Interview Guide

We know that finding the talent takes more than just an assessment of technical qualifications. A candidate's interpersonal skills and initiative, for example, are important factors in determining job fit. So asking a predictable question like, "Where do you see yourself in five years?" probably won't offer many helpful insights into a candidate's potential.

Guide

Candidate Name:	
Interviewer:	
Date:	
Position:	

Open up the interview with conversation.

How has your day been so far?

How was your weekend? What is planned for your weekend?

Let the candidate know that you are going to provide an overview of the business and who we are, go through their resume/experience, ask some questions relating to the position/project and answer any questions they may have at the end. This puts the candidate at ease and sets

the scene for what to expect. Be sure to ask if they have any time commitments (car parking etc), to ensure the interview is kept on track.

Before providing an overview of your business, ask the candidate:

What do you know of the business and the role? (Have they researched us, come prepared)

1. Provide Overview of The Business

- Who is The Business? What do we stand for?

- Culture and team orientation

- Current projects & future plans

- What it is like working for the business

2. Run through their resume

- Understand why they are looking to move from where they are now?

- Why are there gaps in their work history? Have they travelled, taken time out for personal or professional development? No answer is wrong, it just gives you perspective.

- If they have had a number of roles in the past couple of years, ask if they were permanent/contract ? Are they likely to stay for longer than 6 months?

Sample Questions (IT/Technical sample interview questions)

1. Can you tell me about a recent project or process that you made better, faster, smarter or more efficient?

You need IT professionals who understand the big-picture impact of their work. Candidates should be able to explain how their efforts made a difference for their employers.

2. You've just been assigned to a project involving a new technology. How would you get started?

This question will give you insight into how people handle technology products with which they have less expertise. What steps would they take to overcome a knowledge gap and ensure they still get things done on time?

3. What technology-related blogs, podcasts, tweets or websites do you follow? Do you share any information yourself online?

This reveals whether candidates are keeping up with trends. Do they have a sincere interest in IT and keep up on changes in the field and your industry?

4. How do you keep your technology skills current?

Has the candidate taken online classes, or do they spend some of their spare time coding or troubleshooting technology issues? Have they taken on work projects in areas of tech they want to learn more about?

5. What three character traits would you use to describe you?

This question can clue you in to personality characteristics or qualities that may not be apparent through the resume or traditional interview questions.

6. Can you tell me about a time when things didn't go the way you wanted at work, such as a project that failed or being passed over for a promotion?

Everyone deals with professional disappointment at some point. What you want to know is how people handle these situations. The best candidates will use setbacks as springboards toward positive changes, such as getting a certification that will help position themselves for advancement next time there's an opportunity.

7. What are your favourite and least favourite technology products, and why?

In addition to learning whether people like the products you use at your company, this question helps you evaluate enthusiasm and knowledge. Do candidates get animated when discussing the benefits of certain tools? Do they seem to have a solid grasp of the positive and negative features of different technologies?

8. What is/are the most important thing/s you are seeking in your next employer?

9. What are your career goals over the next 12 months?

10. How serious are you about leaving your current employer? What would happen if you were given a counter offer by your current employer?

This question seeks to understand their motivation to leave. Are they interviewing purely to get a pay rise/promotion at their current employer?

Ask any further "technical questions" specific to the role they are being considered for.

The following should close your questioning, prior to answering any queries the candidate may have.

1. Are you seeking a contract or permanent role?

2. Do you have any holidays or other commitments that we should be aware of?

3. What is your notice period? Availability to commence?

4. Do you have references available for us to contact if you proceed to the next stage?

Now, open up to the candidate to ask any clarifying questions. Start by saying, "So given you have now heard more about the company, position and future plans, how does that sit with you? Do you have any questions that perhaps I haven't yet answered?"

When considering your assessment of the candidate, keep in mind the following:

- Did the candidate arrive on time – if not, did they contact you prior to advise?

- Was the candidate presented in a professional manner?

- Could you see the candidate fitting into the culture of the business? Why, why not?

- Was the candidate able to communicate and articulate him/herself in a logical and well-structured manner?

- Could I work with this candidate?

- Do they have the necessary technical skills required?

- Do they have the necessary soft skills required to work within the team and our customers?

NOTE: Scoring can be made in the assessment spreadsheet below

Interview Assessment form

To ensure equality through your recruitment process

Item	Rating	Comments
Presentation / Punctuality • On time? • Personal presentation? • Introduction		
Communication skills • Articulate • Confident • Knowledgeable • Interpersonal skills • Addressing the key selection criteria?		
Team fit • Team player? • Collaborator? • Selfish/in it for them? • Values aligned?		
Technical skills • At the required level? Below or above? • Set in their ways/not open to learning? • Can they be taught?		
Overall rating • If not suitable for this role, are they suitable for the talent pool?		

Rating Scale

Poor, Average, Strong, Excellent   Or   Rate each section on a scale of 1-5