3CO04

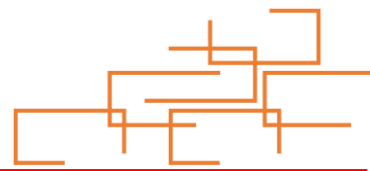# Interview role Play Guidance

All you need to know about how to successfully prepare and complete Interview Role Play

People Assistant Role

at

Jemijo

Overview

To explain the steps, you need to follow to successfully complete your preparation and pass your Interview Role Play. Please carefully read and follow the following guidance notes.

The Interview Role Play is a formal part of your Assignment and therefore you need to PASS it to successfully complete this Unit, 3CO04.

Please refer to the Learner Assessment Brief as most of the paperwork you need to complete is in Appendix A, B & C.

Interview Process

YOU will act as the Recruiting Manager for the People Assistant role at Jemijo, and the interview needs to last approximately TWENTY minutes.

- EACH of you will **also be the candidate** (so you will be interviewing each other).

- The interviews will be **recorded**.

- **The structure of the interview is the competency-based model of STAR** (Situation, Task, Action & Result)

  - **You are required to identify THREE competencies from the People assistant job description (Appendix A) and create STAR interview questions for each of the 3 competencies.**

- Full briefing and training will be given and covers everything you need to know and do to successfully prepare, plan and run the interview.

- You will have time to work in groups (2 or 3 people per group depending on size and numbers of Cohort) to complete a Shortlisting Matrix (Appendix B in the Learner Assessment Brief)

- In your groups you will work together in your own time to prepare for the STAR interview - **which basically means coming up with a script for the role play, BOTH for the RECRUITING MANAGER and the CANDIDATE**

- For each Interview the Trainer will be following and completing a **SKILLS OBSERVATION CHECKLIST** to assess you.

- Once you have finished your interview, the trainer will then **provide YOU with feedback and advise what scoring you achieved.**

The interviews are based on the Jemijo Case Study

The role to be interviewed for is the People Assistant.

AC 2.2 *Develop selection criteria and shortlist candidate applications for interview for the <u>People Assistant role</u>.* *(NO word count for this task)*

In **your pairs** complete the Shortlisting Matrix (Appendix B) for the **People Assistant role** (Appendix A).

Your shortlisting notes should demonstrate how YOU selected your interviewees and who was chosen for the interview.
We **need to see how YOU made YOUR DECISION** about who to interview.

Steps to completing selection <u>criteria for the People Assistant role</u> using the job description (Appendix A).
In your Assignment document we have created **THREE blank shortlisting matrix based on a Person Spec for a People Assistant role at Jemijo:**
- Candidate **1**
- Candidate **2**
- Candidate **3**

ACTION - Work in pairs
1) **Review** the 3 candidate profiles in **Appendix C**
2) In AC 2.2 **complete each BLANK shortlisting matrix based on the Candidate profiles**
3) Then **summarise your ratings** at the end of AC 2.2 **and state** which of the 3 candidates **you will be interviewing.**

- *Use the LAB assessment template to **write notes on the shortlisting process** (AC2.2) to identify:*

  - **WHO** would <u>you take forward for</u> **interview** and **WHY**?

  - **WHO** would you **reject** at this stage and **WHY?**

You must fill in this document and should make sure you identify each application by its reference number (e.g. application ref 001 etc..)

Appendix A – Job description

Appendix A - Job description

The following job description was produced by adapting the job description template produced by Acas (available at https://www.acas.org.uk/job-description-templates).

Job title	People Assistant
Reporting to	People Manager
Main purpose of job	Support the People team in all areas of the employee lifecycle
Key tasks	1. Provide professional and confidential people support and administration across the full range of people activity. 2. Accurate input and maintenance of data in the HRIS. Generate reports as required. 3. Respond to routine queries in the shared people inbox, allocate other emails to people advisors. 4. Support recruitment and selection activities by liaising with candidates and managers, advertising vacancies, setting up interviews and assessment centres, completing pre-employment checks, sending out offer packs, monitoring and supporting onboarding, confirm or extend staff probations. 5. Support employment relations activities by liaising with staff and managers, setting up disciplinary and grievance investigations, hearing and appeal meetings. Act as note taker as required. 6. Support reward activities by accurately calculating pay, annual leave and other contractual entitlements. Support job evaluation activities. 7. Support payroll activities by the timely and accurate processing of payroll information. 8. Ensure maintenance of confidential and or sensitive staff information in line with data protection legislation.

