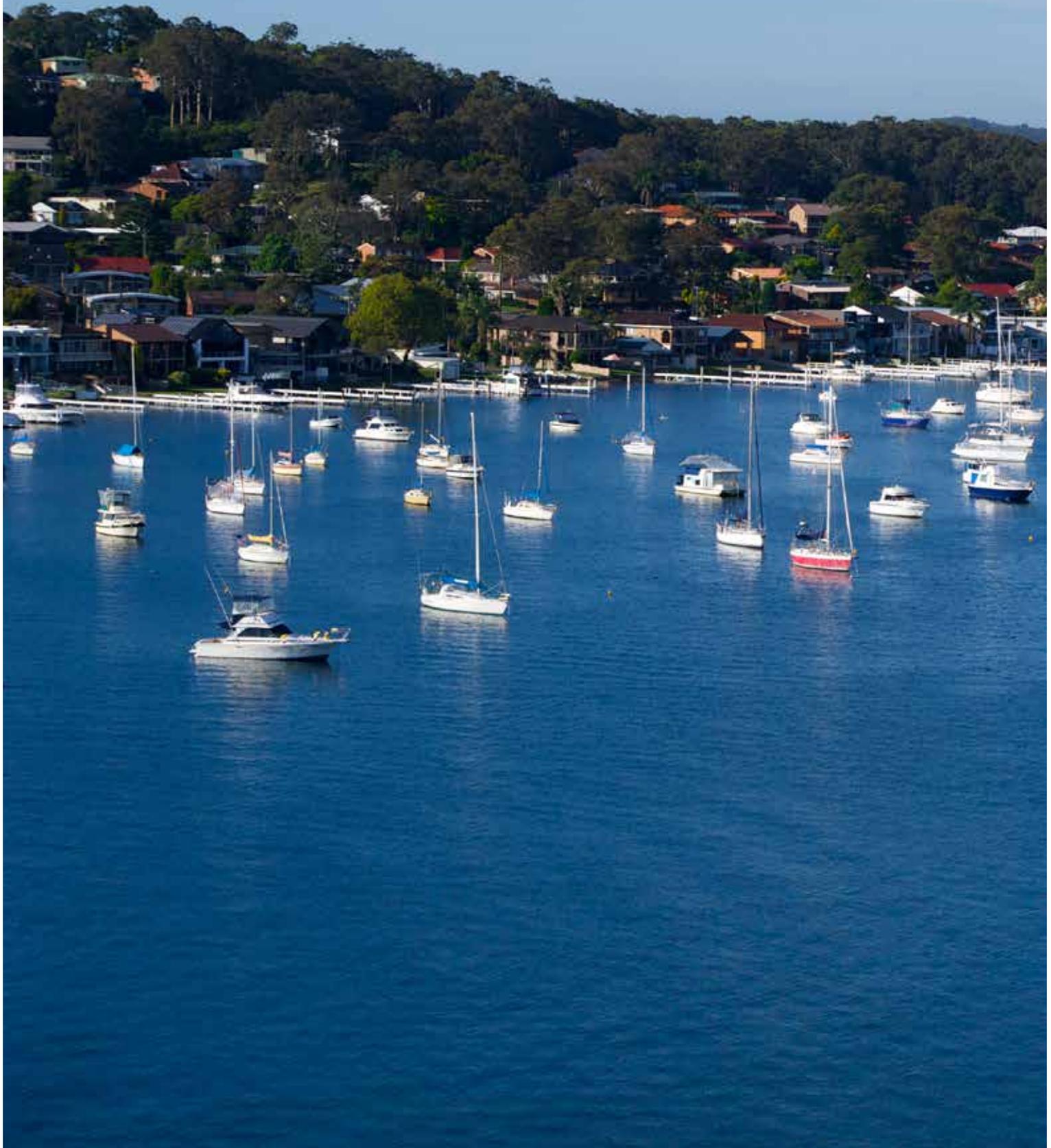


Your recruitment interview



Thank you for applying for a position with Lake Macquarie City Council. This document will provide you with an overview of what you can expect during an interview with us. It is hoped that this will assist you in preparing for the interview and putting your best foot forward.

The interview is a chance for both of us to find out whether Lake Macquarie City Council is the right choice for you.

It's as much your opportunity to learn about us, as it is our opportunity to learn about you. We want you to do well so we can both make the most informed decision possible.

What can I expect during the interview?

