

**INTERVIEW QUESTIONS** (as at enter effective date)

**Applicant:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_\_\_\_\_

**Interviewer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Final **Score**: Interview Questions \_\_\_\_\_ **/ 75**

**Position:**

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| **Rate the responses to each question on the following basis** | **5/5** | **4/5** | **3/5** | **2/5** | **1/5** | **Baseline Pass**  **60% -100%[[1]](#footnote-1)** |
| **Far exceeds** minimum requirements, the responses provided, demonstrates exemplary competence | **Exceeds** minimum requirements | Competent, the responses  **meet** minimum requirements | Does not meet minimum requirements | Has potential, but requires further training, responses  **are far from** meeting minimum requirement | To qualify to be recommended for role |

**Setting the Scene:**

Interview Recruitment Manager to:

* Welcome the applicant
* Introduce the Panel
* Outline format for the interview (the rating and scoring matrix)
* Invite questions from the applicant (during or at the end of the interview).

This template has been designed to be used as a guide for interviewing and the Recruitment Manager along with the Panel Members are responsible for adding in the required details to best measure an applicant’s suitability for the advertised role.

| **Question** | **What you should be looking for in their response** | **Interviewer Comments** | **Score**  **(1-5)** |
| --- | --- | --- | --- |
| 1. **CANDIDATE PROFILE** (Suitability for role)   In relation to this (Insert Position Title)  • Tell us what the roles and responsibilities are?  • Tell us, why you think you are the most suitable person for this work area position? | * Ability to describe the purpose of the role * Demonstrates an understanding of the key purpose this role plays in the Ministry * Response demonstrates initiative through researching the (Insert Ministry name) business, and the importance this role has in supporting the Ministry’s achievements * Provides an example of a similar situation, the application of the strategy, Outcome and Lessons learnt |  | **5 POINTS**  **……./5** |
| **Overall comment for the points given:** | | | |

