

paragon
get that
job!

t: 44 (0)1624 665115
www.paragon.co.im

Contents

Curriculum Vitae	Page 1
Application forms	Page 6
Covering letters	Page 7
Interviews	Page 9
How do I prepare for a job interview?	Page 10
Making a good first impression	Page 13
Common Job interview questions	Page 14
Questions to ask the interviewer	Page 21
What will be different at a second interview?	Page 23
How should I approach a Telephone interview?	Page 24
Competency interviewing	Page 26
Role Plays	Page 28
What should I do next?	Page 29
Job Offers	Page 30
Notes	Page 31
Where to find Paragon	Page 33

Paragon International HR & Recruitment Ltd

Treger House, 23 Circular Road, Douglas, Isle of Man IM1 1AF

t: +44 (0)1624 665115 f: +44(0)1624 629941
e: enquiries@paragon.co.im www.paragon.co.im



Curriculum Vitae

A Curriculum Vitae or CV must clearly present relevant information to a potential future employer. Remember, your CV or application form and covering letter to a company, will be their first impression of you, so make it a good one!

Your CV should summarise your experience and skills to date and wherever possible, relate these specifically to a particular role. Additionally, summarise which of your skills and experience are most relevant for each role in the covering letter/e-mail that you also submit.

The purpose of a CV is to get you to interview. **Tell the truth.** However tempting it may be to exaggerate your experience/skills/qualifications, a skilled interviewer could find out you have lied. In addition, most organisations carry out reference and background checks. If it is found out that you haven't told the truth, job offers can be withdrawn, or if you have already started a job, you could get fired.

What should a CV look like?

There is no one universal format and you may choose to have several versions of your CV, or tailor your CV each time you make an application for a role. Make sure that the main criteria are covered, to include the following:

- **Personal Details**
 - Name and title
 - Contact details - address, e-mail address (make sure it's suitably professional – this is going to be one of the first

details read on your CV), mobile/other telephone numbers. You want these to be clear as you want them to be able to contact you for an interview!

- Driving licence – do you hold a full, clean licence?
- Work Permit status – are you an Isle of Man worker or do you require a Permit? If you require a Permit but have had one previously granted, advise how long you require a permit for and state any other important information e.g. if your permit could be applied for under section 3a if your wife/husband currently has a permit approved
- Any other important personal information e.g. if you hold Highly Skilled Worker Status, which affects what type of Work Permit an employer would need to request on your behalf
- It's your decision if you want to include your age/date of birth and marital status – recruiters should be able to make a decision about your skills and abilities without this information, but also, be aware that the other information on your CV may give clues about your age, anyway
- **Skills and Career Summary/Personal profile**
Summarise the relevance of your experience/skills/qualifications to date that are specific to the role, along with important personal qualities you feel would benefit a future employer. State your career aims. If this is your first job, concentrate on your interest and enthusiasm in the role, company and industry and any relevant work experience.

- **Key Achievements/Interests**

Make these relevant to the job you are applying for, whenever possible. These achievements could include challenges you faced and targets, deadlines or budgets you met. You could also include areas of personal or professional development

An Interests section gives an employer a chance to gain a more rounded picture about you. Keep this section short. It can be a more light hearted point of discussion in an interview. Please avoid including activities which are too general and part of everyday life e.g. shopping and socialising. If you include this section, make items specific and interesting!

Personal Details, Skills and Career Summary/Personal profile and Key Achievements are all of particular interest to a future employer – include these on the first page of your CV.

- **Qualifications**

Include the most recent, first. Any professional qualifications, dates you completed each stage and/or when you gained the full qualification. Include the university, college or school you attended and any grades, with particular attention to grades achieved in Mathematics and English at GCSE/O level. Include any work-related courses if relevant

- **Career History – employment and work experience**

Start with your most recent role. Include dates, Company

names and Job titles held. Use bullet pointed lists to detail information about your duties and responsibilities as this will make it clear to read. Be concise. Use formal (rather than abbreviations, slang or corporate terminology) and well-written language, written simply and clearly. Give examples of the skills you used and what you achieved.

