

INTERVIEW PROCESS

Prior to the Interview

If possible, let Resourcing know at the advertising stage when interviews will be held, Resourcing can add the dates to the job advert as this offers a good experience for the candidate.

It is important to move quickly at interview stage as frontrunning candidates will probably be on some else's shortlist too.

Companies are finding candidates are not attending interviews – Resourcing can assist with this by calling the candidate a day before, by way of a reminder to them and to also check in and offer any support etc...

Confirm to the candidate who to ask for upon arrival to a face-to-face interview. Also inform Reception (if you have one).

Have your questions prepared - you can request bank interview questions and templates from the Resourcing Team along with the Interview Assessment form*

**Once the interview has taken place, please ensure that you upload the Interview Assessment form (and any additional notes taken) to the additional documents field on the candidate record within the relevant job req.*

The key purpose of the selection interview is to assess the skills, experience and general background of the candidate in order to make a decision on their suitability. To make it a fair, consistent and accurate process, ask a colleague to sit in on the interview with you. They could take notes whilst you're carrying out an interview as you may lose certain aspects whilst trying to listen and take notes.

Also consider a **diverse interview panel** - this will encourage you to think more broadly and inclusively about who we are bringing into the company and as a result will minimise bias. It will also demonstrate to the candidate that we are a diverse organisation and support with demonstrating our culture.

Ensure that all candidates are treated the same, focus on the skill specification of the role and have the same structure and list of questions for each interview - to ensure uniformity.

This will help to avoid any complaints of discrimination arising from the arrangement of the interview.

Neurodiversity refers to the diversity of all people – it's the different ways a person's brain processes information. Workplaces can be challenging for people who have neuro differences, and we want to ensure that we do what we can to change this therefore, if a candidate declares this disability before the interview, reasonable adjustments should be considered to support them during the interview:

- Choose a quiet office.
- Avoid a large interview panel.
- Avoid jargon or acronyms.
- Avoid vague language or questions, maybe use questions that begin with "describe and time when".

Be mindful that Neurodiverse candidates can take longer to consider how to answer a question so be patient and avoid clarifying or prompting.

Be mindful of **unconscious bias** -The most important thing you can do is recognise that unconscious bias is likely to be influencing your actions, behaviours and decisions.

- **Know your criteria beforehand** - A tell-tale sign that we're being influenced by an unconscious bias is when we begin overlooking any real or perceived 'red flags', despite acknowledging that they're present. This is because our inherent belief systems, rightly or wrongly, try to help us make the decision we want to – whether that be because it's the easier one, the more familiar, or otherwise.
- **Listen, communicate and be present** - have no distractions (a mobile phone face down on the desk counts), no interruptions, and giving your full, undivided attention to the candidate. When we're not listening properly, many of us fall into the trap of hearing only what we want – or don't want – to hear. This is the perfect opportunity for those unconscious biases we don't know we have to fill the gaps we missed.

During the Interview

To help candidates relax, open with an ice breaker or an informal chat. Use a conversational tone and explain the interview process to the candidate.

Be open, honest and as clear as possible with the candidate about the job, what's involved and what you are looking for, candidates will appreciate this as it gives them an indication of how the business treats its employees, how organised they are and indicates their professionalism.

Explain the timescale of the process and when they will receive feedback about the interview, as well as what the next steps of the interviewing process may be.

Sell the job and team to them, show off the company and why they should work for us, talk about the culture, the benefits we offer and promote Reward Gateway, let us be their Employer of Choice and promote that they are on this career journey with us.

Ask them if they have any questions?

Making the Job Offer

Be quick with the offer!!

A Verbal offer should come from the Line Manager, and this is usually over the phone. This will add a personal touch and start to create an informal rapport-building conversation. It could uncover and overcome any reservations the candidate may have. Let them know the salary that's being offered and when they would like them to start etc.

Resourcing will then send the first email to the candidate letting them know the offer is on its way and welcoming them to the EV Cargo family!

Be open with them – if something goes wrong explain the situation, hiring can be a long process on occasion, the length of time it takes to get the offer out has to be extended.

Once the candidate has accepted the offer some suggestions for keeping in touch with them could be:

- Line Managers can arrange for the candidate to come in to meet the team before their start date.
- Arrange for them to attend a virtual meeting to meet the team
- Or just the Line Manager can invite or have a team's call to answer any questions or worries they may – this can take place a few weeks before the start date.
- Line Manager could send a link of the EV Cargo website to provide them with an overview.
- Send a welcome card from the team.
- Send them onboarding details so as they can familiarise themselves with the company and the team
- Assign a buddy/mentor for their first 2 weeks.

