CLARION
HOUSING GROUP

Face to Face Interviews

A guide for interviewees

Types of Interviews

At Clarion, we may offer you one of several interview formats, depending on the role for which you have applied.

The interview is an opportunity for us to assess your skills and experience, to determine whether your values align with ours, to explore your motivation for applying and to gauge your communication and interpersonal skills

It's a great opportunity for you to learn about the role and about Clarion, to showcase your strengths and achievements, and to ask any questions about the role, team, career progression and Clarion's values.

- A brief first stage assessment to discuss your CV and explore your application in more detail via a phone or video call.
- Virtual interview – a meeting between you and the hiring panel, our preferred platform is Microsoft Teams.
- Face-to-face interview - a meeting between you and the hiring panel, usually at one of our Clarion offices.
- Assessment day – these may include tasks to assess a variety of skills; case studies, group work, problem-solving, presentations, and an interview with one or more hiring managers.
- Tests and Presentations – You may be asked to complete a technical test, presentation or other task at any stage.

A note about AI

- As Artificial Intelligence becomes increasingly common, we understand that you may choose to use AI tools during your job application process. At Clarion Housing Group, we support the responsible use of AI.
  Please ensure you have read the guide we sent to you with your interview invite; a guide to using AI during your recruitment process.

Face to Face Interviews

Here are our top tips for your face-to-face interview with Clarion

Before – Rehearse

- A face-to-face interview may begin and conclude with a handshake, so practice a professional greeting.
- Practice eye contact; this can be a difficult skill to master, but if you can achieve it, you'll make a much better impression.
  Positive body language and a confident demeanor can increase your chances of progressing to the next stage, so you should consider practicing.

Before – do your research

- Make sure you conduct thorough research and be sure you understand the objectives, culture and values of Clarion as well as what we do and how you will play a part.
- Review the Role Profile and make sure you are familiar with the specifics of the post and the team for which you are applying.

Before – Prepare

- Make a checklist of everything you need to consider.
- Make notes listing your relevant skills and experience so you can use these as a reference point when rehearsing your response.
- Prepare for any role-related questions you think you may be asked and rehearse answers for general competency-based questions.
- Plan your journey and any alternative routes. Plan for any unexpected delays.
- Make a trial run of your journey to ensure you arrive early.
- Dress appropriately. Dressing professionally will put you in the right mindset.
- Turn off all devices and phone notifications.

Before – Plan your time effectively

- Consider clearing your schedule at least an hour beforehand to focus your mind on the task at hand.
- Use the time to go over your research notes, reread the role profile and review your application and CV.
- Look to arrive at the venue 10 minutes early.

During – Watch your body language

- Be sure to constantly maintain a good posture and keep your body language professional.
- Try and keep your movement minimal but natural. Don't over-use any gestures but don't sit too rigidly either.
- Try not to fidget, slouch or cross your arms.
- Smile, and try to relax.

During – Let the Interviewer lead

- Avoid the urge to fill gaps in the conversation and let the interviewer lead the process. They may be taking the time to jot down some notes.
- Be patient and wait for a prompt before you speak.

During – Listen and Respond

- Share your skills, strengths and experience, and try not to rush when answering questions.
- Highlight what makes you a good fit and what you could bring to the role.
- Avoid speaking over the interviewer and never use inappropriate or offensive language.
- Do not be untruthful about, or embellish past experiences, qualifications or previous roles, and avoid talking negatively about current or previous employers or colleagues.
- Don't forget to ask questions throughout the interview, there is no need to wait until the end if they are relevant to the conversation. Ask insightful questions that demonstrate your enthusiasm.

After – Follow up and ask for feedback

- Thank the panel for their time and for considering you for the role, and be sure to let them know you're open to providing further information should they want it.
- If you're new to interviewing, you could even ask for feedback specific to your interview skills to see if there's anything on which you could improve.

After – Review your performance

Take the time to assess what you think went well and how you may have improved.