Appendix 3

**Interviewing Form – Please note the questions are examples only, they can be adjusted/amended to suit your needs**

|  |  |  |
| --- | --- | --- |
| **Post Title** | **Department** | **Interview Date** |
|  |  |  |
| **Candidate Name** | **Interview Panel Member Name** | **Total Score** |
|  |  |  |

**Scoring:**

5 = Exceeded

4 = Fully Met Criteria

3 = Met Criteria

2 = Partially Met Criteria

1 = Not Met Criteria

0 = Failed to meet criteria

**Give overview of process: Presentation first, questions from the presentation and then lead into interview questions**

|  |  |  |
| --- | --- | --- |
|  | **Comments/Notes** | **Score** |
| 1. Why are you interested in the role of Human Resources Intern at St Mary’s University? |  |  |
| 1. What skills and experience can you bring to the role? |  |  |
| 1. Organisational skills are paramount in this role, can you talk me through how you organise your working day? |  |  |
| 1. Some of the tasks may be mundane, repetitive tasks. How do you ensure you remain motivated while also ensuring accuracy to the work? |  |  |
| 1. What experience do you have of using IT packages? When have you used them and what have you used them for? Do you have experience of using databases? |  |  |
| 1. Tell me about a time when you had to work to conflicting priorities to deliver a good service. 2. How did you organise your time? 3. What did you do to ensure it all got done? 4. What prevented you from getting it all done? |  |  |
| 1. How would you describe your levels of customer service skills? Could you give an example of where you have had to deal with a difficult customer in the past?    1. How did you handle the situation?    2. What was the outcome?    3. What did you learn? |  |  |
| 1. This role involves handling information and data of a confidential nature. How will you ensure that confidentiality is maintained at all times? |  |  |