**RECLAIM Virtual Tutor Interview Process**

**Purpose:**

Properly preparing for an interview helps to reduce stress on both the interviewer and the candidate. This allows the interviewer to pay attention to the candidate’s answers, and put the candidate at ease so that they can think about the questions and their answers. Combined this allow the interviewer and the candidate to properly communicate – improving the chances of finding a good match for the position.

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| **Preparation****Face to face interviews** | **Before:**1. Confirm the date, time and location of the interview 1-2 days in advance.
2. Have copies of ***RECLAIM Virtual tutor interview form.docx*** printed in advance.
3. Have note pads, pens handy.
4. Check stock of coffee, tea, cups, water etc.
5. Have a place for candidates’ coats, umbrellas etc.
6. Make sure office and reception area are clean and tidy.
7. If candidates have submitted a résumé or filled out an online application, read these in advance.

**Interview day:**1. Turn off ringer on phone.
2. Close all applications on PC.
3. Post sign on door “Interview in Progress – Do Not Disturb.
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| **Preparation****Skype interview** | **Before:**1. Confirm the date, and time of the interview 1-2 days in advance.
2. Confirm their Skype account name.
3. Have copies of ***RECLAIM Virtual tutor interview form.docx*** printed in advance.
4. Have note pads, pens handy.
5. Make area visible by webcam is clean and tidy.
6. If candidates have submitted a résumé or filled out an online application, read these in advance.

**Interview day:**1. Turn off ringer on phone.
2. Close all unnecessary applications on PC.
3. Test Skype with some outside the office.
4. Post sign on door “Interview in Progress – Do Not Disturb.
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| **Reception** **(Face to face only)** | 1. If doing multiple interviews on the same day, make sure that someone else is available to receive the next candidate, and to show them to a waiting area.
2. Have brochures, magazines etc. available for them to read while waiting.
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| **Welcome** **(Face to face)** | 1. Greet the candidate. Tell them who you are and what you do at RECLAIM.
2. Make sure that they are comfortable – take their coat.
3. Offer them a coffee, tea etc.
4. Warm them up with a minute or 2 of small talk: weather, parking, something you noticed about them, etc. If you have read their résumé beforehand, comment on a hobby, school etc.
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| **Welcome** **(Skype)** | 1. Greet the candidate. Tell them who you are and what you do at RECLAIM.
2. Ask them if they can see and hear you okay.
3. Adjust webcam and microphone as needed.
4. Warm them up with a minute or 2 of small talk: weather, parking, something you noticed about them, etc. If you have read their résumé beforehand, comment on a hobby, school etc.
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| **Preparation**  | 1. Tell the candidate that the interview will take about 30-45 minutes.

(Confirm that they are available for that amount of time. If not, reschedule another interview time.)1. Say “In order to help me remember what we talk about, I will be taking notes. Is that okay?”
2. Fill out their details on the top of ***RECLAIM Virtual tutor interview form.docx***
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| **Background questions** | 1. Say “These first 4 questions are to find out what you know about us and this programme.”
2. Ask and take note of the answers of the first group of questions
3. If an answer is unclear, ask them to please repeat their answer, or, rephrase the question.
4. Thank them for their answers; comment as required
5. Take a few minutes to confirm/clarify their answer regarding RECLAIM
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| **Experience questions** | 1. Say “I want to ask you a bit about any relevant experience you may have. It’s not a requirement, but it helps us to pair tutors with learners”
2. Fill out the ***Experience*** section
3. Ask them if they have any other relevant experience. If they do use the bottom 2 lines to note.
4. Thank them for their answers.
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| **Logistical questions** | 1. Say “This next group of question is about your availability if you join this programme.”
2. Fill out the details under ***Logistics***
3. Thank them; comment as required
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| **Behavioural questions** | 1. Say “I now have a few more questions. I’m going to ask you about situations you have encountered, what happened, and how you felt about them. You may or may not have been asked this type of questions before in an interview. What is important is that you give me real examples – not “What would you do if…” If you don’t understand the question, just tell me. If you need to think, that’s fine – in fact that’s part of how this works. ”
2. Ask each question from page 2.
3. Repeat or rephrase if necessary until you get an answer that includes an actual example.
4. Take notes for every answer
5. If they pause let them think (this could take a minute or 2, which will seem very long)
6. If they only give the situation, ask “and what did you do?”
7. Ask “And how did you feel (feel about that)?”
8. Take notes here as well.
9. After all 7 questions have been asked, thank them (There might be 1 or 2 that they just couldn’t answer. Mark N/A in the answer box).
10. Ask them if they have any questions for you, and answer as required.
11. Explain what the next step is (you will call, email etc.). Tell them when to expect your call or email. Make a note to follow up It is best to NOT offer them the position on the spot. Tell them that you ALWAYS look over their answers before making the decision.
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| **Follow-up** | 1. Read through the answers and ask yourself if they would be a good fit. Try to forget what your first opinion was – instead look at what they did as part of a team, when they had difficulty communicating, when they were challenged, or had to do something they didn’t like. This will likely tell you how they will act if something similar happens again.
2. Make your decision(s) and call the candidates. For those who are accepted, tell them what to expect next from RECLAIM and when. If they are not chosen tell them “We’d like to thank you for your interest. We have decided not to take you up on your generous offer to be a tutor.”
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