

Interview assessment form

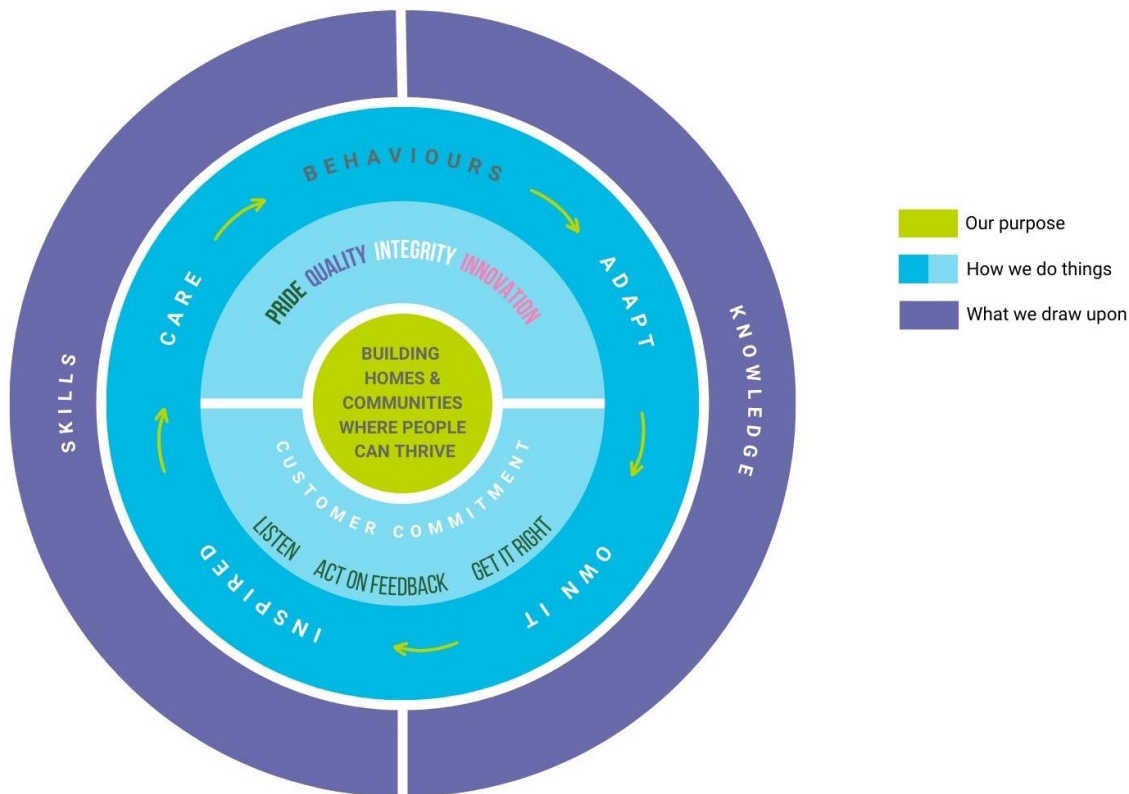
The interviewers should agree the interview questions related to each criterion and complete these parts of the form in advance of the interview. You may add or delete Question rows as necessary to accommodate the questions required. "Details provided by candidate", "Assessment (1-5)" and "Interviewer notes" should be completed during the interview.

Recruiting managers should refer to the #BeTheDifference Framework and indicators table relevant to each of the assessment areas.

Position being interviewed for:		
Candidate's name:		
Interviewer completing this form:		
Interviewers present at interview:		
Date:		
Assessment scores: 0 = No answer, 1 = very poor, 2 = poor, 3 = fair, 4 = good, 5 = excellent		
A: Our Purpose		
GCH Vision and Values Question to assess connection with our purpose and GCH's vision: <i>Homes and Communities where people can thrive</i> <i>Select 1 question from Our Purpose question set.</i>	Candidate's answers	Assessment (1-5)
Question 1:		
B: How we do things Questions relevant to Core Behaviours and Mindset		
Adapt Select 1 or 2 questions from Adapt question set	Candidate's answers	Assessment (1-5)
Question 1:		
Question 2:		

