

# YMCA NSW

## Interview Guide



### Candidate Details

<b>Candidate Name:</b>		<b>Date:</b>	
<b>Position:</b>	Area Manager	<b>Reference No:</b>	
<b>Interviewers:</b>			

### Preparation

#### Interview Preparation Checklist

- Questions have been prepared with reference to selection criteria.
- The interviewers have had an opportunity to review the CVs of each interviewee.
- Each panel member knows who will be asking each question.
- The interviewers are reminded to take short factual notes (i.e. verbatim).
- All mobile phones, devices etc. are off and out of sight.

#### Interview Opening – Hiring Manager

- Introduce interviewers (including position title and relationship to the role).
- Provide a brief overview of the content of the role (i.e., where it sits within the Organisation/ team and the core responsibilities), taking care to avoid giving information that may prompt or influence the candidate's responses (e.g. issues facing role incumbents or information about the culture).
- Indicate that the panel will be taking notes (in order to evaluate candidates fairly) and will not be maintaining eye contact at all times during the interview

#### Overall rating – please circle one

1	2	3	4
Does not meet expectations	Partially meets expectations	Meets expectations	Exceeds expectations

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### Opening question: Background & Technical Skills

Questions relating to the candidate's background, employment history and technical skills.

**Q1.** Intro question:

- (a) Please tell the panel what your understanding of the role is and what challenges/ opportunities you think it presents.
- (b) Please explain how your skills and experience meet the challenges you described.
- (c) Probe Resume – question gaps or request further information

**Response:**

Rating:	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations

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Note to the interviewers – these questions are **behavioural questions**. Encourage the candidate to give actual examples in their answer of a situation, the action they took and the outcome or results. Their answer should illustrate/demonstrate the behaviour you are seeking as part of the selection criteria and role requirements.

<b>Leadership</b>				
<b>2. Describe a situation where using management skills you have built a culture of accountability and performance within your team. Provide examples each of an individual and team situation.</b>				
Situation:				
Task/ Action:				
Outcome:				
Rating:	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations

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### Leadership

3. Setbacks and disappointments happen to all of us. Describe the biggest setback you've experienced in a leadership situation. How did you respond?

Situation:

Task/ Action:

Outcome:

Rating:	1	2	3	4
	Does not meet expectations	Partially meets expectations	Meets expectations	Exceeds expectations

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### Leadership

- 4. It's easy to become discouraged when facing obstacles to gaining buy-in on an initiative. Tell me about a time when you were unsuccessful at gaining buy-in because your staff sensed your doubt about the outcome.**

Situation:

Task/ Action:

Outcome:

Rating:	1	2	3	4
	Does not meet expectations	Partially meets expectations	Meets expectations	Exceeds expectations

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### Stakeholder management

5. Tell me about one of your most successful and one of your most difficult partnerships with a client. How did you go about building the relationship? What did you do that made a difference?

Situation:

Task/ Action:

Outcome:

Rating:

1  
Does not meet  
expectations

2  
Partially meets  
expectations

3  
Meets expectations

4  
Exceeds  
expectations

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### Stakeholder management

6. *Tell me about the most you've ever done to obtain information to better understand a customer's needs/concerns in order to improve your service. Did the information make a difference?*

Situation:

Task/ Action:

Outcome:

Rating:	1	2	3	4
	Does not meet expectations	Partially meets expectations	Meets expectations	Exceeds expectations

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*Note to the interviewers – the next questions are about **role fit**. The answers to these questions should help to demonstrate the right level of motivation and fit to perform well in the role.*

<b>Budgeting</b>				
<b>7. What experience have you had dealing with and assisting in the management of accounts, in particular, monitoring expenditure against budget? Please provide a specific example.</b>				
Response:				
Comments:				
Rating:	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations



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#### ***Building relationships***

- 8. When you have entered a new workplace in the past, as a manager or supervisor, describe how you have gone about meeting and developing relationships with your new co-workers, supervisors and reporting staff. If you are successful in the role how would you develop relationships with co-workers?**

Response:				
Comments:				
Rating:	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations

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#### Child Protection Question

9. YMCA is committed to safeguarding of children, young people and vulnerable adults; this is at the forefront of everything we do in our organisation.

- (a) How do you think this role plays a part in Child safety and the protection of children?  
 (b) What are some of the ways in which you can ensure your staffs professional boundaries are maintained?

Response:				
Comments:				
Rating:	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations

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#### Interview Close

- Ask the candidate if he or she has any questions and provide responses to these and a brief, balanced and realistic overview of the Department/Team, and role (if not already provided)
- Describe the next steps in the selection process and provide a clear timeframe for when the candidate will hear the outcome of his or her application
- Thank the candidate for his or her application and time

#### Please check the following

- Is there anything we should know about that may prohibit you from doing the requirements of this role?

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- Have you applied for any other roles and if so, what stage are you at with them? (Please ask candidate to keep us updated on job search to avoid any lost time spent working on their pre-employment checks)

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- Annual leave/ holidays booked?

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- Notice period required?

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- Salary expectation?

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- Referees provided (Referee consent form)?

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#### Obtain copies of qualifications & ID

Proceed with pre-employment checks?      Yes                      No

#### Comments: