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your local housing provider

PROPERTYCARE
your customer care guarantee

Interview and Communication Skills

Do your best for yourself

How will you apply for the job

- Application form
- CV
- Letter of application
- Assessment centre

How to make your application stand out

- Neat and tidy
- List achievements to date
- Give details of previous work experience (paid or unpaid)
- List knowledge/experience/skills/competencies – use the person specification to guide you
- Personal qualities (attitude, reliability, co-operation)
- Hobbies, interests, sports activities (team or individual)
- Why are you interested in the job?

Interviews – what are the key elements?

- What to do before the interview
- How to act during the interview
- What to do after the interview

Arranging an Interview

You are likely to get a letter inviting you to an interview. However, if you are telephoning to make an appointment:

- Plan what you are going to say
- Have a pen and paper ready
- Find out who you need to speak to

- Ask for the person you want
- Introduce yourself
- When a time and date is given, repeat it
- Ask “where do I go on arrival?” and “who do I ask for?” Ask for directions if required.
- Ask if you need to take anything with you
- Find out what the interview will involve, for example, will there be any tests, or an assessment centre, how many people will be on the interview panel

- If you don't understand something, don't be afraid to ask
- Thank the person for the offer of the interview
- At all times, be polite

Preparing for the Interview

- Think about your achievements – what are you proud of, whether from school, sports, hobbies, out of school activities(from your Record of Achievement if you have one)
- Consider what you want to achieve in the future
- Read the job description and person specification again to get in your mind what they are looking for – which of your achievements will help you do the job

Anticipate their questions

- Why did you apply for the job? Why does the job appeal to you?
- Tell me about your work experience and what did you learn from it
- Is there something you have achieved, either at school or outside, that you are particularly proud of?
- Think about questions to ask them, write them down on a card and take them with you, practice saying them – saying them out loud will help to overcome any nerves

Research the company

- Size of company and number of employees
- What do they do or make
- What possible opportunities are there
- It's OK to make notes and take them in to the interview with you.

Arriving for the Interview

- Be on time
- Check your appearance
- Report to reception and state who you are, why you are there and who you have come to see
- Shake hands when introduced to the interviewer(s) – practice shaking hands with your friends or parents if you haven't done it before. It should be relaxed and confident, not too limp but not bonecrushing!

During the interview

Be yourself

- Sit comfortably
- Look alert and interested
- Look at the interviewer
- A smile works wonders
- Do not be over-confident
- Most people are nervous – speak clearly and slowly, don't fidget

Talk about your good points

- Convey your personal qualities
- Talk about things you enjoy
- Willingness to learn
- Good communicator
- Member of a team

Answering questions

- Do not waffle
- If you don't know, say so
- Be prepared to express your opinion
- Ask the interviewer to repeat a question if you do not understand it
- Show the interviewer that you are:
Keen and willing to take on the job
Worthy of their confidence in you

Asking your questions

- What does the job involve?
- Who will I be working with?
- Is uniform and safety wear provided?
- Is there a trial period?
- Will there be training, and opportunities for promotion?
- What are the basic working hours and rates of pay, etc?

On completion of the interview

- Thank the interviewer for seeing you
- Ask when you will be notified of the outcome
- Shake his or her hand on leaving

If you are offered the job

- Ask when you will be expected to start the job
- Ask what you will need to bring, and dress requirements
- Say you are looking forward to the job, thank him/her again