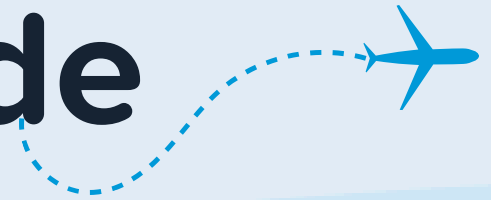




Interview Preparation Guide



An interview is your chance to showcase your skills, experience, and potential fit for the role. Whether you're applying internally or externally, preparation is key to making a great impression.

This guide will help you confidently navigate your interview by focusing on key areas of preparation.



First Steps



- After you have been invited to an interview, please confirm the date, time and location, and make sure it works for you. Explore possible directions or public transport choices for your journey
- Please let us know if you require any adjustments to make the interview accessible and as comfortable for you as possible.
- Read the job description carefully and understand key responsibilities and required skills. This helps in tailoring your answers to the role.
- Take a look at our website to understand more about us as a company and what our values are.
- Begin to compile any questions you might have.



Here for your journey

Tips for a remote interview

- Test your technology beforehand. Ensure your internet connection, camera, and microphone work well. Close unnecessary programs to avoid delays.
- Choose a quiet, well-lit area with minimal distractions.
- Use a neutral or professional background (or a blurred effect if needed).
- Wear professional attire just as you would for an in-person interview.
- Position your camera at eye level for a natural and engaging presence.
- Allow a slight pause after the interviewer speaks to avoid audio lag issues.
- Stay focused and visibly engaged by nodding your head to give affirmations of understanding and asking clarifying questions when necessary.
- At the end of the interview, ask some insightful questions about the role and company to show engagement and curiosity.



Tips for a face - to- face interview

Choose appropriate, comfortable attire that allows you to feel at ease throughout the interview.

Don't be afraid to ask further questions if you are unsure about any instructions/questions. Try to relax and be yourself.

If you are attending a group assessment centre (typically for aviation security roles), don't be afraid to chat with your fellow interviewees.

Arrive 10-15 minutes early and check the route in advance to avoid any delays.

It can be good practice to bring a copy of your CV, a list of references and a notebook for notes if needed.

Here for your journey

Interview Format

1

Warm up and general questions - overview of BHX and the role.

2

Competency based questions- these are usually role specific in order for us to assess your experience and suitability for the role. We can sometimes ask questions that align with our values, these are: Respectful, Curious, Dedicated, Inclusive and Supportive

3

Wrap Up - this is your opportunity to ask any further questions or reiterate your interest in the role (only if you wish).

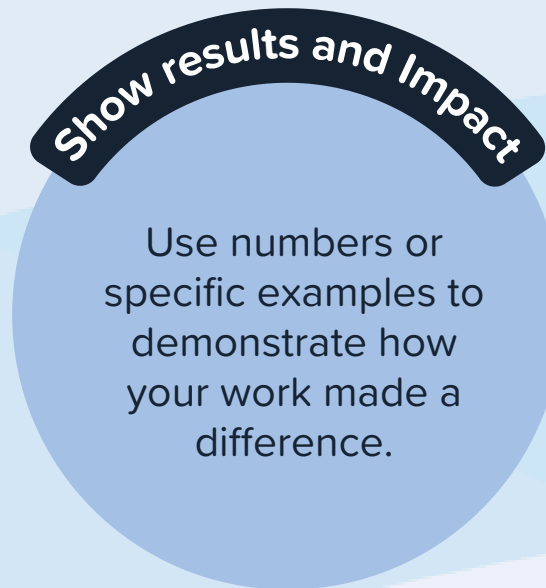
Here for your journey



Tips for a good performance

It is important to answer questions with examples that not only align closely with the job requirements but showcase your greatest strengths and capabilities.

Try and keep your answers relevant and concise, think about the question that is being asked and avoid unnecessary details.



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STAR Method

For competency-based interview questions, a great approach is the STAR Method. This format helps you to structure your answers clearly and demonstrate your skills effectively.

**Situation:**

Set the scene with brief context. Explain where you were working, what the project or challenge was, and why it was important.

**Task:**

Describe your role in the situation. Be specific about your responsibilities and goals.

**Action:**

Explain what you did to address the task. Focus on specific steps you took, skills you applied, and any challenges you overcame.

**Result:**

Conclude with the outcome. Highlight any measurable achievements, improvements, or feedback that resulted from your actions.

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Examples of questions we might ask

Below are some examples of competency questions we might ask:

“Tell me about a time you received constructive feedback from a manager or colleague which resulted in an improvement of your work performance”

“Give an example of a time when you went above and beyond what is expected of the role to deliver excellent customer service.”

Can you give an example of a time when you demonstrated respect in the workplace?

“Please provide an example of a time where you have faced a challenge whilst working as part of a team and how did you overcome this.”



REMEMBER! ★

Use the STAR method when structuring your response.

Be sure to emphasise the outcome, your specific contribution to the situation, and any key lessons learned.

Here for your journey

What are we looking for?

At Birmingham Airport, we are looking for employees who consistently demonstrate the positive behaviours required to support the Company's Brand Values.



Motivated to learn and adapt to new techniques.



Ability to work independently and collaboratively as part of a team.



Team orientated and a commitment to fostering a diverse and inclusive work environment.



Strong communication and interpersonal skills with the ability to build effective relationships.



Demonstrate a pro-active approach with a can-do attitude to problem solving.



Here for your journey



**We wish you
all the best
with your
interview,
good luck!!**



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