| **Question** | **What you should be looking for in their response** | **Interviewer Comments** | **Score**  **(1-5)** |
| --- | --- | --- | --- |
| 1. **( Insert main purpose for role here)**   The purpose of this role is to (insert details here) in order to provide (insert details here)   1. How would you describe your approach to (insert details here)? How will this be effective in applying it to this role? 2. Considering your expertise in name of role, what aspects do you think would prove to be the most challenging for you if appointed? 3. Tell us about your experience in (insert details here) | (insert KPIs to measure this area here) |  | **15 POINTS**  **A ………/5**  **B .……./ 5**  **C ……../ 5** |
| **Overall comment for the points given:** | | | |
| 1. **KRA**  (Insert KRA)   This role is responsible for (insert details here).   1. What approach would you take to (insert details here) 2. Describe the methods and practices you would implement (insert details here) | (insert KPIs to measure this area here)   * Understands the importance of (insert detail here) * Talks about (insert details here) |  | **10 POINTS**  **A...……/ 5**  **B ………/ 5** |
| **Overall comment for the points given:** | | | |
| 1. **KRA**  (Insert KRA)   The quality of the (insert details here)  In your capacity as (insert position title here) what role will you play to ensure:   1. (insert details here) 2. (Insert details here) | **Looking for awareness of systems to be used by:**   * Ensuring the Ministry (insert details here) * Demonstrates importance of (insert details here) * Identify ways to ensure (insert details here) * Look for understanding (insert details here) * Being aware that (insert details here) |  | **10 POINTS**  **A...……/ 5**  **B ………/ 5** |
| **Overall comment for the points given:** | | | |
| **5. KRA**  (insert KRA here)  (Insert details here) is a critical aspect for the success of any organisation. As the (insert position title), a key aspect of your role is to (insert details here)   1. Tell us of a time when you have had to (insert details here): 2. Explain the situation; 3. What policies you looked at to get guidance; 4. What was the outcome? 5. Provide your strategies for supporting (insert details here) 6. How would you keep (insert details here)? | The ability to inspire the team and others.   * Demonstrates an understanding (insert details here) * Works collaboratively (insert details here) * Trusts, respects and values the capability and ability of the team. * Empowers (insert details here) * Communicates effectively * Encourages critical, and analytical thinking and open communication without fear of being reprimanded.   Being aware that (insert details here) |  | **15 POINTS**  **A...……/ 5**  **B….……/ 5**  **C….……/ 5** |
| **Overall comment for the points given:** | | | |
| **6. (insert KRA here)**  Good Public relationships is about understanding your customers and partners, and the nature of your relationship with each. It is about sending the right messages to the right place and the right people.  **(Insert Ministry name here)** partnerships and relationships runs across business, community, and NGOs sectors.   1. To be able to communicate the right messages to the right people at the right time, what would you describe as the Most Important communication disciplines? | * Ability to demonstrate effective communication, empathy, awareness of how to interact with different audiences and appreciates the diverse viewpoints. * Ability to explain the benefits of using;   + social media platforms   + executive engagement   + community and stakeholder consultations * Explains the importance to have a Communications’ Policy, or compliance with the CIGOV Communications Policy |  | **5 POINTS**  **….……/ 5** |
| **Overall comment for the points given:** | | | |
| **7. CONFLICT MANAGEMENT**  Conflict in the work place must be recognised and managed in order to enhance group outcomes.   1. Can you share your experience(s) as to how you would approach conflicts arising due to differing perspectives between employees? | * Fosters an organisational culture that promotes the public service values * Recognises conflict and takes steps to address issues by meeting with the involved parties * Mitigates staff concerns regarding agency-wide issues by investigating allegations and taking appropriate action * Takes action to address behaviour issues to ensure employee’s treat each other with respect * Compliance with the CIGOV Code of Conduct Policy |  | **5 POINTS**  **….……/ 5** |
| **Overall comment for the points given:** | | | |
| 8. **DEMONSTRATING INTEGRITY**  As Public Servants, we are in the Public’s SPOTLIGHT 24/7. Therefore, role modelling Integrity is critical in any Ministry   1. What would you do if there was confidential information leaked from your Office? How would you manage this? | * Holds self and others accountable for integrity and trustworthiness in all activities. * Aware of certain ethical standards to be adhered to – for example with respect to finances.      * Initiates practices and procedures to ensure personal and confidential information is maintained and takes action against misinformation. * Exhibits evidence of all Public Service values |  | **5 POINTS**  **….……/ 5** |
| **Overall comment for the points given:** | | | |

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| **GENERAL SUITABILITY FOR THE POSITION:**  This section is where the interviewer can provide a rating based on their perception of the applicant’s general behavioural and competency suitability for the role. | **Total Score** |  | **5 POINTS**  ……….**/5** |
| **Overall comment for the points given:** | | | |
| **GENERAL-Health and Wellbeing**  As the **(Insert position title here)**, how will you ensure you or your staff of (insert ministry name/division here) have a balanced Work/Home life style?  Do you have any medical problems that might impact your ability to fulfil the position?  (Insert Ministry Name) encourages all staff to follow Public Health Measures and being vaccinated protect both your family and colleagues. Can you tell us your vaccination status?  How do you stay motivated?  **GENERAL QUESTIONS**  To provide us with an understanding, what can the (Insert Ministry Name) offer you in terms of employment that your current workplace cannot?  Where do you see yourself in the next 3-5 years?  Do you have any questions for the panel?  If selected when you can start? (Clarify their notice period)  What is your expectation of salary?  Have you provided x3 references (if asked – we would only reference check the preferred candidate)  Is there anything you would like to declare to the Panel which you have done in the past which may cause disrepute for (Insert Ministry Name) or the Cook Island Government, including any criminal convictions or pending court cases, investigations)? | * Ability to acknowledge that employees need physical and mental stamina and that it is important to take rest and recreation to recuperate. |  | **No point score** |

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| **Is there anything that you would like to raise with us?** | |
| SALARY RANGE: | Start Date: |

1. Formula to determine 60-100% Baseline Pass:

   e.g. 60/75 x 100 = 80% [↑](#footnote-ref-1)