

## How to navigate job interviews

- Dress appropriately for your interview, regardless if you are interviewing via video or in-person dress business casual at a minimum.
- Most roles have a set of competencies which can be measured through scoring of 1-5. A competency is the ability to apply skills and knowledge to perform the critical aspects of a role. These are what recruiters use as a basis for their decision on who is successful and to benchmark the candidates.
- At Moreland our standard competencies are usually Customer Focus, Ensures Accountability, Collaboration and Instils Trust. The questions we chose around these competencies vary among the various roles we recruit for. We also ask technical and cultural fit questions. These relate to systems or processes and qualifications and experience.
- If you're invited to an interview that will require you to attend in person, please inform the recruiter if you have any needs in terms of access if you have a disability - this may not always be asked, so please address this if you have any adjustments or requirements.
- When interviewing: build rapport with the interviewers, show you understand what they need or have done your research, tell them a story about what you did to solve a problem. If you don't understand a question, you're always allowed to ask for it to be repeated or rephrased - most recruiters are happy to accommodate.
- Practice STAR Questions by googling for examples relating to your field or search YouTube for career, interview or STAR related advice and tips.
- [STAR responses](#) illustrate examples of how you performed in a "Situation" (what was a relevant situation you have managed in the past); followed with the "Task", (what were you required to do), outline what "Action" you took - highlight step by step what you did, who you involved or what resources you called on and the "Result" - what was the outcome and what positive impact did that have.
- Do your research on the organisation. Take the opportunity to go to their website and speak with anyone in the organisation ahead of your interview.
- Come to the interview prepared with a list of questions you have about the role and the organisation - this shows you're proactive and interested.
- If your application has to do with projects or you have examples of work you can bring with you to display - this is recommended. Be careful of bringing anything confidential and be sure to take it away with you.
- Consider who your referees will be and bring these details with you just in case the recruiter asks for them. Most organisations will ask for 2 referees at a minimum. If you haven't already spoken with your referees, ask to supply them later that day and give your referees a courtesy call to explain what it is you have applied for.
- If you enjoyed your interview experience or have further questions, including timelines on hearing back, it never hurts to get clarification and thank your recruiter by sending an email.
- It's not unusual to get a rejection email if you haven't been interviewed in person. Some organisations have better communication tools than others. If you feel you need more information, try contacting the organisation. If you have had a face-to-face or video interview with a panel, it's generally best practice to receive feedback over the phone, but organisations are not required to give detailed feedback. Try your best to take feedback on board or ask for it where you can.
- Good luck! You've got this.