

Job Interview Guidance

Interviews are a conversation between you and a potential employer, a chance for them to learn more about your experience and see if you're the right fit for the role. They are also an opportunity for you to learn more about the company and see whether it feels like a good fit for your next career step.

In this document, we'll cover what to expect in an interview for a job in adult social care, how you can prepare and helpful tips for during and after the interview.

What to expect in an interview

The interviewer may ask questions about:

- What is on your CV, so try to remember as much detail on it as you can
- Your relevant experience or strengths
- Your education and interests
- Your values and attitudes.

NOTE: They may not necessarily be expecting you to have done the specific care role before, they could also be looking for how you might be the right fit for the role through other relevant experience and your values.

Before the interview

Check the details of the interview:

- Be clear on whether it is an in-person interview, a phone interview or video interview
- Make sure the date & time work for you and that you leave yourself enough time for travel if the interview is in-person, and enough time to prepare in advance
- If you have a disability, you might need adjustments to make the interview accessible
You can get advice from [Scope](#) on how to ask for any adjustments.

Prepare

Preparation for any interview is key, it's important to:

- Read the job description carefully to understand what skills and experience the employer is looking for
- Do some research on the company's website to find out more about what the organisation does, the types of services they offer, where they operate and possibly the types of roles within the company
- Look over your CV or application form and think about what the interviewer might ask you
- Research some typical interview questions online for the role you are interviewing for, so you can think about your answers in advance.

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Practice your answers

Practice your answers to some of the example questions below ahead of the interview. You might want to ask someone you trust to help you practice.

Values & Attitude

“Why is dignity important in care?”

Time Management

“How do you prioritise tasks?”

Problem Solving

“Tell us about a difficult situation you resolved.”

Teamwork

“Describe a time you worked well in a team.”

Communication

“How might you communicate something complex more easily?”

Adaptability & Learning

“How do you stay motivated?”

Answer questions using the STAR method

The **STAR method** helps you to answer interview questions fully. Think through some example answers using this method.

- **S**ituation – what was the situation?
- **T**ask – what was the task or objective?
- **A**ction – what action did you take to achieve the task?
- **R**esult – what happened as the result of your action?

Read more about the STAR method on [National Careers Service website](#).

Think of questions you want to ask them

You'll usually have some time towards the end of the interview to ask some of your own questions, so it's good to have some prepared and written down. These could be about the role or company.

On the day of the interview

- ☐ Just before your interview, turn off your phone so you're not distracted
- ☐ Check your computer and internet connection is working if your interview is online
- ☐ Be ready to start the interview 5 to 10 minutes before
- ☐ Know how to contact the interviewer in case you're running late or having technical issues

During the interview

Interviews can be intimidating, but here's a few tips to help you try and relax during the interview itself:

- ☐ Introduce yourself and remember to smile
- ☐ Ask the interviewer to repeat the question or explain further if you do not understand
- ☐ Write down the question or refer to your notes if you need to
- ☐ Think about your pre-prepared answers and choose the best example to give
- ☐ Take a breath or a sip of your drink if you need to
- ☐ Remember to answer questions using the STAR method.

At the end of the interview, you might want to ask the interviewer when you'll hear back from them.

After the interview

If you haven't been advised during the interview when you are likely to hear back, you might want to follow up with an email or phone call to check this. Take it as another opportunity to thank the interviewer for their time.

If you are successful and offered the role, congratulations!

Before accepting the role, you might want to:

- Ask for confirmation of the offer in writing
- Confirm a start date and let them know if you have a notice period, if this was not already discussed in the interview
- Ask about work patterns or arrangements
- Let them know your salary expectations, if you've not already discussed it.

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What to do if you do not get the role

It's normal to feel disappointed if you do not get the role after an interview. Remember that it's common to attend a few interviews before being offered a role and look at it as good experience regardless.

You can also ask the interviewer for feedback on how it went and where you could have done better. This can help you improve for next time.

You might find it useful to visit a job centre or speak to a careers adviser about how to improve in interviews and secure a role.

Additional support

- **The King's Trust** (formerly known as The Prince's Trust) – If you're aged 16 to 30, The King's Trust can help you. They provide free application support, training courses, mentoring, and financial support to help you get into a career in adult social care. Find out more on their website sectors.kingstrust.org.uk/health-social-care
- **National Careers Service** – A National Careers Service career adviser can help you work out what your CV should say and get you on the path to your dream career. Visit their website to find out more nationalcareers.service.gov.uk/contact-us