Own it Select 1 or 2 questions from Own it question set	Candidate's answers	Assessment (1-5)
Question 1:		
Question 2:		
Inspired Select 1 or 2 questions from Inspired question set	Candidate's answers	Assessment (1-5)
Question 1:		
Question 2:		
Care Select 1 or 2 questions from Care question set	Candidate's answers	Assessment (1-5)
Question 1:		
Question 2:		
C: What we rely on Questions relevant to the Skills and Knowledge required for the role		
Skills and Knowledge Set by Recruiting Manager. Utilise the skills and knowledge section of the JD for the role and where possible focus on skills and knowledge rather than simply on experience.	Candidate's answers	Assessment (1-5)
Question 1:		
Question 2:		

Question 3:		
D: Any additional assessment criteria	Specify any additional criteria:	
Questions relevant to additional criteria	Candidate's answers	Assessment (1-5)
Question 1:		
Total score		
Interviewer notes – Comments and overall observations		
Signed:		
Date:		



Key indicators for individuals who are #BeingTheDifference

	Our Purpose GCH's Vision	How we do things Core Behaviour Areas that demonstrate Optimal Mindset, Values and Commitment to the Customer				What we rely on Our Skills and Knowledge	
	We connect with our purpose	We Adapt	We Own It	We're Inspired	We Care	We're Skilled	We're Knowledgeable
Leaders	<p>Clearly articulate GCH's vision and long-term goals.</p> <p>Connect team efforts to the overall strategy, creating ownership.</p> <p>Inspire enthusiasm and commitment to GCH's vision.</p>	<p>Leads us through changing external and internal demands.</p> <p>Uses and inspires innovative thinking and curiosity to learn.</p> <p>Advocates and leads innovation and purposeful change.</p> <p>Promote and reward alternative views, challenge the status quo.</p>	<p>Empowers others, trusting people to do what they say they'll do.</p> <p>Inspires ownership, trying new things and cross team collaboration.</p> <p>Role models our commitment to the customer.</p> <p>Promotes ownership of lessons learned and implementation of doing things differently.</p> <p>Sets clear expectations and holds self and others to account.</p>	<p>Uses storytelling and insight to inspire delivery of our customer commitment.</p> <p>Shares the bigger picture, celebrates success and drives improvement.</p> <p>Communicates ideas clearly and inclusively to inspire action.</p> <p>Encourages continuous improvement without fear of failure.</p> <p>Actively provides and seeks positive and constructive feedback.</p>	<p>Role models openness, transparency and fairness.</p> <p>Supports everyone and our differences with integrity and understanding.</p> <p>Challenges what we do and how we do it with focus on the customer's needs.</p> <p>Fosters a mentoring and coaching culture.</p>	<p>Skills stay current with industry standards and promotes continuous learning.</p> <p>Applies problem-solving techniques to overcome challenges.</p> <p>Sets high standards for quality and efficiency.</p> <p>Uses appropriate methodologies, frameworks and processes to manage projects, people and performance.</p>	<p>Stays up to date with sector issues and regulation.</p> <p>Understands the training and development requirements of the team.</p> <p>Uses data, evidence and best practice to inform decision making.</p> <p>Champions mentoring and share learning to help colleagues reach their potential.</p>
Colleagues	<p>Enthusiastically articulates GCH's vision, values and customer commitment.</p> <p>Aligns personal values to GCH's values and vision.</p> <p>Provides solutions that support our strategic objectives and vision.</p> <p>Adapts to role changes that support delivering the long-term vision.</p>	<p>Seek growth opportunities and embrace new approaches.</p> <p>Continually strives for improved ways of delivering services.</p> <p>Embraces change and new approaches with optimism and a can-do approach.</p> <p>Learns from and uses experiences to drive positive customer focussed change.</p>	<p>Consistently provides a high-quality customer focussed service to be proud of.</p> <p>Takes ownership and responsibility, proactive in doing what we say we'll do.</p> <p>Works as part of one team, collaborating with all colleagues, to provide effective resolutions to customers.</p>	<p>Takes pride in our organisation, purpose and the role they play in it.</p> <p>Actively provides and seeks positive and constructive feedback.</p> <p>Can-do attitude and belief in own ability to be the difference in the role and challenges faced.</p> <p>Uses positive first and yes language.</p>	<p>Focusses on our Customer Commitment: Listen > Act on Feedback > Get it Right.</p> <p>Takes the time to understand others, our differences and how we best support and include others.</p> <p>Speaks up if something's not right.</p> <p>Takes pride in role and impact on customers and the community.</p>	<p>Demonstrates, or actively develops the required technical skills.</p> <p>Adapts to the skill sets required for new processes and technologies.</p> <p>Recognises limitations and takes responsibility for seeking help, support and development.</p> <p>Uses the Be the Difference Mindset, Language and Actions toolkit to deliver customer service excellence.</p>	<p>Develops and applies knowledge effectively to improve services and resolve issues.</p> <p>Shares knowledge and best practices with colleagues.</p> <p>Maintains knowledge of internal and external context that impact on the sector, our organisation and customers.</p> <p>Keeps up to date with legislation and best practices.</p>

