



# **HOW TO MAKE THE BEST IMPRESSION IN YOUR HEALTHCARE INTERVIEW**

You'll only get one chance at your preferred role. Appoint Healthcare are here to guide you to your best performance at interview and maximise your success. Have a read of our interview guide below, to ease the nerves and smash your interview!

## Get the basics right

This guide isn't about teaching you how dress for an interview, but **the basics are still important**. What you wear, handshake, eye contact, smile, being on time etc. You can find advice on these things anywhere, if you need it. What we will say is... These things are all still key.

## Preparation and research

Doing your research is as much about proving your interest in the role, as it is about being able to get your answers right. It's also an important part of the process, to help you establish whether it is even the right company for you in the first place. This needn't take too much time but will be fundamental to achieving a successful outcome. read of the important parts of the company website. Pay special attention to their corporate values, assuming they have them. Do they resonate with you? Showing that you also feel strongly about these values is a great strategy to use in your interview. You can also test these values and see if they are really being lived, by asking for examples of how they are used in the business.

**“Have a look on Glass Door and on Google, to see what their reviews are like”**

Have a look on Glass Door and on Google, to see what their reviews are like. It might be worth checking their latest CQC report. Don't be put off by one or two damning reports (companies have these) but look to gain an overall impression. Have a thorough read of the job description too. Make a note of questions that pop into your mind, as you read through these.

## Use your recruiter to help you prepare

Your recruiter will likely have invaluable information that will help you at interview. What can you learn from the recruiter about the format of the interview, what they're looking for in particular? **Every business and interviewer is different.** There's a good chance that your recruiter will be willing to share some information that could really help you.

## Take your documents with you

Especially for healthcare roles, there is a good amount of compliance to get through. **Help streamline this process by bringing your documents with you** and offering them up, to take copies of. This might include proof of your NMC Pin (or other

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professional registration), your latest DBS certificate, proof of ID, address, and your eligibility to work in the UK. Your recruiter should be able to give you a comprehensive list of what to take. By bringing these documents to your interview, it shows that you're organised and thinking ahead. It will also likely save you an extra journey further down the line, when these documents become a compulsory requirement.

## Definition of 'On Time'

You should arrive for your interview 10 minutes before it is scheduled. Any later, and people may start wondering whether you'll be there on time. Any earlier and your prospective new employer may wonder whether you can't keep to a schedule. It might make them feel pressured and rushed into meeting you ahead of schedule.

You can control this by getting to the venue with plenty of time to spare. Half an hour is good. But stay in the car until 10 minutes before. You can use that time to go over your notes, your CV etc. and mentally prepare for the interview. **The last thing you want to do is arrive stressed because you are running late.**

## Personality, Confidence and Positivity

Be yourself. When people try to be something they're not during an interview, it doesn't tend to end as well. Either the interview goes badly, or the two parties are under false pretences and things aren't as expected when you start the role. Avoid all this by being your authentic self - just make sure you are your 'best' self.

Give yourself the best chance of keeping any nerves at bay by preparing well and arriving in good time. If you feel those butterflies starting to creep in, then just remind yourself that these will start to fade as soon as you get started. Nerves can stifle your personality. Most interviewers know this and will be looking to put you at ease as quickly as possible, so that they can get to know the real you.

**“ They want to see your strength of character and a glimpse of what you would be like whilst doing the job ”**

It's good practice to accept a drink, if offered, even if it's just a glass of water (you can take a sip if you need a moment to think before launching into your answer). Try and remember to smile and enjoy the interview as much as possible. Ask questions as you go and use your interviewers' names when you can, to help build that rapport.

Especially in healthcare, interviewers aren't looking for people to be overly corporate. They want to see your strength of character and a glimpse of what you would be like whilst doing the job.

Don't feel that you need to be something that you're not. Your true personality is your best shot at getting a role that is the right match for you and for the business.

## Evidence your strength through the use of examples

Anyone can say they are good at something. Elevate yourself above the crowd by 'showing' the interviewers your capabilities by using previous examples. What challenges have you successfully navigated on that subject beforehand, that you can walk them through? What difficult situations did you manage to turn around and resolve? Give them enough detail so they know that it is genuine.

### Don't 'wing' it.

## Be honest and show interest to learn

An interviewer is looking to understand your knowledge. That means they'll ask some questions that they fully expect you to be able to answer, and probably some that they don't.

**“ If you're faced with a question that you're not confident on, don't try and wing it. ”**

If you're faced with a question that you're not confident on, don't try and wing it. It's usually obvious to the interviewers. Explain that you're not sure. Maybe give it your best shot, having stated that you don't know for sure. Most importantly, show that you're interested to learn the answer. See if you can

engage them on it, there and then. Or explain that you're going to go and look it up when you get home.

The majority of interviewers will be far more interested in your ability and interest to learn, over and above whether you already have a specific piece of knowledge. 'Winging it' only serves to demonstrate the opposite.

## Ask good questions

Hiring managers are looking for people that are genuinely interested in working for them and/or their business, and for the right reasons. An interested and engaged interviewee is more attractive to a hiring manager. If offered the role, they are more likely to accept and crucially they are more likely to stay in that role for the foreseeable future.

Anyone can say that they're interested. Sometimes this can be less than convincing. Demonstrate and prove your real interest by actually being interested. **By asking good questions, you are living proof of your interest, right there in front of them.** You could also ask for a quick tour of the service if they have time, further showing your interest.

What are some good questions to ask at interview, we hear you ask!? Be authentic to yourself and what you care about. Are you looking for a place with a social team outside of work? A place that has flexibility on shifts? Maybe you want to know more about what the training is like and whether career progression is readily available to those that are prepared to work towards it. This is a great question as it shows that you want to learn and develop, and are looking at the longer term, therefore being a good investment for the company.

Your questions should reflect what you are genuinely interested to know, and what might influence your decision on whether they are the right employer for you.

A word of warning... please don't focus ALL your questions on pay and benefits. It's OK to ask these if they are interspersed by other questions that support your interest in the company, the people or the opportunities etc., but they shouldn't be your main focus..

# DO

- ✓ Allow time for your research and preparation
- ✓ Take your documents with you
- ✓ Make sure you are there 10 minutes before
- ✓ Let your real personality come to the surface
- ✓ Evidence your strengths via detailed examples
- ✓ Ask good questions

# DON'T

- ✗ Be late (or excessively early)
- ✗ Slip up on the basics (Dress code, smile etc)
- ✗ Forget to ask your recruiter for helpful information and tips
- ✗ Feel you need to be something you're not
- ✗ Risk arriving flustered by not leaving enough time to compose yourself on arrival
- ✗ 'Wing' it.