

INTERVIEW STRUCTURE AND QUESTIONS

Introduction

Explain who will be asking the questions and who will be making notes and/or a mixture of the two.

Advise it will be an informal process but that you do have some specific role-based questions and example-based questions.

Explain the structure – for example:

- Introduction of interview panel
- Structure of area of work - Division, Department and Team
- Types of questions
- Questions candidate has

Overview of Company

- What do you know about EV Cargo?

You can then provide an overview (if required):

Manage supply chains for the worlds leading brands. Underpinned by world-class technology and innovation, EV Cargo offers a powerful solution for international freight delivery, warehousing and distribution solutions to help businesses grow.

Global Forwarding - We are a global supply chain and logistics company and one of the UK's largest freight forwarders. We have focused on developing comprehensive supply chain and logistics solutions that fit the ever-evolving needs of our customers across the globe. We combine scale with personality, providing the infrastructure to manage complex supply chains, with local knowledge, worldwide. Includes freight management , supply chain and fulfilment and logistics.

Tech – Provides software internally to EVC and externally to retailers. EV Cargo Technology provide market-leading B2B cloud-based software solutions that support the goals and objectives of organisations worldwide. Boasting an impressive client portfolio that includes many household names, EV Cargo Technology focuses relentlessly on attention to detail, quality and efficiency – improving supply chains and the product lifecycle.

Solutions - EV Cargo streamlines distribution and creates agile supply chain solutions for leading food and drink, retail, print and publishing, paper and packaging, manufacturing, electrical goods and FMCG manufacturers all over the world.

Palletforce – a dynamic and diverse pallet network, offering everything from national palletised distribution to a trusted European service. With Europe's largest SuperHub and innovative IT solutions that really break the mould, we are creating capacity and enabling growth for our members and our members' customers.

Downton Logistics – one of the UK’s leading providers of logistics and distribution. Our logistics management expertise, technology and global reach means we can create tailored logistics solutions – whatever the business, whatever the sector. Covering both chilled and ambient logistics, across the same operational structure.

About the Candidate

- How would you describe yourself?
- Tell me about you – looking for personal details (not job related)
- How would your current manager describe you?
- What attracted you to this role and why do you feel you are the best candidate for this role?
- What would you say most motivates you within a company and/or your role?

Competencies (select the ones that are most relevant to the role)

Communication

- Can you give me an example of when you had to deal with a conflict at work?
- What do you do to ensure that you communicate effectively at work?
- Tell me about a time when you improved communication between yourself and a co-worker or client.

Leadership

- How would you describe your natural management style and give us an example of a time when this has been most effective?
- Which supporting skills do you think are most important when it comes to leadership?
- When there is a disagreement on your team, how do you handle it?
- If a team member is underperforming, what steps do you take to improve their performance?
- When starting with a new team, how do you evaluate the current state of their capabilities?
- What do you think is most important in creating a positive culture?
- How has your leadership style changed over time?
- What steps do you take to make sure that projects are completed on time, on budget, and to the proper standard?
- Have you ever served in a coach or mentor role? How were you able to help the other person achieve success?
- If a team is struggling to stay motivated, what steps would you take to boost engagement?
- How do you think your colleagues would describe your management style? What about the employees you’ve led previously?
- How do you monitor a team’s performance?

Influence & Persuasion

- Tell me about a situation where you had to be persuasive and sell your idea to someone else.
- Describe for me a situation where you persuaded team members to do things your way. What was the effect?

Planning and Organising

- Tell me about a time when you had to balance competing priorities and did so successfully.
- Tell me about a time when you had to pick out the most important things in some activity and make sure those got done.
- Tell me about a time that you prioritized the elements of a complicated project.

Problem Solving

- Tell me about a time when you anticipated potential problems and developed preventative measures.
- Tell me about a time when you surmounted a major obstacle.
- Tell me about a time when you had to analyse facts quickly, define key issues, and respond immediately or develop a plan that produced good results.

IT Skills

- What experience do you have working within systems – and what type of systems (what have you used them for)?
- What do you do to maintain your IT knowledge?
- Specialist questions:
 - What coding languages do you know?
 - What is your experience with Microsoft Azure?

Team Working

- How have you previously gone about establishing effective working relationships with (your team and your peers/colleagues)
- How do you secure help from others - give examples of when you have worked in a team and what you feel are the most important things to consider
- Provide an example of a time you showed strong teamwork skills

- What makes a team function successfully?
- What strategies would you use to motivate your team?
- Have you ever found it difficult to work with a manager or other team members, if so how have managed this?

Decision Making

- Describe for me a time when you had to make an important decision with limited facts.
- Tell me about a time when you were forced to make an unpopular decision.

- Describe for me a time when you had to adapt to a difficult situation. What did you do?

Self-Development

- What additional training and/or support do you require to be successful in this role?
- Areas of development – to get the right support to succeed in the role?
- What is your biggest professional achievement?

Financial Awareness

- How do you ensure your financial records and documentation are as accurate as possible?
- Tell me about a time when you improved the financial health of a company. What did you do?

Technical Knowledge

- What are some of the programming languages that you regularly use in your work?
- Have you ever designed a database? Please explain how you did it.
- What is your experience in using (add a particular system/package)?

Internal & External Focus

Internal:

- Tell me what makes you the best candidate for this role.
- Can you tell me about a time you used critical thinking to quickly solve a problem within your team?
- Tell me what you know about this position.
- What are some changes you've seen in the organisation since you've been here?
- What do you hope to be doing in five years? What about in 15?

External:

- What made you want to apply for a job with this company.
- What do you know about EV Cargo

Ending the interview

- What additional training and/or support do you require to be successful in this role?
- Salary expectations
- Notice period
- Give a brief update of what happens next e.g. we are still interviewing and have more interviews this week/ we are hoping to hold second interviews etc... Confirm date when you hope to be in a position to provide an outcome
- Do you have any questions for us?

Close the interview by thanking them for attending