Explain any **gaps in your employment history**. State dates and the reason, e.g. if you had time out travelling, job seeking, volunteering or caring for a relative, include this along with details of what you've learned. Any gaps may prompt an interviewer to focus on these at interview, rather than focusing on your experience/qualifications etc. or alternatively, assumptions may be made or your CV put to one side. Note: If you have been travelling, a potential employer may ask for evidence to support this, e.g. copies of the stamps in your passport and/or take up references from any employers you had during this time.

You may feel that you would prefer not to mention any gap, but it is preferable to be honest, up front and positive about the reasons for any break. Alternatively, you would be immediately on the back foot if/when an interviewer makes the discovery about an omission on your CV and obviously less likely to create a positive impression at interview.

Present your CV neatly and clearly:

- **Font size/type:** don't use a type that is too small or too large, and don't make a statement with the typeface

you chose – Times New Roman or Arial are commonly used. Careful use of bold type can be effective

- **Be concise:** it is tempting to expand upon the information on your CV, but this is the purpose of an interview. Keep it brief – but include sufficient information for an organisation to understand your relevance for a job. A CV doesn't have to be condensed onto one page, but perhaps don't exceed two or three pages
- **Spelling:** Firstly - spell Curriculum Vitae correctly! Make sure you have proof-read your CV for spelling and grammatical errors. Also ask someone else to cast their eye over this too. Make sure you use the correct version of a word (your/you're, role/roll) and that you have used a UK rather than US spell check on the document
- **Consistency:** make sure formatting, use of bold, type, etc, are consistent throughout the document
- **Layout:** is it presented in a logical order and is there any way that the information could be shown more clearly?

If you are submitting a printed copy of your CV make sure you print your CV in black ink on good quality white paper. Any accompanying covering letters should use identical stationery.

What not to include:

- **A Photograph**
- **Your salary history**

- The reasons you left your previous employment
- References – these can be provided separately and provided upon request

Application forms

Many organisations have their own application forms which they request applicants to complete instead of submitting their CV.

Read the instructions for how to apply and follow them. An employer will regard applications that are submitted correctly and accurately in a more positive light than from candidates who hadn't followed the instructions.

Often, you may have to contact them first, to request that they send you the form – this in itself can be a method of filtering the applications they receive. Requests by e-mail should be spell checked, addressed clearly and be from a respectably titled e-mail address. Communication by telephone may give an impression of your interpersonal skills, which may be specifically important for the job you are applying for. Often, the Application form may be downloaded directly from a company's website.

The company may request all applicants to complete a form so that information is presented in the same order and/or be asking for specific information, both of which can aid recruiters at interview stage. They may also find it easier to hold an application form on file for the purpose of matching you up with any suitable vacancies that may arise in future.

Often, this may seem like duplicating the information on your CV, but take the time to complete the form in full. This, in itself, can demonstrate your commitment and interest.

- Do not ask the company to refer to the relevant section of your attached CV instead of completing the form
- Follow any specific instructions for completion e.g. in black ink or in capital letters
- If completing this by hand, rather than electronically, it can be an idea to take a photocopy of the original form and practice how you complete this, before filling in the original. Write legibly
- Make sure you spell the organisation's name correctly!
- Read over the job advert again, so that you include the most relevant information on the form
- As with your CV, make sure your completed Application form is truthful, error free, neat, clear, fully completed and effectively highlighting the information that is most relevant about you to create a positive impression to a potential employer. Ask a friend or relative to check your application form before you send it
- Take a copy of the completed form for your own records, prior to submission – it is useful to be able to review this if you get to interview stage

Covering letters

These can assist you in making a positive impression, but are essential in ensuring that your CV/application form is going to be considered for the correct role.

