

Mock Interview Questions

<p>Can you tell us what you know about Department and more specifically about the section?</p> <p>The same information must be researched for all Departments within the Council.</p>	<p>Explain the services provided by the department as a whole/explain the services provided by the specific section in some detail.</p> <p>You need to research the specific department/section that the vacant position is situated in prior to your interview. This will enable you to provide the interviewer with facts and valid information about their section. It also shows them that you have taken the time and effort to undertake research and therefore must be interested in the position available.</p>
<p>What qualities/personal skills do you possess that would convince us that you are the right person for this role?</p>	<p>The answer for this question will differ depending upon the needs and requirements of the vacant position. However it will clearly state on each individual person specification what is required under the section marked "Personal Skills, Abilities and Competencies".</p> <p>The usual requirements for all roles are:</p> <p>Able to work with minimal supervision / Must have a positive approach to customer care / Co-operative with a flexible attitude to work / Friendly but firm / Able to keep calm / Able to use own initiative / Able to work well with others and as part as a team / Able to plan and prioritise own workload / Able to work under pressure and meet deadlines / Effective written and oral communication skills.</p> <p>When answering this question you must provide examples from your past work-life experience that prove you have the above personal skills.</p>
<p>Outline your working experience to date.</p>	<p>You must provide a detailed answer of any positions you have undertaken that could require similar knowledge/abilities as the vacant position.</p> <p>You should show a clear path of promotion throughout your career if able to do so.</p>
<p>What attracted you to apply for this position and what knowledge and skills do you have that are transferable?</p>	<p>You need to answer this question enthusiastically and be really positive about the available position. You need to say what interested you when reading the advert and Job Description/Person Specification.</p>

	<p>Prior to the interview you should research the field of work as this will prove you are interested in the post and that you are not just applying as you require an alternative position.</p> <p>You need to look at the person specification and specifically the section marked “Knowledge and Understanding”. This section will confirm what knowledge is required to undertake the position.</p> <p>For example, “Knowledge and understanding of specific legislation relating to the field of work”.</p> <p>For this question, if you have not actually worked in a position requiring you to apply specific legislation, you could say that you have never worked within this specific field but have researched the specific legislation on the internet and are aware of the requirements under this legislation”.</p> <p>It may ask that you have knowledge of operating a specific computer package, which you may not possess. You could provide examples on data packages that you have utilised instead. You must explain the requirements of the packages utilised as they may be similar to that of the vacant position.</p> <p>It is a good idea to explain that you are willing to undertake any required training to gain the knowledge needed to undertake the position.</p>
<p>Can you give an example of when you have provided good customer service?</p>	<p>Open question – Should demonstrate the following when answering this question (and provide examples):-</p> <p>Taking ownership of a problem / going the extra mile to please the customer / committed to finding a solution / empathising with the caller / ringing the caller back with an answer / contacting an officer to ensure resolution of the problem / keeping the caller informed.</p>
<p>Can you tell us, providing an example, about a time when you have successfully dealt with a difficult or angry customer?</p>	<p>Open question – Should demonstrate the following when answering this question (and provide examples):-</p> <p>Listening to the complainant without interrupting / give assurance that you would do your best to resolve / stay calm and don’t take any comments personally / promptly pass onto relevant individual if you are unable to deal with the complaint.</p>

<p>Team work is very important when working within this role. What sort of things could you do to help to build up the team?</p>	<p>Talk to colleagues / support each other during stressful periods / share knowledge / be flexible in helping to keep the office covered during staff shortages (sickness etc), have a sense of humour.</p>
<p>This office can become extremely busy and there can often be very hectic times throughout the day, how would you deal with this pressure?</p>	<p>Ability to deal with stress, previous experience of this (give examples). Make sure your workload is up to date and you have all up to date knowledge required to undertake your position, talk to colleagues, work as a team, alert supervisor if there are any problems, and maintain sense of humour.</p>
<p>Can you provide us of an example of when you have had to plan and prioritise your workload?</p>	<p>Required to do this on a daily basis, prioritise by importance / explain to managers if you cannot meet their deadline and negotiate a further deadline / contact supervisor if you have problems meeting deadlines.</p>
<p>Flexibility is required within this role; can you provide me with an example of when you have been flexible?</p>	<p>Provide an example of when you have gone the extra mile to meet the needs of the service / covered for colleagues / assisted colleagues with their workload / overtime or increased hours.</p>
<p>This role requires you to have a general knowledge of various computer packages, can you explain what packages you are familiar with?</p>	<p>Need to provide a detailed list of computer packages that you have utilised and state whether you have used that continuously, or occasionally.</p> <p>You should also confirm what tasks you have completed when utilising these packages:</p> <p>Word – Letters, Memos, Tables Excel – Spreadsheets, graphs, calculations Powerpoint – Presentations Email – Communication Tool Internet – Research data to complete tasks GIS – Mapping System Access - Databases</p>

You should always remain positive and enthusiastic throughout all interviews.