Appendix C – Application Forms x 3

Appendix C - Application forms

The following applications forms were produced by adapting the job description template produced by Acas (available at https://www.acas.org.uk/job-application-form-template). Personal details have been removed to support objective screening and shortlisting. Please add suitable names for the purpose of interviewing.

Application form

Applicant reference: 001
Application for People Assistant.

Your details
Name:
Address:
Postcode:
Phone:
Email:

Education and training
Please give details:

Northcastle High School
Northcastle College

Qualifications
Please give details:

8 GCSEs grades C and above, including English and Maths
3 A levels

Employment history
Your current or most recent employer
Name of employer: Downtown Insurance Group
Address: Downtown House, East Way, Northcastle
Postcode: NC14 8PQ
Job title: Call centre agent
Pay: £23,500
Length of time with employer: 3 years
Reason for leaving: Still employed
Duties:

Answer queries about insurance products and set up insurance for customer. Advise on what policies do and don't cover. Keep up to date with product changes to provide correct information.

Previous employers
Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

None

Supporting statement
Please tell us why you applied for this job and why you think you are the best person for the job.

I enjoy working in insurance and have good customer relations skills. I understand the importance of making sure a policy suits the person needs. I have always been interested in HR and have just completed the CIPD Foundation Certificate in People Practice, passing all assessments first time. Now I have learnt about people practice, I am ready to put what I have learnt into practice. I think I will be the best person for the job as I have knowledge of HR and of insurance. I have many transferable skills, such as data entry, checking relevance of policies and ensuring information is kept confidential. I have good understanding of data protection legislation and how this applies to
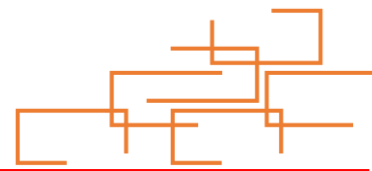
Appendix B – Selection Shortlisting Matrix

SELECTION SHORTLISTING MATRIX

Candidate Name: Applicant 3   **Job Title: People Assistant**

ATTRIBUTES	ESSENTIAL	DESIRABLE	TOTAL
Qualifications	• At least a General Certificate of Education (GCE) or equivalent	• A bachelor's degree in Human Resource Management or a related field being preferred	
Experience	• Previous Experience in a HR Role • Cash Handling and Payment Processing	• HR role in an Insurance / Finance organisation	
Knowledge	• MS Office – email, excel, ppt	• HRIS • AI applications • A working knowledge of HR functions, best practices, and employment law is crucial.	
Skills	• General Communication skills • Attention to detail is essential for accuracy in record-keeping and data entry. • Basic time management and efficiency • Problem-solving skills • Numerical skills	• Teamwork • Flexibility and adaptability • Excellent communication skills, both written and verbal for effective interaction with employees and stakeholders. • Excellent time management - ability to prioritise tasks, manage deadlines, and work under pressure from senior managers.	
Personal qualities	• Professionalism: • Confidentiality: The ability to handle sensitive information with discretion and maintain confidentiality is crucial. • Integrity and honesty • Positive attitude and enthusiasm	• Taking initiative • Courageous • Creative thinking • Speaking up	
TOTAL SCORE			
Interview – Y/N			

Scoring:

8- **Does not meet criteria**
9- **Partly meets**
10- **Fully meets**
11- **Exceeds**

Three applicants applied for the position of **People Assistant Jemijo** and were shortlisted against the shortlisting criteria and their scores were recorded below.
- Applicant **1** scored **??** points,
- Applicant **2** scored **??** points
- Applicant **3** scored **??**points.

