



Candidate Preparation Guide Colleagues

Outline:

The intent of this document is to provide you with guidance on the Co-op Interview Process.

In the document you will find information on what are the different stages of the interview, tips on how to best prepare for it and the behavioural framework that you will be assessed against.

Interview Stages

Overview

The interview will include questions which focus on your skills, experience, motivation and interest in the role. We will also ask competency-based questions on key behaviours required of colleagues at Co-op, that we have shared in advance. You will be asked to give a specific recent example of a situation where you have demonstrated a specific behaviour and talk through it. Throughout the interview you will be assessed against 3-5 behaviours based on the 'Co-op Colleague Behavioural Framework' which can be found on page 5.

What the interviewers are looking for

The interviewers will be looking to what extent you have demonstrated these behaviours previously, potentially in a previous job, by asking you structured questions. They will ask for specific examples of situations or activities you have been involved in and will guide you through each example by asking a series of probing questions to build a clear, detailed picture of the event or activity.

How to prepare

To prepare for the interview, it is recommended that you familiarise yourself with the 'Co-op Colleague Behavioural Framework', and the questions we have shared in advance, to think of situations in the past where you have exhibited behaviours which in line with it. It is preferable that these examples come from the last two years so that you can recall them clearly, however you may go further back into your career for a suitable example if you need to. You may bring along some notes to refer to should you wish.

General Interview Preparation - Feel free to:

*Take notes

*Ask questions (ideally wait until the end of the interview)

*Ask for clarification if something is not clear

The interview will consist of three parts:

Part 1

Questions to explore your experience, achievements and career to date, including questions around specific skills and knowledge required for the role.

Part 2

Questions based on specific behaviours which have been identified to be essential in performing well in the role.

Part 3

Questions about the role, together with the opportunity for you to ask any questions you may have about the role or Co-op.

Tips:

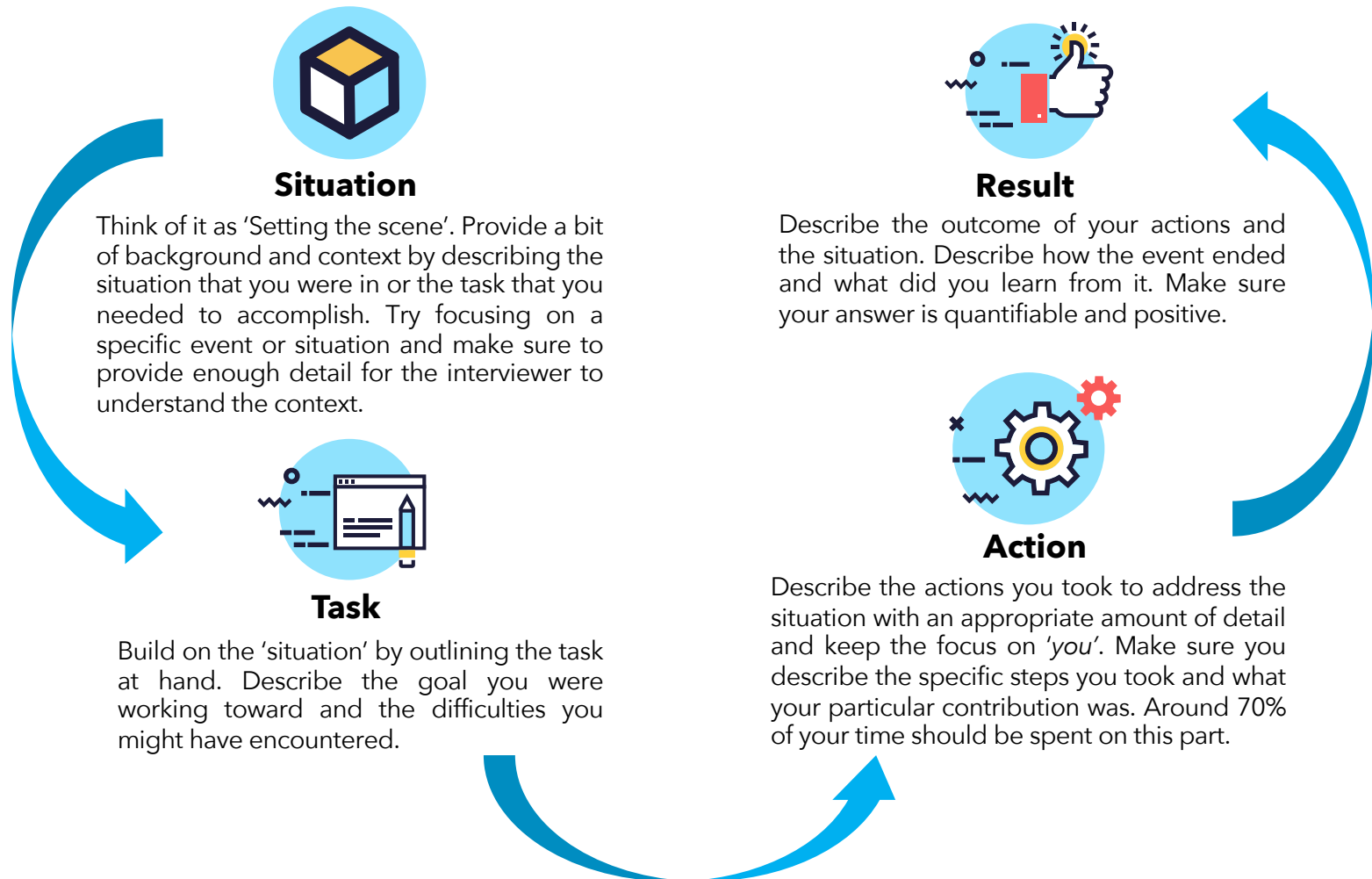
- Try to be as specific as possible with the examples that you provide;
- Try to make clear what your involvement was, for example using 'I' not 'we' to highlight exactly what you did;
- Listen to the question and provide the appropriate example to suit the question. Feel free to take time to think of an answer.
- Use the STAR approach to structure your answers. You can find more details on the STAR methodology on page 3.