- If possible, find out who you should be addressing your letter to. Use their correct title, name and job title if known and end your letter “Yours sincerely”. If writing generally to “Dear Sir/Madam”, ensure you sign off your letter “Yours faithfully”. Print your name clearly as well as signing it
- Include the job reference or job title for which you are applying and potentially, where and when you saw the advertisement for the role
- Summarise the positive reasons why you are applying for the specific role - include the most relevant reasons when comparing your experiences/skills/qualifications with the description of the job you are applying for. Keep this brief
- Include your contact details clearly on your covering letter
- State your availability for interview – particularly if you have a holiday or other commitment meaning you may not be immediately available
- Ensure your application is received on time – ideally allow for any potential delays. If your application is received after a closing date, your details may not even be considered

As with the CV/application form, be neat, spell check your document and ask someone else to review it as well. Use good quality paper and envelopes.

Interviews...

You only get one chance to make a first impression...

You want to feel confident about yourself when you go to an interview and you should feel that you can convincingly answer any question. These tips could help you feel positive and prepared.

Why are Interviews so difficult? Most of us don't have them every day, so they are unfamiliar situations, which mean they are stressful and scary. But they don't have to be.

Firstly, remember that you have been asked for an interview for a reason – they already think you are a potential fit for their vacancy and company, so take confidence from this.

Many people find interviews difficult as they have to spend a lot of time talking about themselves and this just doesn't happen anywhere else. You have to find a way of presenting information about yourself, in a manner that you are comfortable with. But remember, you are unlikely to be the only person to be considered for the job and **if you don't say positive things about yourself, then no one else will.**

If you prepare, you should feel ready to field any question that is asked. You will already be clear about what you want to say and how you express yourself.

And remember ... your interviewer may be nervous too!

Your Paragon consultant would be happy to meet with you prior to an interview, to help with your preparation, **but only you can make it happen!**

How do I prepare for a job interview?

1. Review your CV and the job advert/description
2. Research the company and industry
3. Know where you are going and when
4. Dress for success

1. Review your CV and the job advert/description

- Sit down with your CV and make notes, or alternatively, get someone else to look at this objectively. What could the interviewer ask you about?
- Compare the job advert/job description to your CV and note the areas that you have covered, as well as those that you would need training in.
- Be prepared to talk about your experience and qualifications and think about examples you can use to support what you are saying. “I have good communication skills” makes more of an impression when followed by “...which I use in my company by being a member of the company social committee” You can use examples from your personal life, if you are involved in a club or society, but try to make the majority of supporting illustrations from the workplace, as this is the most relevant context for a potential employer to relate to
- If there are areas that you lack experience/skills/ qualifications, then show that you are aware of this,

but focus on how you can get up to the required level. You could also ask them what they feel they could do to improve your skills? (Training courses, mentoring with a colleague etc?) **Don't try and bluff** in the interview, by saying you have more experience than you have – any exaggeration or lie (!) will be found out!

2. Research the company and industry

- The **company's website** is the best place to start. It demonstrates how the company wants to be seen, its products/services and often gives you information about their key personnel (this could give you an insight into the background of your interviewer!)
- Have a good **background knowledge** about the industry. This is particularly important if you haven't worked in the industry before. Look into relevant qualifications that an employer may want you to undertake. Be aware of upcoming or existing legislation that may impact upon the industry and the company
- Have a **mock interview** with a friend/family member. Use a sample of the typical questions that may arise and any questions you identified could be asked of you, from reviewing your CV/ the Job description

3. Know where you are going and when

- Make sure you know the **time, date and location** of the interview and the name of the interviewers. It can be useful to know their job titles, to have an understanding of their role and how much involvement you would have with them if you got the job
- Know how you will get to the interview in good time, anticipate any delays and take into account the time of day that you will be travelling. Do a dry run if necessary

4. Dress for success

- It can be difficult to assess, prior to interview, what the company environment and dress code will be. It is always safer to dress smartly and you'll be unlikely to feel out of place
- You don't need to buy a new outfit for the occasion, though a new item of clothing, such as a shirt, tie or pair of shoes, may help to update an outfit. But clean and smart don't have to mean expensive
- Don't dress too casually – if you understand that casual is OK, perhaps if you attend an interview with a company when they or you have a “dress down” day, then stay on the smart side of casual. No jeans or trainers
- No headwear
- Limit or tone down accessories – you don't want

your interviewer to remember your earrings more than your answers

- Subtle make up
- Tattoos and piercings – Where possible, remove or cover these. If you can't, keep studs small
- Generally, an interview is not a time to make a statement about your personality or interests outside of work. Keep the overall impression as clean and smart

Making a good first impression

Treat everyone with equal courtesy, as soon as you enter the building. You don't know who is going to be on Reception or be showing you to the Interview room. Be careful about the topic of any conversation you have with anyone when you are in the organisation.