As a result, **candidate ??** who scored the highest points at **??** points proceeded to the next stage of the selection process which included an interview.

> **Summarise your ratings** at the end of AC 2.2 **and state** which of the 3 candidates **you will be interviewing.**

For this AC you MUST also submit your notes from the shortlisting process - these should be added to the end of the Learner Assessment brief and labelled clearly with AC2.2.

If these are not included, you cannot pass this task.
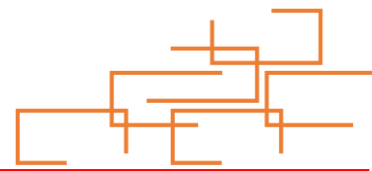
Role Play Practical

AC 2.3 Participate effectively in a SELECTION INTERVIEW and the decision-making process for the People Assistant role at Jemijo.

You will play BOTH the Recruitment Manager and the Candidate for the People Assistant role.

1. **Identify THREE Competencies (see below) based on the job description which you will use to structure your 20-minute competency-based interview.**

   - **Discuss and write out the STAR questions you want to ask for the THREE identified competencies you have chosen.**

2. Discuss and **create a script** for:

   - The **Recruitment Manager**, based on STAR and using the WASP structure.

   - The **CANDIDATE** for the **People Assistant role** (For example: what experience and background do they have? How long have they worked? What are their strengths and weaknesses? etc…

3. **Interview one applicant** and decide whether they meet the criteria for the post.

   Each interview must last approximately TWENTY MINUTES

   o **You need to follow the Interview Structure – Welcome, Acquire, Supply & part (WASP)**

   o **You MUST ask THREE competency-based questions using STAR based on the People Assistant role.**

- There is no requirement to include evidence of the use of references to wider reading to achieve a high pass for AC2.3.

Key Competencies

Below is an example of the types of competencies a People Assistant in Jemijo would have.

- *From this list **choose THREE competencies you will create STAR questions for.***

1. Communication and Interpersonal Skills:
   - **Verbal and written communication:** HR assistants interact with employees, managers, and other stakeholders, requiring clear and concise communication in both written and spoken forms.
   - **Active listening:** Being able to attentively listen to and understand the needs and concerns of others is crucial for resolving issues and providing support.
   - **Relationship building:** Developing strong relationships with colleagues and maintaining a positive and professional demeanour is essential for a collaborative work environment.

2. Organizational and Time Management Skills:
   - **Prioritization:** HR assistants often juggle multiple tasks and projects, so the ability to prioritize effectively is vital.
   - **Attention to detail:** Accuracy in maintaining records, handling paperwork, and ensuring compliance with policies is crucial.
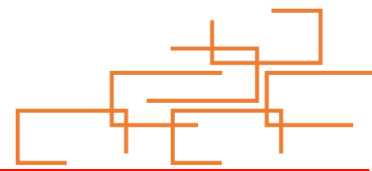
- **Record-keeping and data entry:** Maintaining accurate and up-to-date employee records, both physical and digital, is a core responsibility.
- **Multi-tasking:** The ability to manage various tasks simultaneously while maintaining focus and efficiency is important.

