



GRADUATE INTERVIEW TIPS SHEET



YOUR INTERVIEW

A job interview can be quite daunting but if you prepare yourself and follow our tips it can be a lot easier and even a fun experience!

Interviews are a two-way process. It gives us the chance to understand if you are right for us, and for you to see what we are like. During the interview we will look at your skills, your competences, as well as your personality and general attitude. The interviewers will also be looking to determine if you would fit in the company's culture.

Your interview at SITA will be a competency based interview. As the name suggests, this interview type is to assess the way in which you perform a given task or skill. We will assess this by asking you to describe past experiences of when you have demonstrated particular competencies (or job relevant behaviours).

Competence interviews are great – they allow you to demonstrate what you did and how you did it. It's a great opportunity for you to show-case your past experiences. For individuals with many years' experience, a competency interview would look for a similar situation to compare with. For graduate and entry level positions, the example you might use could be from any of the experiences you have had – this could be at University / College or from any work experience.

The best way to prepare for a competency based interview is to think through a number of scenarios (or examples) of when you managed to achieve something important, or something which is more challenging than normal.

Remember, we are interested in what *you* did, rather than what the team did. If the question was around problem solving, remember to talk about *your* contribution and not just that of the team. Don't worry if you dry up or get stuck – all our interviewers are trained to get the information that they need in a stress-free way. After all, it is supposed to be a two-way dialogue.

Competency interviews are structured around a methodology – “S.T.A.R” – Situation, Task, Action, Results.

- Situation – set the context for your story. Provide the background of your experience and describe the circumstances of your involvement.
- Task – what was required of you. What was the challenge, what were you required to do.
- Action – what you did. Share your specific action in response to the challenge. Remember to focus on what you did – even if part of a team.
- Result – what was the outcome; how well the situation played out. Explain the results of your efforts, what you've accomplished, what you've learned. Whenever possible quantify your achievements. Despite the outcome, you might be asked to consider a different way to have achieved either the same or different results.

Competency interviews use “open” questions, such as the following:

- “Describe a time when...”
- “Tell me more about...”
- “Can you think of an example of how/when...”

This gives you the opportunity to provide more than simple “yes / no” responses.

During the interview, listen carefully to each question and make sure you provide an example of what is being asked. If you feel that you didn't understand the question don't be shy about it and ask the interviewers to be more specific or to re-phrase the question.



What are the key competencies that we'll be looking for?

Each of the jobs we advertise at SITA have two sets of competencies;

- Professional, and
- Core

Professional Competencies refer to those skills, attributes and behaviours required to complete a given role.

Core Competencies are required to be demonstrated by all employees at SITA irrespective of the role being undertaken.

In preparing for your interview, review the competencies against the role / job description and come up with examples and scenarios which amply demonstrate your experience in any of the competency areas.

Sometimes, we also run assessments – this could be technical and non-technical assessments, as well as problem solving scenarios.

And finally, enjoy the experience. We want to see you perform at your best, so make sure you turn up early, know who you are seeing and at what time. During the interview itself, remember to relax and take your time.