

What to expect from our Interviews & Assessment Centres

As a family run business we understand the need to attract and retain the right calibre of colleagues to ensure we continue to deliver exceptional service to our customers.

We want you to showcase you have got what it takes, so to help we have set out what we look for with regards to our key behaviours, we split these into three categories:

- ⇒ " what we want to see" these are our core everyday behaviours
- ⇒ " exceptional behaviours" these are the behaviours that we want our colleagues to grow into as they become experts in their role
- ⇒ " don't want to see" these are the behaviours that we don't want our colleagues to demonstrate

These help us to work towards achieving our Bents ways and overall business vision of "Aspiring to be the best in all that we do".
Top Tip! These can be found on our Careers Website and are really useful documents for you view to understand us more.

If you are successful at our shortlisting stage, we will invite you along to meet us either for a first stage interview or to attend our Assessment Centre, here is an idea of what you can expect at these stages.

We conduct competency based interviews here at Bents. These behavioural based questions are used to assess your key competencies and require you to provide real-life examples as the basis of your answers; these help us to find out more about you and how you may act if employed with us.

The questions are underpinned by our Bents ways & behaviours designed around the desired competencies the job post requires. These type of questions may start with;

- ⇒ *Tell me a time when.....*
- ⇒ *Can you think of an example of when.....*

You'll usually have the first stage interview with the Line Manager of the department along with a member of our HR Team.

Top Tips! Be yourself when answering the questions; use real life examples and relate them to your experience, how you reacted or how it made you feel. These are not trick questions, they're designed to create the best match between the candidate and Bents.

Using the STAR technique can help you to answer the questions by keeping them structured;

S- the **Situation**,
T- **Task** required as a result,
A- the **Action** you took and
R- the **Result** of that action.

Our Assessment Centres are group based interviews, where we have small groups of 6 to larger groups of 30 candidates join us. During the Assessment Centre we cover:

- ⇒ Presentation—we'll start by giving you lots of useful information about Bents and the positions we have available, as well as giving you an understanding of what to expect during the Assessment Centre and what we are looking for.
- ⇒ Group based exercises— these are team based activities designed for us to assess the candidates competencies and behaviours. These also help us to see how the candidate will work in team environments, when under pressure and how they communicate.
- ⇒ One to one interview—you'll have a short competency based interview with one of our assessors.

The activities are fun and designed to help candidates relax and be themselves, we know as interview can be nerve wrecking.

Top Tips!

- * First impressions count —it's important to give the assessors a good impression from when you first meet them.
- * Know your stuff, why you want to work for Bents, background of our business and the role you are applying for.
- * Our dress code is smart, your appearance shows that you want to impress.
- * Preparation is key; know your stuff as this will help with your nerves and confidence . Write down any questions that you may want to ask us on the day.
- * Set off early to ensure you arrive on time to avoid stressful situations and don't forget our address.
- * Most importantly, relax and just be yourself!

