

Tips for successful interviewing

Set the scene –

- Where to hold interview, no interruptions
- Plan the questions
- Be ready for their questions

Conducting the interview –

What is the overall objective? To get an accurate picture of the candidate and decide if they would fit the job.

Interviews are an unnatural environment, you need to encourage the candidate to relax. Interviewer must be in control.

Pointers –

- Start slowly. It takes time for the candidate to relax
- Don't be aggressive – this won't give a true picture of the candidate if they feel intimidated
- Give some background information about the organisation and the job
- Start the questioning in areas that are immediately familiar to the candidate – such as their present job – work back to previous experience, then move forward to their thoughts on the job they have applied for.
- Encourage the candidate to talk by using open questions.
- Use body language and encouraging gestures to keep the candidate talking rather than fill in the gaps by talking.
- Avoid prejudices about the person or the way they dress etc to cloud your judgement.
- Keep an eye on the time.
- Take notes without being distracting to the candidate.
- Allow time for questions and invite the candidate to ask questions.
- Check that terms of employment are acceptable
- Advise candidate of the next steps, and when they will hear from you.

After the interview –

Write up your notes. This will help you in making your decision, and in any discussions about the recruitment of this person. It will also help to show that your recruitment process is fair.

When you have made a decision, advise all applicants, whether successful or unsuccessful. Make sure you leave a favourable impression even with those that have been unsuccessful.

Plan for your new starter's arrival. The importance of an effective induction cannot be overemphasised. If a new recruit turns up on their first day apparently unexpected it can create a poor first impression that will take a long time to get over. Make sure they have everything they will need and plan time in your diary to spend time with them on their first day, and first week.

Induction Checklist

Prior to their arrival:

- Ensure their workstation is ready – desk, chair, phone, stationery
- Book them on to training courses
- Order business cards
- Block time in diary for their first day, and one hour per day for first week.

First Day

INTRODUCTION

- Welcome, introduction to rest of team
- Tour of premises, facilities
- Explain personal safety procedures
- Explain fire procedures, keys, alarms etc
- Explain importance of Operations Manual

GENERAL CONDITIONS OF EMPLOYMENT

- Go through letter of employment
- Explain policy on hours of work, breaks, date of salary payment, holidays, absence procedure, claiming expenses.
- Explain car policy if applicable.

OPERATING PRACTICE

- Give explanation of roles and responsibilities
- Confirm time of morning meeting and its importance
- Show office systems
- Advise details of training courses
- Brief explanation of legislation
- Explain how to answer the phone.