Switch off your mobile phone!

Arrive on time, greet your interviewer by name, use a firm confident handshake (rather than a wet fish attempt!) and the right body language along with an appropriate level of eye contact. Smiling may help you relax – smile and your interviewers may respond!

Be **aware of any nervous habits** – fidgeting, playing with your hair/tie – and try to avoid them.

Posture – sit up straight (feel your spine against the back of the chair) and you will project your voice, and probably

even your answers, more clearly. Slouching doesn't convey an impression of interest and enthusiasm.

Speak clearly and talk slower than you are probably thinking! Be careful not to rush your answers - take a short time to think before you speak.

Demonstrate enthusiasm and interest. Showing a positive "can-do" attitude is the most valuable first impression you can make.

Try to be as **positive** in your answers as possible, especially when asked about why you are leaving your present employer. Look forward and focus on the reasons for a positive career move rather than looking backwards and saying any negative comments about your job/manager/company.

Look your interviewer in the eye, but not for too long! If there is more than one interviewer, look at each of them during your answers.

Common Job interview questions

Whilst the following questions are unlikely to all come up in an interview, one or more is almost guaranteed. In addition, if you feel prepared to answer these, then you can often adapt your answers to other questions.

Here's a guide to what an interviewer may want to hear in an answer.

Tell me about yourself

This is often an opening question, so the answer is crucial in creating a positive first impression. Don't go into too much detail – if the interviewer wants more information they will ask for it. If you are interviewing for your first job since leaving education, then focus on what led you to be interested in the particular role or company– was it anything in your studies or a personal interest? If you already have experience, then give an overview of your career, with most recent first, including qualifications. Give examples of achievements and skills.

What are your strengths?

It may feel like you are "blowing your own trumpet" but it's the only way a potential employer can find out about you.

Where possible, tie this in with the qualities the employer are seeking to fulfill the role – these will be listed in the job description. Think about your qualities, what makes you good at your job and use examples of how you have used these strengths, ideally in a work situation. By supporting each area of strength with an example, you effectively illustrate this to the interviewer and not only qualify your answer but make it more memorable. Remember, you are unlikely to be the only candidate being interviewed, so being memorable for the right reasons, is a good thing. If you are seeking your first role, then talk about what qualities you have developed during your education or from an outside interest.

What are your weaknesses?

This sounds daunting. Do you confess all and tell them damning truths?! No. **What the interviewers are wanting to hear is that you can recognise areas that you do not class as strengths**, perhaps an area that you realise you could require more training in, or recognise could become more significant within a different role. The fact that you are not perfect and can see this, is important – you are realistic about your qualities and can speak up when you don't have the answer or the skills required.

Another way of looking at this question is to discuss an area/skill that you have already addressed. If you were lacking confidence in your knowledge of an area of your experience and identified this as an issue, what steps did you take to improve this and how did you become more confident? The fact that you could now, even refer to this as a strength, means you can look at yourself objectively, take action and improve your performance as an individual and employee. This is all anyone can ask, as after all, no one is perfect and the requirements of a role/company/industry are forever changing. You are also answering the question, but retrospectively and positively – the best way you can answer a difficult question!

It would not be a good idea to say “I don't have any weaknesses” as this may appear arrogant. (“Kryptonite” and “Brunettes” are also bad examples! Humour is a difficult issue in an interview – you aren't a comedian and you don't know how your audience will respond. Better to leave this

to the professionals). “I have a tendency to work too hard” can be seen as avoiding the question.

Why should we employ you? or Why are you the best person for the job?

There may be similarities here with “*What are your Strengths?*” You should highlight what will make you the most suitable candidate for the job. Draw as many comparisons with your skills/experience/qualifications and the job description, as you can...“I have a unique combination of strong technical skills as well as...” could be a good start, which can then lead on to a more specific example, such as how one of your achievements had a positive impact on the business you currently work in. Talk about what you feel you could bring to the role/organisation and demonstrate your enthusiasm and commitment in how you express your ideas.

Where do you see yourself in five years time? or What are your goals?

This is a question about your short and long-term objectives. If you are studying towards attaining (or want to commence the study of) a relevant professional qualification, then this gives you the opportunity to state when you expect to complete this and what you feel this will enable you to do.

If you have a clear idea about what you want to achieve in

your career, then talk about the steps you foresee having to take in order to get there – relate this to the position you are being interviewed for. There is a balance to achieve though, as you cannot talk easily about seeing the role you are being interviewed, as a stepping stone to bigger and better things. Talk in general terms about your ambitions, showing you want to progress, but don't necessarily put timescales in place for how long you see working in one job/company – some companies/industries may like this approach, but in general terms, many could put off by thinking you are either overly ambitious or lack long-term commitment to them.

Whilst you can also use examples in your personal life, if you want to run a Marathon or some other ambition, try to balance this with work-related focus as this is the context an employer is more specifically asking you about.

Be realistic about what you are saying. Not everyone is a “high-flyer” wanting to become MD of a Plc. It's important to talk about what motivates you and what you feel challenges and rewards you, short and long-term.

Why do you want to work here?

The focus of this answer differs slightly to *Why should we hire you?* as you should describe why you are interested in an opportunity to work for them.

As part of your preparation you will have gained a good understanding about the company from their website. You will have reviewed their products/services, their mission

statement or company ethos and possibly know some of their staff.

How will the company and role tie in with your experience to date and longer term goals? It would never be a good idea to say “Because the agency told me about you” or “I just need a job” – these statements just show that you have no interest in them as you have gone to no effort to find out more, in addition you probably lack motivation.

If you have “insider” knowledge about the company as you know someone who works or used to work there, bear in mind that another individual's situation and motivation may differ to yours, they may even have worked in a completely different area of the business or worked there many months or years ago. Make up your own mind about what the organisation appears to offer you.

What are three positive things your last boss would say about you?

This is another way of saying positive things about yourself, but from your manager's perspective. How do you do the job well, can you work well in a team, are you a good supervisor/manager, are you motivated/committed to achieving targets/goals and are there any personality qualities that are particularly valued? It should just be a question of choosing the best or most relevant qualities!

What salary are you looking for?

Salary is a particularly difficult area to talk about – again, it's not something we all do a lot of the time. It can feel like you are put on the spot to give a figure but you have to be careful to get the balance right – you don't want to under or over value yourself.

If your CV was submitted by a Recruitment Agency, then you often have an indication of the salary an employer is able to consider and also know what you advised your Consultant, that you would be seeking for another role.

You could say that you are aware that they have provided a guideline salary with the job description and say it's around the same area you're looking for. In addition, you may want to have your present benefits taken into consideration – what benefits do they offer and how does this compare to what you presently receive? All in all, it can be easier if you speak in general terms.

Do not see these questions as a test to see if you're good enough, but rather as an opportunity to demonstrate that you have the qualities relevant to the job and the company. Think about how you'd answer any of these questions, although, don't learn answers off by heart and repeat them by rote, and you should be well on the way to impressing at interview.

Questions to ask the interviewer

You usually get a chance to ask a few questions at the end of your interview, so make the most of this opportunity. Try to concentrate on issues that matter to you but also demonstrate your knowledge and understanding of what has been covered and what you researched. You won't have the same length of time to ask questions of them, so **make your questions count**.

It's unlikely that everything you want to know about the job or company will have been covered during the interview, but it can also be difficult to remember a list of areas that you wanted to ask. It would be OK to have a short list with a few bullet points, to act as a reminder at this stage of the interview.

Your questions should demonstrate your interest in the position and company. Prepare a minimum of five questions, some which will give you more information about the job, perhaps:

Why has this position become available?

Where will the job fit in the team structure?

What qualities do you feel are most important for an individual to be successful in this role?

