

# Store Colleague

## Interview preparation pack



## Overview

Congratulations on being invited to interview for a role at Co-op. This guide will provide you with an overview of what to expect on the day, including a helpful idea on how to prepare for it, as well as a checklist for you to go through and make sure you've done everything you can before your interview. You can find more guidance on our careers pages at [jobs.coop.co.uk](https://jobs.coop.co.uk)

## The Interview

- Your interview will be with the hiring manager for that store. Their name will be on the email that was sent to you
- It'll last around an hour or so
- You'll have a few warm up/introductory questions (which aren't scored) followed by 5 behavioural questions

## What to prepare

If this is your first interview or you've not been to an interview for a while, don't worry. The information on the following pages should offer you some great advice on how to prepare and what to bring to your interview.

1. Double check where you're going! Sometimes your interview might not be at the store you've applied to. Plan your route and how you'll get to your interview and aim to arrive 5-10 minutes before it starts. The location of your interview is on your invite email
2. Have you considered what you're going to wear? Whilst we don't expect you to come suited and booted, it might be an idea to pick out something that's smart and comfortable
3. The Co-op has a really rich history. Do you know all about it? Just like any interview you might go to, make sure you read up about us and be prepared to tell us what you know — [www.coop.co.uk](https://www.coop.co.uk)
4. Do you know much about the role you've applied for? Try and find out as much information as you can about why you'd want to be a part of our team.

The 5 behaviours we'll be assessing on the day will be dependent on the role you've applied for:

### Customer Team Member

Forging Relationships	Speaking Up	Inspirational communication	Co-operation	Successful Transformation
I actively build and maintain relationships with colleagues across Co-op, with customers and communities and understand the value in doing so.	I speak up and encourage others to do the same, in order to promote a culture of honesty, acceptance and improvement.	I communicate in a clear, concise and honest way that others find engaging and relatable.	I encourage co-operation between colleagues to promote an environment of trust, mutual respect and support.	I understand that everyone within Co-op is accountable and responsible for its overall success as a business, and my role in embracing, embedding and sustaining change.

### Team Leader

Forging Relationships	Driving Innovation	Inspirational communication	Co-operation	Successful Transformation
I actively build and maintain relationships with colleagues across Co-op, with customers and communities and understand the value in doing so.	I feel empowered to find new ways to improve the everyday challenges facing Co-op and our wider community.	I communicate in a clear, concise and honest way that others find engaging and relatable.	I encourage co-operation between colleagues to promote an environment of trust, mutual respect and support.	I understand that everyone within Co-op is accountable and responsible for its overall success as a business, and my role in embracing, embedding and sustaining change.

6. Now you know the behaviours, start to think about the various examples that you could talk about in the interview. There are 5 questions in total, so one on each behaviour above. One way of answering these questions is by following the **STAR method** as follows, if you've never had a job before, try and think of examples of when you were in school, or took part in any extra-curricular/sporting activities:
- S** — What was the **situation** you were faced with?
  - T** — What was the **task**? Describe how you tackled the situation
  - A** — What were the **actions** you took? What did you do and why you did it that way?
  - R** — What was the **result** at the end? Any key achievements and learnings?
7. Find your Eligibility to Work (ETW) documents and make copies if you can to bring with you to interview. **More about this on the next page**
8. That's it! We wish you all the best of luck in your interview!

## Eligibility to Work (ETW)

We're obligated to make certain document checks on all individuals to make sure that they have the right to work in the UK. Please refer to the ETW Guidance document that was sent to you as part of your interview confirmation email.

## Interview checklist

So, now you know what to expect on the day and in the interview. Go through the below to check off that you've prepared everything, then you're pretty much set to go!

- ☐ You know where your interview is
  - ☐ You know how to get to your interview
  - ☐ You know what you're going to wear
  - ☐ You've read up on everything there is about Co-op
    - If so, when was The Co-operative founded? and by who? How many businesses do we have?
  - ☐ You know as much as you can about the job you're interviewing for
  - ☐ You've thought of some examples you can use in your interview (and made some notes!)
  - ☐ You've found and prepared your ETW based on guide sent to you
  - ☐ You have thought of some questions you might like to ask the hiring manager after the interview
- 

## Your Co-op

As you might know, we're not owned by 1 person or a board of executives. Over 4.5 million people own our Co-op, and you could too. Being a member doesn't just get you amazing rewards and deals across our core businesses, you have a real voice in how we operate, from the products we sell to the causes we support. To find out more, and to become a member for just £1, head to <https://www.coop.co.uk/membership>

## Reasonable adjustments

If you need us to make reasonable adjustments to our interview process due to a disability or health related issue, please let us know how we can help. You can find out more about our Co-op people policies at [coop.co.uk/peoplepolicies](https://coop.co.uk/peoplepolicies).

## Co-op colleague networks

At Co-op, we're proud. Proud of our diverse colleague community and proud of a workplace culture where people can flourish while always being their true, authentic selves. We have a range of networks available to our colleagues to help support and mentor them during their careers with us.

Aspire  
Network

Respect  
LGBT+  
Network

Rise  
Network

Youth  
Network