

**Competency-Based Interview Questions:**

When interviewing for your vacancy, we recommend that you ask competency-based questions focussed on the person specification for the role.

In this document you will find some examples that you can use, followed by some suggested interview questions based on our University values of Team, Excellent and Community; Equality, Diversity & Inclusion and commitment to excellent customer service. For these latter generic areas, we recommend that you ask all your candidates at least one question from each section.

**General Questions**

**1. Communication:**

* Describe a situation where you had to communicate complex information to a diverse group of stakeholders (students, colleagues, etc.). How did you ensure that the message was understood by everyone?

**2. Problem-Solving:**

* Can you share an example of a challenging problem you encountered in your previous role in higher education? Walk me through the steps you took to analyse, address, and resolve it.

**3. Adaptability:**

* Higher education environments are dynamic and can change rapidly. Can you tell me about a time when you had to quickly adapt to a new policy, procedure, or situation? How did you handle it?

**4. Teamwork:**

* Provide an example of a project or initiative in which you collaborated with colleagues from different departments or disciplines. How did you contribute to the team's success?

**5. Leadership:**

* Describe a time when you took the lead in a situation where a team or group needed direction. How did you motivate and guide others toward achieving a common goal?

**6. Customer Service Orientation:**

* Share an experience where you went above and beyond to provide exceptional service to a student, colleague, or another stakeholder. How did your actions impact their experience?

**7. Time Management:**

* In a busy academic environment, multiple tasks often require attention. Can you discuss how you prioritise and manage your tasks to ensure efficiency and effectiveness?

**8. Analytical Thinking:**

* Provide an example of a decision you made based on data analysis or evidence. How did this decision contribute to a positive outcome?

**10. Innovation:**

* Can you share an instance where you introduced a new process, tool, or idea that improved an aspect of the higher education experience for students or staff?

**11. Initiative:**

* Tell me about a time when you identified an area for improvement in your previous role and took the initiative to address it without being explicitly instructed to do so.

**13. Resilience:**

* Higher education can be demanding. Can you provide an example of a challenging situation you faced, how it impacted you, and how you managed to overcome it?

**14. Interpersonal Skills:**

* Give an example of a time when you had to establish rapport with a student, colleague, or stakeholder who had a different background or perspective than you. How did you build a positive relationship?

**15. Continuous Learning:**

* How do you ensure you stay updated with the latest advancements, and best practices in higher education? Can you share an example of how you applied new knowledge to improve your role?

You may wish to tailor them further to match the specific positions you're recruiting for.

**University Values**

**Team:**

1. Can you share an experience where you worked effectively as part of a team to achieve a common goal? What role did you play within the team, and how did you contribute to its success?
2. Universities often emphasise collaborative learning environments. Can you describe a situation where you collaborated with peers to solve a challenging problem or complete a project? What did you learn from that experience?
3. How do you approach conflicts or disagreements within a team setting? Can you provide an example of a time when you helped resolve a conflict and maintained a positive team dynamic?
4. In a university setting, diverse teams are common. How do you ensure that all team members' perspectives are valued and included in the decision-making process?

**Excellent:**

1. How do you define excellence in your academic pursuits? Can you share an example of a project or assignment where you went above and beyond the requirements to achieve excellence?
2. Universities seek students who are eager to learn and constantly improve. Can you discuss a subject or skill that you initially struggled with but eventually mastered through dedication and hard work?
3. Can you provide an example of a time when you received constructive feedback on your work? How did you incorporate that feedback to enhance the quality of your work?

**Community:**

1. Universities often foster a sense of community and engagement. How have you been involved in building or contributing to a sense of community in your past academic or extracurricular activities?
2. In what ways do you believe a diverse and inclusive community enhances the university experience for all students? How would you actively contribute to fostering such an environment?
3. Can you describe a time when you collaborated with community members outside of the university to address a local issue or provide a service? What did you learn from this experience?
4. Universities encourage students to be active citizens and positively impact their communities. How do you envision using your education and skills to make a difference beyond the university campus?

**Equality, Diversity and Inclusion**

Please ensure that one of your interview questions explores the candidate’s commitment to Equality, Diversity and Inclusion.

Examples of interview questions are:

1. How do you believe diversity enhances the educational experience for both students and the School?
2. What strategies do you think are effective in fostering an inclusive classroom or University environment? Can you provide examples of how you've applied these strategies?
3. How would you handle a situation where a student feels marginalised or excluded due to their identity or background?
4. What is your approach to addressing unconscious bias in the classroom or academic environment?
5. How do you plan to incorporate diverse perspectives and voices into the curriculum you teach or develop?
6. What do you believe are the main challenges facing underrepresented students in higher education, and how would you contribute to overcoming those challenges?
7. Tell us about a time when you had to adapt your teaching methods to accommodate students with different learning needs and backgrounds.
8. How do you envision creating an environment where all students feel valued and heard, regardless of their identities or backgrounds?
9. How would you handle a situation where a colleague's actions or comments were perceived as discriminatory or exclusionary?
10. Can you provide examples of ways you have contributed to fostering a sense of belonging for all members of a diverse academic community?

**Commitment to** **Excellent Customer Service**

Please ensure that one of your interview questions explores the candidate’s commitment to excellent customer service.

Examples of interview questions are:

1. Can you share a specific experience where you went above and beyond to provide exceptional service to a student, colleague, or stakeholder? What was the outcome?
2. In an educational setting, how do you define "customer" and "customer service"? How do these concepts apply to your role?
3. Describe a time when you had to deal with a difficult or upset student, parent, or colleague. How did you handle the situation while ensuring a positive experience for them?
4. Higher education environments often involve diverse groups of individuals with varying needs. How do you adapt your communication and service approach to effectively address the needs of different stakeholders?
5. Can you discuss a time when you had to balance competing priorities while still delivering excellent service? How did you manage this situation?
6. Technology plays a significant role in education today. How have you utilised technology to enhance the customer service experience for students, faculty, or staff?
7. Continuous improvement is important in any service-oriented role. Can you provide an example of a process or procedure you've introduced or enhanced to enhance the quality of service?
8. Collaboration is often essential in higher education. Describe a situation where you had to work with colleagues from different departments to provide a seamless and excellent service experience.
9. Share an instance where you identified a potential issue that could negatively impact the student experience. How did you address this issue proactively?
10. In a fast-paced academic environment, how do you manage your time and prioritise tasks to ensure you consistently deliver excellent customer service?