If I were successful in this role, where would you see me in 5 years time?

Some questions should delve deeper into the culture and goals of the company, which could include:

What is the best thing about working for your company?

Are there any plans for expansion?

How would you describe the company culture?

It could be useful to ask a question that demonstrates your awareness of a current issue which could affect the organisation. This could have been drawn from a recent article or relate to an upcoming piece of legislation.

How well your interviewer responds to your questions could give you a great insight into the company. *The interview is not only there for them to assess if you are a good fit for the organisation, it is your chance to see if you would be happy to work with them.*

If you feel confident that your interview went well, you could ask the interviewer why they had wanted to meet with you. You hope that they may have to review and then summarise all of the positive reasons why they asked to see you. An alternative approach may be to ask if they have any reservations about you, as this could give you the chance to give an immediate response to any concerns. Your hope is that either of these options will end the interview on a positive note.

Generally, it is **not a good idea to ask about pay or benefits**, as this makes you seem more interested in what the company can do for you, rather than what you can do for them. If you have used a Recruitment Agency, then you are likely to be aware of this detail already.

What will be different at a second interview?

A second interview may involve you meeting different people and covering similar questions to your first interview, or could mean meeting the same individuals but delving deeper into one or all areas of your personality, skills, experience and their relevance to the job, department and company. Either way, you have to prepare as thoroughly for this interview as your first. **Expect more open ended and challenging questions**, so be ready to expand on ideas expressed in your first interview, be comfortable talking at length, structure your answers and illustrate with plenty of examples.

Second interviews also give you a chance to ask questions that you didn't have time to ask previously, or those that occurred to you when the interview was over. Make a list of areas to cover when you get a chance to ask questions.

If you do not have to consider confidentiality, this could be your opportunity to ask for a tour of the offices, to gain an insight into the working environment and company culture. There could be many reasons why an organisation may not be able to give you a tour, but it can give you a real "feel" for the company.

Occasionally, second interviews may take place in a different setting, such as a bar or restaurant. Be on your guard – a less formal environment could lull you into a more relaxed state. Try and **stay professional and focussed**.

How should I approach a Telephone interview?

It is becoming more common for some employers to carry out initial candidate assessment by telephone before inviting them for a face-to-face meeting. A telephone interview may save them (or you) time and costs. In addition, it can be a key way of identifying how suitable a candidate is for a job, if using the telephone is one of the main criteria for the role.

- The key is to prepare for this as you would for any job interview. Be prepared to talk about your skills, experience and qualifications and their relevance to the job.
- There are advantages to this method of interviewing, as you can have your CV, cover letter and any supporting materials laid out in front of you.
- List any questions or notes you have made. Make them really easy to read by use of bullet points.
- Keep a notepad/diary handy along with a pen that works, so you can note key points, such as dates for the next round of interviews. If there are any dates when you may not be available for a second interview, make sure you have these listed.

Stay focused

- If you aren't used to using the telephone for business purposes, but rather use the phone for speaking with friends, it might seem daunting to have a telephone interview. Try to answer clearly, as you would in a face-to-face interview and try not to sound overly "familiar" – the interviewer is not someone that you know personally!
- Take the call where you can concentrate and not be disturbed.
- Smile as you would in a face-to-face meeting– you can hear this in someone's voice. It will impress upon the interviewer that you are genuinely enthusiastic about the opportunity to talk with them.
- Remember that your voice is affected by your posture – sit upright and project your voice clearly.
- If you dress formally it will set the tone for the interview, even though you can't be seen. It will prepare you in a way that sitting in a tracksuit will not.
- If you follow these tips then your interviewer should get a positive impression and want to invite you to a face-to-face meeting.

Competency (or Behavioural) interviewing: What is it and why do companies use it?

In a Competency interview you will demonstrate your skills, knowledge and abilities, (collectively known as competencies), by giving specific examples from your past experiences. The interviewer wants to know, not that you can talk in abstract terms about doing something, but that you have done it and can demonstrate this by talking about examples in specific detail.

Competency interviewing helps organisations make their recruitment decision, based upon an individuals' experience, without an interviewers' personal feelings affecting this.

