



# Bristol Water

## Interview Tips

BRISTOL  
**WATER**

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# Interview Tips

Great news, you have submitted your CV and have been called in for a face to face meeting with us, but what should you expect?



In line with our *Values* and specifically the fact we want to *Support* our colleagues (and potential future colleagues!), we thought it would be useful to give you a run-down of what to expect from your interview at Bristol Water. We want you to be as prepared as you possibly can be to ensure you give the best account of yourself on the day.

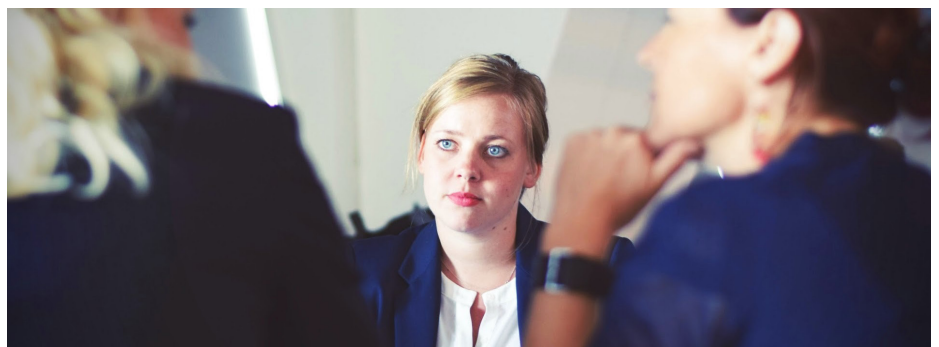
Irrespective of what role you apply for, at some point during your assessment process you will undertake a competency-based interview (more on what this is below). On occasion, and dependent on the level of the role you are applying for, additional assessments may be required which could include technical/IT testing, preparation and delivery of a presentation, psychometric profiling etc, but don't worry, should these be required you will be briefed fully by the resourcing team in advance so you know what you're getting yourself into!

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## So what is a competency-based interview?

A competency interview helps us understand how you've previously dealt with particular situations, tasks and at times people to determine your suitability for a role.

Competency-based questions are interview questions that require you as the candidate to provide real life examples as the basis of your answers.



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## How do I know what a competency question sounds like?



Here at Bristol Water, we encourage our line managers to use questions linked to the TED model:

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|--------------------|--|
| <b>T – ell</b>     | Tell me about a time when you have.... |
| <b>E – xplain</b>  | Explain a situation when you.....      |
| <b>D – escribe</b> | Describe to me when you.....           |

We want you to tell us a story, paint a picture and be specific with the examples you give.

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## So how to answer these questions?



Use the STAR model.

### **S – ituation**

This is all about setting the scene and describing the context of the story.

Be specific: use a few sentences to describe where you were at the time, your place of work, role and any other information you feel paints that picture.

### **T – ask**

Describe the problem/challenge you or your employer faced, and what the end goal was.

### **A – ction**

What did you do? What steps did you take? What skills did you demonstrate? What challenges did you overcome?

It's important to make sure these are relevant to the role you are interviewing for.

### **R – esult**

Talk through the outcome (Hint – try and use an example with a positive result!)

The key here is to make sure you evidence the results and there is no better way to do that than with hard facts or numbers – this is your chance to shine! Also, be careful of the language you use, try and use 'I' rather than 'We' if it was solely YOU! Where possible, it may also be worthwhile dropping in key learnings from the process.

## Top Tips

- Be yourself – let your personality shine through. Yes, prepare some answers, but don't be too robotic – we want to see the real you.
- The interview is a two-way street – get clarity if you are not sure of something and make sure you ask us lots of questions, we love talking about our company!
- Remember to use the STAR technique. Try and use facts and figures to back up your examples and experiences.
- If you don't have an experience or example to call on, be honest! We don't expect finished articles – explain you don't have the experience but suggest how you would approach the situation.
- Do your research! Our website is full of information about us and what we are about – we won't be testing you on it, but if something comes up in conversation it would be good to know you understand it.
- Finally, look at our *Values* – we are very passionate about them! Think about what they mean to you and how you have demonstrated them in the past – it could be one of the questions.

### Bristol Water Values