Appendix 1 – Interview Question set

Our Purpose possible questions:

- What do you know about our company's values/vision?
- Can you describe a time when you impacted on the company vision or mission in your previous role?

- How do you see yourself contributing to GCH's vision and goals?
- What attracted you to GCH?
- Can you give an example of how you've aligned your work with the values/vision of an organisation?
- Where do you see our industry heading in the next few years, and how do you think our company can lead the way?

Adapt possible questions:

Leaders

- Describe a time when you successfully led a team through a significant change, whether external or internal. What strategies did you use to manage the transition?
- What do you consider to be the most critical factors in successfully implementing purposeful change?
- What is your approach to managing resistance to change within your team or organisation?
- Describe a time when your innovative thinking led to a breakthrough or significant improvement in your work.
- How do you encourage your team to think creatively and come up with new ideas?
- Can you share an example of how you fostered a culture of curiosity and continuous learning within your team?
- Can you provide an example of how you promoted alternative viewpoints within your team or organisation?
- How do you create an environment where team members feel safe to challenge the status quo?
- Describe a time when someone on your team presented an alternative view that you initially disagreed with. How did you handle it?

Colleagues

- How do you stay current with emerging trends and new approaches in your field?
- Tell me about a situation where you embraced a new approach that was different from the traditional methods. What was the outcome?
- Describe a time when you improved a service or process in your previous role. What motivated you to make this change and what was the impact?
- How do you assess whether your current methods of service delivery can be improved?
- Can you provide an example of how you have used customer feedback to enhance service delivery?
- What tools or strategies do you use to ensure continuous improvement in your work?
- Tell me about a time when you faced a significant change at work. How did you handle it and what was your attitude towards the change?
- Describe a situation where you had to quickly adapt to a new way of doing things. How did you ensure a smooth transition?
- Can you provide an example of how you used a past experience to drive a positive change for your customers?
- Tell me about a time when you received negative feedback from a customer. How did you handle it and what changes did you implement as a result?

Own it possible questions:

Leaders

- Can you describe a time when you delegated a critical task to a team member? How did you ensure they had the support they needed while also giving them the autonomy to complete it?

- How do you build trust within your team and ensure that team members feel empowered to take ownership of their responsibilities?
- How do you handle situations where a team member does not follow through on their commitments?
- Describe a time when you encouraged your team to try a new approach or method. What was the result?
- What strategies do you use to motivate your team to innovate and experiment with new ideas?
- How do you foster cross-team collaboration and ensure that different teams work effectively together?
- Can you share an example of how you demonstrated a strong commitment to customer satisfaction in your previous role?
- How do you ensure that your team's actions align with the organisation's commitment to the customer?
- Describe a situation where you implemented changes based on past experiences or feedback. How did you ensure these changes were effectively adopted by your team?
- How do you create a culture where team members feel comfortable admitting mistakes and learning from them?
- What steps do you take to ensure continuous improvement based on lessons learned?
- Can you share an example of a time when you had to hold a team member accountable for not meeting expectations? How did you handle it?

