

RECRUITING NEW STARTERS

Guide 1.2: Interviewing

People have responded to your advert; you've looked at their details and have called in a few for interview. Here's how to make sure you get the best person for the job.

“Do's and Don'ts”

Do:

- Draw up a list of questions before your applicants arrive. Focus on the details of the job – see example questions below.
- Ask “open” not “closed” questions. Asking “tell me about the hours you normally work” will give you more information than asking, “Do you work long hours?”
- Allow at least 30 minutes for each interview.
- Find a space where you can talk undisturbed. For example, your premises outside of normal opening hours. If this is not possible, then at least ensure it is a quiet area when you will not be disturbed.
- Make brief notes as you go through the interview. This will really help you to remember who said what if you have more than one candidate with similar skills.
- At the end of the interview, make sure you have all the information you need to decide whether they could do the job or not. If you're not sure, work out what is missing and ask more questions.
- At the end of the interview, check what is the best way to contact them to tell them the outcome of their interview. Let them know when you are hoping to get back to them. Thank them for their time.

Don't:

- Don't make assumptions about an applicant's abilities based on what they look like or how they speak. The key factor is - can they do the job?
- Don't ask questions about their health, family life or other more personal matters. Remember, it is against the law to discriminate on the grounds of “Protected

Characteristics” (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation). Asking questions on these matters could lead to you being taken to court. If you any questions about this, please take further specialist advice.

- Don't make a decision before you have interviewed all the applicants. Afterwards give yourself time to think about the different skills of the people you saw and what they could bring to your business. If necessary, sleep on it.
- Don't offer an applicant the job if you're not sure they're right for it. Even if it means re-advertising, it's better to wait and get someone with the skills and attitude that your business needs.

For HR support, please contact Colden HR on [0121 284 0852](tel:01212840852) or email enquiries@coldenhr.co.uk and quote your NCASS membership number.