2 We will confirm if your interview is in person or virtual. If your interview is virtual, please check page 4 of this guide.

S.T.A.R. Technique

Overview

The S.T.A.R. method is a simple structured manner of responding to a behavioural-based interview question by discussing the specific **situation**, **task**, **action**, and **result** of the situation you are describing.



The Interview

Introduction

Here at our Co-op, we use Microsoft Teams as part of our virtual interview recruitment process. We understand that as a candidate you may not have used Microsoft Teams before, so we're providing some handy tips and guidance ahead of your interview.

1 Before your interview

Co-op would advise anyone new to this technology to go to the link below from Microsoft to find out what to expect when joining your interview: [Join a meeting in Teams - Microsoft Support](#)

You may want to think about internet connection or signal ahead of your interview. This will help you decide where is best to connect to the interview from.

You will be able to use Microsoft Teams on a mobile phone, a laptop and other tablet devices that have an internet browser.

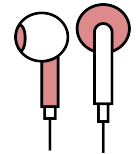


2 Environment

We know that the space where we interview can have an impact. There is an option to blur your background on the call.

There is also an option in the audio settings to reduce the background noise.

Co-op would advise finding a space with limited background noise where possible. Using headphones can dampen background noise.



3 Joining the interview

When you join the video interview link, there will be options to blur your background and adjust the audio. You can also mute / unmute your microphone and turn your camera on / off.

After this, there may be a screen that says the meeting organiser has been notified that you are waiting to join. Please expect that you may be waiting until the start time of the interview to join the call.

During the interview, technology can sometimes go wrong. Please don't worry as we take this into account. You can re-join the call using the original Microsoft Teams invitation link.



4 Adjustments

We would recommend reviewing guidance from Microsoft about adjustments that can be made on Teams here: [Accessibility tools for Microsoft Teams - Microsoft Support](#). This may guide your request for an adjustment.

At Co-op, we want to make sure disabled people are treated fairly and have access to the same opportunities as everyone else. If you're disabled, or you have a condition which might make it difficult for you to perform to the best of your ability in our recruitment process, we can adjust the process according to your needs. To find out more about reasonable adjustments and how we could make our recruitment process fairer for you, visit our guide to [reasonable adjustments in our recruitment process](#).

This may include asking for a face to face interview or adjustments to a virtual interview. For example, with deaf candidates we can use transcription on the call or the chat function. To ask a question about reasonable adjustments, or to let us know about any adjustments you might need, please contact coopcareers@coop.co.uk a minimum of 24 hours before your interview.



Co-op Colleague Behavioural Framework

Forging relationships

I take action to build and maintain trusted relationships, in order to understand and support my colleagues.

Championing Co-op

I actively promote Co-op, it's people and its unique way of doing business, inside and outside of work.

Developing others

I take personal responsibility for the development of my colleagues, providing feedback and support where appropriate in order to accelerate their personal growth.

Vision and belief

I am passionate about Co-op's vision and beliefs and I ensure they are at the heart of everything my team and I do.

Future focussed

I keep up to date with information about Co-op and it's future strategies and benefits they provide to our colleagues, members and the local community.

Successful transformation

I make sure my colleagues and I act on, and take accountability for, Co-op's transformation and overall success.



Inspirational communicator

I communicate in a clear, concise and appropriate manner that engages and relates to other colleagues.

Personal growth

I focus on personal development within Co-op; developing my skills and capabilities to benefit me, my team and the wider community.

Endless inclusion

I am inclusive in my thoughts and actions by showing an active interest in the views, backgrounds and ways of being of my colleagues and the wider community.

Co-operation

I encourage co-operation between colleagues to promote an environment of trust, mutual respect and support.

Driving innovation

I feel empowered to find new ways to improve the everyday challenges facing Co-op and our wider community.

Speaking up

I speak up and encourage others to do so as well, in order to promote a culture of honesty, acceptance and improvement.