By talking about real life situations and examples in significant detail and by asking probing questions, the interviewers also hope to limit the opportunity for an individual to lie, but **the basic premise of this interview is that past performance is a good predictor of future performance**. You are being given the chance to explain in detail about your relevant experience and qualities for the job.

In addition, it can also be worth noting that if you are successful in securing the role, these competencies may also be used to measure your performance in future appraisals.

How do I prepare?

A company may often provide you with a Job description and a list of the competencies they associate as important to that job. These could have titles such as Planning and Organising, Decision making or Innovation. Whilst the title of the competency could give you enough information to think of supporting examples, companies also sometimes provide you with competency definitions and maybe even a method of structuring your answers.

This may seem strange - almost as if you are being given the answers to the questions they will be asking, but now your work begins!

Once you have an idea of the topic (competency) they want you discuss, you have to think of one, ideally two, **examples that you can talk about at length**, to support each competency. You will be asked probing questions once you have talked through the example, so think about examples that demonstrate positive actions and results.

In addition, it can also be useful to think of examples that have negative outcomes. Interviewers will ask you about situations that you could not resolve favourably, in order to establish how you dealt with that and what you learned from those experiences.

A way to **structure your answers** for each competency example could be broken down as follows:

- Think of an example that is specific to the competency/behaviour and outline the background information

which will help the interviewer understand the scenario you will discuss

- Talk about what specific situation arose or what was required for you to do
- What action did you take/what actions were required, for you to address the issue?
- What was the overall outcome – what happened as a result of your actions to you/the customer/the department/the company etc?

Role Play - What is this for?

The purpose of this exercise is to test your ability to perform in the role for which you have applied.

The interviewer is hoping to find out how you would react if you worked for the company, so you need to try to participate in the exercise as if it were a real-life situation.

You may be given an outline of the role play to read prior to the exercise taking place – use any preparation time by reading the scenario meticulously.

If you can, connect the briefing to a real situation you have been in. Although it may not be that similar, anything a bit like it can help. If you have learned and developed from previous experience, use this information to help you in your role play.

Interview questions can take on aspects of a role play, by initially asking how you would deal in a particular situation. The level of scenario may then escalate to tackle more

complicated issues and you would be asked more probing and increasingly difficult questions, perhaps in a confrontational manner.

Bear in mind that it is not just your answers that will be under observation, but also your behaviour – How do you respond to an angry customer? How do you reply to a query when you do not have all of the facts? Can you express your/the company's view clearly under pressure?

What should I do next?

At the end of the interview, the interviewers may tell you the timescales that are involved, such as whether they have other people to see and when they will be getting back to you/Paragon.

After your meeting, speak with your Paragon Consultant to tell them your thoughts about the interview, the role and the company. Advise them of the timescales advised to you.

If you do not hear back within the timescale advised by the client company, follow this up politely. There may be a number of reasons why there has been a delay. If your application was through Paragon, then they will do this on your behalf.

If you are unsuccessful with your application, it can obviously be disappointing. Try to obtain any feedback about why this was the case as you could use this information constructively for your next application.

Endeavour not to take this decision too personally, as you

will only burn bridges if you start arguing with the company about their decision.

Notes

Job offers

Congratulations – you got the job!

Wait to receive your offer in writing from the client company before taking any action.

Check that the details of the offer match what were discussed at interview.

At any stage, if you have any questions, discuss them with either your Recruitment Consultant or the employer.

Hand in your notice and advise your Consultant/the company of your leave date from your present employment, as well as your start date for your new job.

It is usual for any offer to be subject to receipt of satisfactory references and these cannot be requested until you have handed in your notice to your present company. If you do not expect to receive a satisfactory reference you will need to discuss the reasons behind this with your Consultant or the company.

Keep in contact with your Consultant/the company after you hand in your notice, to check that all employment formalities are completed in order for you to commence work with them on the agreed date.

Notes

paragon

further
faster
bigger
better
sooner.

where to find us



call us.
paragon
on, you
know you
want to.

t: 44 (0)1624 665115
www.paragon.co.im