you all the best for your interview!

Don't forget – the Talentwise team are always here to talk and provide interview advice.

Give us a call on 02477 981 223 if you have any questions or want some help with your interview preparation!



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SOLUTIONS**



TRACEY - DIRECTOR



KATIE - LEAD RECRUITMENT ASSOCIATE



JAMES - RECRUITMENT ASSOCIATE