3. Technical Skills:
- **HR software and systems:** Familiarity with HR information systems (HRIS), applicant tracking systems (ATS), and other relevant software is essential.
- **Microsoft Office Suite:** Proficiency in Word, Excel, and Outlook is typically required for administrative tasks, data analysis, and communication.
- **Data analysis and reporting:** HR assistants may need to analyse data, generate reports, and identify trends to support decision-making.
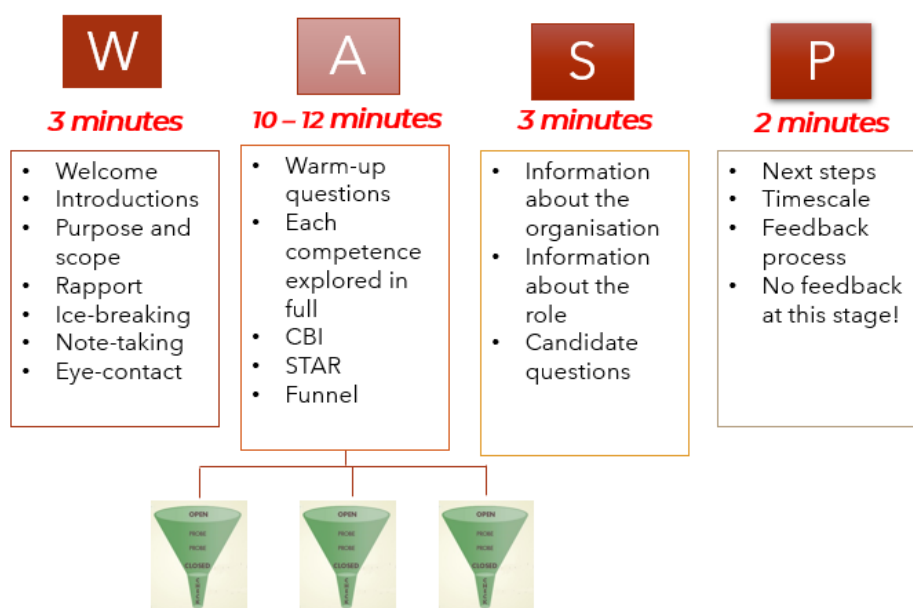
4. Problem-Solving and Analytical Skills:
- **Conflict resolution:** HR assistants may be involved in resolving conflicts between employees or addressing workplace issues.
- **Critical thinking:** The ability to analyse situations, identify root causes, and develop effective solutions is important.
- **Analytical skills:** HR assistants may need to analyse data, identify trends, and provide insights to support business decisions.
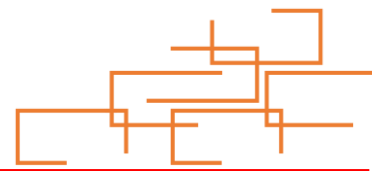
5. Other Key Competencies:
- **Discretion and confidentiality:** Handling sensitive employee information requires a high level of discretion and the ability to maintain confidentiality.
- **Adaptability and flexibility:** The ability to adapt to changing priorities, learn new systems quickly, and adjust to different situations is valuable.
- **Customer service mindset:** Providing excellent support to employees and other stakeholders requires a customer-focused approach.
- **Teamwork:** HR assistants often work as part of a team, collaborating with other HR professionals and colleagues across department

TWENTY Minute Role Play Interview structure

Below, is a suggested structure and timings for your 20-minute interview.

W	A	S	P
3 minutes	*10 – 12 minutes*	*3 minutes*	*2 minutes*
• Welcome • Introductions • Purpose and scope • Rapport • Ice-breaking • Note-taking • Eye-contact	• Warm-up questions • Each competence explored in full • CBI • STAR • Funnel	• Information about the organisation • Information about the role • Candidate questions	• Next steps • Timescale • Feedback process • No feedback at this stage!

Appendix D – STAR Model Interview Questions

A copy of CIPD STARR Model Interview Questions (Appendix D) has been included, that can be used when developing interview questions.]

Appendix D – STARR Model Interview Questions

The model looks at:

Situation	- what was the situation faced by the candidate?
Task	- what specifically did the candidate need to do, what was their part?
Action	- what did they actually do?
Result	- what was the outcome, was it what they intended it to be?
Reflect	- what was learned from the experience?

The model can be used in different ways:

1. By candidates when answering questions to ensure they cover all the relevant information.
2. By the interviewer to probe and ask candidates further questions based on their responses.
3. By the interviewer to bring a talkative candidate back to the question in hand.

Using one of the three open questions below, try to give examples of probing questions you could ask a candidate to get more information.

4. Tell me about a time when you have managed a project.
5. Talk me through a time when you have delivered outstanding customer service.
6. Tell me about a time when you have worked as part of a team.

Situation	
Task	
Action	
Result	
Reflect	