

INTERVIEW - POSITION -CANDIDATE:.....

This information on this word document contains guidance on competence base interview question for an assistant site manager and site manager. We would recommend a use of a scoring scale of 1 to 4, with 1 being the unsatisfactory, 2 being satisfactory, 3 being good and 4 being outstanding.

Pre – Interview Checklist

- Introduce panel
- Confirm candidate’s identity
- Confirm post being interviewed for
- Explain competency based interview structure
- Ask what they know of insert company name
- Explain opportunity for questions for candidate available at the end

| |
|---|
| <p>REGULATORY, ENVIRONMENT & STANDARDS Actions reflect values and principles that distinguish right from wrong</p> <ul style="list-style-type: none"> Give a specific example of a policy you conformed to but did not agree with. Did you end up regretting your decision? Why or why not? Have you faced a situation where you believed that actions of an individual or team you were involved with were not in compliance with the ethics expected? What did you do? Have you ever faced a situation when you had to take a longer way of doing something in order to adhere to proper professional standards? How did you justify your decision? Tell me about a time when you had to make an uncertain decision where there was a possibility of an adverse public reaction. How did you manage the situation? |
| <p>HEALTH, SAFETY & ENVIRONMENT Asserts owns ideas and persuades others to gain support and commitment</p> <ul style="list-style-type: none"> Describe a project or idea that was implemented or carried out successfully primarily because of your efforts. How did others recognise your contributions? Describe a situation in which you were able to use persuasion to convince someone to see things your way. How did you maintain others' confidence in your point of view? Give me an example of a time when you led by example. How did others react? |
| <p>CONSTRUCTION QUALITY PROCESS To seek continuous improvements</p> <ul style="list-style-type: none"> Tell me about a time when you noticed standard was not being met. How did you notice before it was too late? What did you do to rectify? What was the outcome for the customer? Give an example of where you have suggested a method to improve quality? What impact did it have? Tell me about an assignment where you decided the approach used was ineffective and you needed to speak up. How did you come to the conclusion that the approach was ineffective? What led you to create your alternative? How did you present and defend your position? |

| |
|---|
| <p>SITE & PROJECT PLANNING Considers the relative costs and benefits of potential actions to choose the most appropriate ones</p> <ul style="list-style-type: none"> • What was the most difficult professional decision you have made? How did you weigh your options? How did you make the decision? How do you defend your decision? • Give an eg of a time when you had to be relatively quick in coming to a decision involving. What were the challenges in coming to that decision; how did you overcome them? • What are 2-3 principles you use when making decisions? How do you consider different inputs? How quickly do you come to a conclusion? Do you ever revisit your decisions? • Give me an example of a time when your team or organisation shifted their goals or resources. What affect did it have on your work? How did you respond? |
| <p>SUPPLY CHAIN MANAGEMENT Considers and meets internal and external clients', supply chain or customers' needs and expectations</p> <ul style="list-style-type: none"> • Can you tell me about a time when you did something outside the routine activities assigned to you for the benefit of the customer? What was their reaction? • Give an example of a time you initiated contact with a customer you had no previous contact with? What methods did you find effective or ineffective? • Give me an example of a time you had to turn down a request from a valued client. What were the reasons to turn it down? How did you attempt to resolve the situation? • Tell me about a recent situation in which you had to deal with a very upset customer or client. Were you able to respond to their concerns and retain their business? |
| <p>PEOPLE MANAGEMENT (LEADERSHIP & MANAGEMENT) Motivates, develops, and directs others</p> <ul style="list-style-type: none"> • Tell me about a time when you managed someone with a performance or retention issue. How did you handle the situation? • Give an example of how you had to change or customise your management style to motivate others. How did you know your style wasn't working, and how did you change it? • Describe a decision you made while in a leadership position that was unpopular and how you handled implementing it. How did your team react? • Give me an example of when you showed initiative and took the lead in a professional setting when others were not. How were your actions received by others? • In a management/supervisory or leadership role have you ever had to discipline or counsel an employee or team member? What was the nature of the discipline? What steps did you take? How did that make you feel? How did you prepare yourself? • Describe an instance when you had to extricate yourself from a difficult situation. How did you do so? How did those involved react? |
| <p>ORGANISATIONAL AWARENESS Understands mission, values, operations, structure, and goals of the organisation</p> <ul style="list-style-type: none"> • How would you describe the mission and values of (insert Company)? Which aspect appeals most to you? Which aspect do you feel is hardest to understand or follow? • Describe the last time you joined a new organisation. How did you acclimatise? What were the most valuable pieces of information you learned? • What are the activities you hope to complete in your first three months in the role to get acclimatised? • Any other job specific questions pertinent to the organisation |

COMMUNICATION Effectively transfers information and expresses ideas to individuals or groups in oral and written form

- Give me an example of a time you taught new information to an individual or group of people. What approach did you take, and why?
- Tell me about your typical e-mail to colleagues or clients/customers. What does it look like? What tone does it take?
- Give an example of a time when you were working on a project and had difficulty getting cooperation from a group outside of your team that was vital to the completion of the project. How did you go about requesting the assistance?
- Tell me about a time when your active listening skills really paid off for you. Were you able to communicate these details to those who may have missed them?

Post – Interview Checklist

- Invite questions, Request current notice terms
- Explain post interview procedure, Thank candidate for attending