



Working for Carers Factsheet

Interview Skills

Preparing for your interview will help you to relax and feel more confident.

Before the interview

- Contact the company to confirm you'll be attending. If you haven't already been told, you can ask who will be interviewing you, and if there's anything specific you can prepare for
- Know where you're going - plan a route and make allowances for traffic/delays
- Research the company - know their values and any success stories (eg. read the 'About Us' or 'News' section on the company website)



- Plan what you will wear on the day
- Gather anything you need to bring - eg. CV, application form, ID, notebook, pen

Top Tip

Contact your local carer centre if you need support to get suitable interview clothing.

Things to note

- The average interview lasts 45 - 60 minutes. You should aim to do 70% of the talking
- Most employers will form an impression of you within the first four minutes
- Body language is important - avoid slouching, smile and maintain eye contact
- Be prepared for a range of questions - eg. *tell me, why, what if, and open/closed questions*
- Practice answering questions using the STAR method (see below)
- At the end of the interview, try to think of one question to ask the employer
For example... "What are the training, learning and career progression?"

S

Situation

Explain the situation so the interviewer understands the context of your example.

When I worked at this company, we had a customer complaint.

T

Task

Talk about the task/challenge that you took responsibility for.

I was asked to deal with the complaint and resolve the issue.

A

Action

Describe the actions you took to finish the task or reach the end goal.

I spoke politely to the customer, apologised, and gave them a refund.

R

Result

Explain the outcome of your actions and highlight the actual results.

The customer was grateful and came back again.

After an interview

- Be prepared for a possible second interview
- Ask for constructive feedback if you were unsuccessful
- Stay positive!

Top Tip

Remember to thank the interviewer at the end.



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Interview Skills

Carer centres

North Tyneside Carers' Centre is your local carer's centre if the person you support lives in North Tyneside.



0191 249 6480



enquiries@ntcarers.co.uk



www.northtynesidecarers.org.uk

Newcastle Carers is your local carer's centre if the person you support lives in Newcastle.



0191 275 5060



info@newcastlecarers.org.uk



www.newcastlecarers.org.uk

Carers Northumberland is your local carer's centre if the person you support lives in Northumberland.



01670 320 025



info@carersnorthumberland.org.uk



www.carersnorthumberland.org.uk

Useful resources

National Careers Service has a range of tools, training, information, advice and guidance



www.nationalcareers.service.gov.uk

Body language do's and don'ts: www.reed.co.uk/career-advice/body-language-interview-dos-and-donts

The STAR method is explained in more detail on the National Careers Service website



www.nationalcareers.service.gov.uk/careers-advice/interview-advice/the-star-method

JobHelp has hints and tips on applying for jobs and ideas about different jobs



www.jobhelp.campaign.gov.uk

Contact your local carers centre for employability support through the Working for Carers project.

They can also help you prepare for an interview.

Working for Carers

Employment and educational support for unpaid carers

A partnership between Newcastle Carers, North Tyneside Carers' Centre, and Carers Northumberland.

This project is funded by the UK government through the UK Shared Prosperity Fund, with the North East Combined Authority as the lead.



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