Colleagues

- Can you describe a time when you delivered a high-quality service that exceeded customer expectations? What steps did you take to ensure this level of service?
- Tell me about a situation where you had to handle a particularly challenging customer request. How did you maintain a customer-focused approach?
- What strategies do you use to stay attuned to customer needs and preferences, and how do you implement this feedback into your service delivery?
- Can you provide an example of a time when you took ownership of a problem and resolved it successfully?
- Describe a situation where you proactively identified a potential issue and addressed it before it became a problem.
- Tell me about a time when you had to take responsibility for a mistake. How did you handle it, and what did you do to rectify the situation?
- Can you share an example of how you collaborated with colleagues from different departments to resolve a customer issue?
- What strategies do you use to build strong working relationships with colleagues to enhance customer service delivery?

Inspire possible questions:

Leaders

- Describe a time when you shared a customer success story that motivated your team. What was the impact?
- Can you provide an example of how you used storytelling to inspire your team to deliver exceptional customer service?
- How do you ensure your team understands the bigger picture and how their roles contribute to the overall goals of the organisation?

- Can you give an example of how you celebrated a team success and how it influenced future performance?
- Describe a situation where sharing the broader vision helped drive improvement within your team.
- Can you share an example of a time when you effectively communicated a complex idea to your team? How did you ensure everyone understood and was motivated to act?
- How do you tailor your communication to meet the needs of diverse team members/customers?
- What strategies do you use to ensure your messages inspire action and engagement from your team?
- Describe a time when you helped your team learn from a failure. How did you frame the situation to encourage growth and learning?
- How do you create a safe environment where team members feel comfortable taking risks and trying new approaches?
- What practices do you put in place to ensure continuous improvement is part of your team's culture?
- Describe a time when you sought feedback from your team. How did you use this feedback to improve your leadership or team's performance?
- What techniques do you use to ensure feedback is perceived as positive and constructive?
- How do you balance positive feedback with areas for improvement when communicating with your team?

Colleagues

- Tell me about a time when you went above and beyond your usual responsibilities because you believed in the purpose of our organisation.
- How do you stay motivated and maintain a sense of pride in your work, especially during challenging times?
- Can you describe what you would find most rewarding about working for GCH and your role within it?
- Describe a situation where you actively sought feedback from your team or supervisor. How did you use that feedback to improve?
- How do you maintain a positive and proactive mindset when dealing with difficult tasks or obstacles?
- Can you give an example of a time when your belief in your abilities helped you overcome a professional challenge?
- Tell me about a challenging situation you faced at work where your can-do attitude made a significant difference.
- Describe a situation where using positive language helped turn a potentially negative outcome into a positive one.
- What impact do you believe positive language has on customer satisfaction and team morale?

Care possible questions:

Leaders

- How do you ensure fairness in your team's processes and decision-making? Can you provide an example?
- Tell me about a situation where you had to balance being open with maintaining confidentiality. How did you handle it?
- What steps do you take to model openness and transparency in your daily work interactions?
- Describe a time when you had to address a conflict within your team. How did you ensure that everyone's differences were respected?
- How do you promote an inclusive environment where all team members feel valued and understood?

- What actions do you take to ensure that you are treating all team members with integrity and understanding?
- Can you provide an example of a time when you challenged the status quo to better meet a customer's needs?
- How do you balance challenging existing practices with maintaining team morale and cooperation?
- What strategies do you use to keep the customer's needs at the forefront when evaluating current practices?
- Can you share an example of how you have mentored or coached a team member to help them grow professionally?
- How do you identify and address the development needs of your team members?
- How do you create an environment where team members feel safe to voice their concerns?

Colleagues

- Can you provide an example of how you actively listened to customer feedback and implemented changes based on that feedback?
- Describe a situation where you received negative feedback from a customer. How did you handle it and what actions did you take to address their concerns?
- How do you ensure that you and your colleagues consistently gets things right for the customer?
- Can you share an example of how you took the time to understand a colleague's or customer's perspective that was different from your own?
- Describe a situation where you helped create an inclusive environment within your team. What steps did you take?
- What strategies do you use to learn about and respect the differences of your colleagues and customers?
- Can you describe a time when you noticed something wasn't right and you decided to speak up? What was the situation and what was the outcome?
- Can you share an example of a project or initiative that you are particularly proud of and explain how it positively impacted customers or the community?
- Describe a situation where your role directly contributed to a positive outcome for a customer or the community.

Skilled and Knowledge questions set specifically by role