



ASHBY JENKINS RECRUITMENT

Competency based interview tips

The most common type of interview in the sector is competency based, this style of interview relies on asking you questions about your past behaviour and using this as a predictor for future actions.

There are always certain questions or themes that will come up in an interview, make sure you are prepared to discuss the below and remember to use financial information where possible:

Why you want this role: Make the interviewer feel special and that you have read through the JD

Why you want this organisation: Same as above, highlight why them specifically

Working collaboratively: They want to get a feel for how you work with other teams, for this use an example where you have had a challenge with another team and how you turned that into a **positive situation**

Relationship Management: Focusing on external relationships, prepare to discuss a relationship with a supporter/supplier you are particularly proud of, outlining the steps you took to build that relationship and the outcome for your organisation

Challenging donors/supplier: Prepare to talk through how you solved a problem with an external person, describe what went wrong and how you rebuilt that relationship

When you have made a mistake/something went wrong: They want to get a feel for your problem solving skills and whether you take responsibility and learn from mistake, make sure you wrap up with a **positive**

Line Management: They will want a synopsis of your approach generally and then talk through a challenging situation with a report, again finishing with a **positive outcome**

Time Management: Don't over-complicate this answer, talk through how you manage your time with to-do lists, calendar invites etc

How to answer questions:

In competency based interviews for each answer you should use a STAR approach:

Situation - briefly describe the background to the situation

Task - specifically describe your responsibility

Action - describe what you did

Result - describe the outcome of your actions (mentioning financial information where appropriate)

It is particularly important use a tangible example and to wrap up with a positive outcome, this is regardless of how senior you are.

Make sure you are not:

- Being vague or generally referring to having a lot of experience in this area without using a specific example
- Ending with a negative outcome or not talking through the outcome

Questions for you to ask:

It's important for you to ask questions at the end of your interview to show that you have a genuine interest and that you have an inquisitive nature. Good questions to ask include:

- What is your vision for the future? What are the plans for growth or expansion?
- What are the three things that would make someone a success in this role?
- What would the first three months look like in the role?
- What do you love about the organisation?
- Is there anything I didn't answer fully in this conversation?