Generally, the interview will consist of a panel with three members. The interview panel will most likely use behavioural questions to determine if the skills you possess, match those required for the position for which you have applied.

What is a behavioural interview?

Behavioural interviewing is a structured interviewing style based on the premise that "past behaviour predicts future performance". Prior to the interview, your interview panel has identified the skills necessary for the position. The interview questions are then designed to give you an opportunity to demonstrate your experience and skills. The goal of the interview is to determine if your skills are the best match for the position.

Behavioural interview questions often start with:

- Tell me/us about a time when...
.....
- Describe a situation where...
.....

They are then sometimes followed up with probing questions to help you provide more detail. Examples of the questions you can expect are:

1. Give an example of an instance where you had to show initiative. What did you do?
.....
2. Tell us about a recent situation when you experienced poor team work. How did you handle the situation?
.....
3. Describe a time when you were under pressure. What strategies did you use to get organised and achieve the required task/s?
.....

As you see, some questions contain more than one part, so listen very carefully and ensure you've answered each section. It's okay to ask, "Is there anything else you would like to know?" or something similar, if you are uncertain if you have covered what was being asked.

Sometimes a behavioural question might sound a little negative, in that they can ask about possible failures or conflicts you've experienced. These questions are asked to determine whether you can learn from situations and improve your skills. Lake Macquarie City Council is seeking people who are willing and able to learn from their mistakes and as a result, improve their own and the organisation's performance. Be prepared to answer this type of question honestly, and remember that in the workplace, things don't always go perfectly.

How will I be assessed?

You are assessed on the quality of the example you provide to the questions asked. In general, the interview panel have identified a set of behaviours that support the criteria in the Position Description and your response will be assessed against those behaviours. You may be asked the same question in different ways to check that your skills are well developed and that you've used them consistently so again, always respond honestly. It's your experience that they are looking for – not a text book response.

Positions that require a physical element may be subject to outdoor assessment tasks, such as in pool-based assessments for positions that require an element of pool lifeguarding or practical outdoor tasks for Works Assistant roles. If the position you have applied for requires you to complete a practical element, you will be provided with full instruction to ensure you are well informed to complete the task to the best of your ability.

How can I prepare?

Ensure that you obtain a copy of the Position Description and focus on the skills and experience listed. Think about situations in which you have demonstrated these skills in your current or past roles. Describe what the situation was, what you did and what the outcome was.

The star technique

You can use this technique to make sure you cover some key areas in your responses.

S – Situation

First, provide the situation that you were in.

T – Task

Next, describe the task at hand, what where you doing?

A – Action

Then describe the actions you completed. Discuss what you specifically did to address the situation.

R - Result

Finally, describe the results you achieved.



What to bring?

You don't need to bring anything unless requested. The panel may request you bring along a copy of:

- identification/proof of right to work in Australia (e.g. driver license or passport); and
- your qualifications or any related licenses and/or tickets as listed in the Position Description.

It is imperative that you bring along your originals and a copy, as the panel will keep the copy. If you don't bring these, you may be asked to provide these to the panel after your interview.

Some tips

On top of the general research and preparation discussed earlier, probably the best preparation is to have a good night's sleep! On the day:

- listen carefully to the questions;
- ask questions if you are unsure;
- do not try to second-guess the panel;
- take each exercise separately - don't lose your confidence if you feel you haven't performed well in one question; and
- if you need to, you can ask the panel to repeat the question.

Feel free to bring any additional supporting information and/or documentation to assist you in the interview. A recommendation is to keep the material brief to ensure you engage with the panel.

Feedback

After an interview or any selection process, regardless of whether or not you were successful, it is important to seek feedback. Lake Macquarie City Council offers post-interview feedback, which is intended to help you to learn about yourself, both your strengths and development needs. If you are concerned about your technique or performance in interviews, it may be helpful to seek coaching from an experienced person and/or qualified professional.

Links and resources

- www.seek.com.au - virtual interviews, interview questions
- www.careerone.com.au - interview techniques

Making enquiries

Please direct any general recruitment enquiries to Council's Human Resources Team, preferably by email to recruitment@lakemac.nsw.gov or alternatively by calling **(02) 4921 02 60** for Administration or **(02) 4921 0759** for Operations.

If your enquiry cannot be answered by the Human Resources Team, you will be directed to the most appropriate Council staff member.





Controlled Document Version 5 - February 2016

HF 18500

-  02 4921 0333
-  www.lakemac.com.au
-  council@lakemac.nsw.gov.au
-  lakemaccity

