

Civil Service Behavioural Interview Questions and Answers Guide



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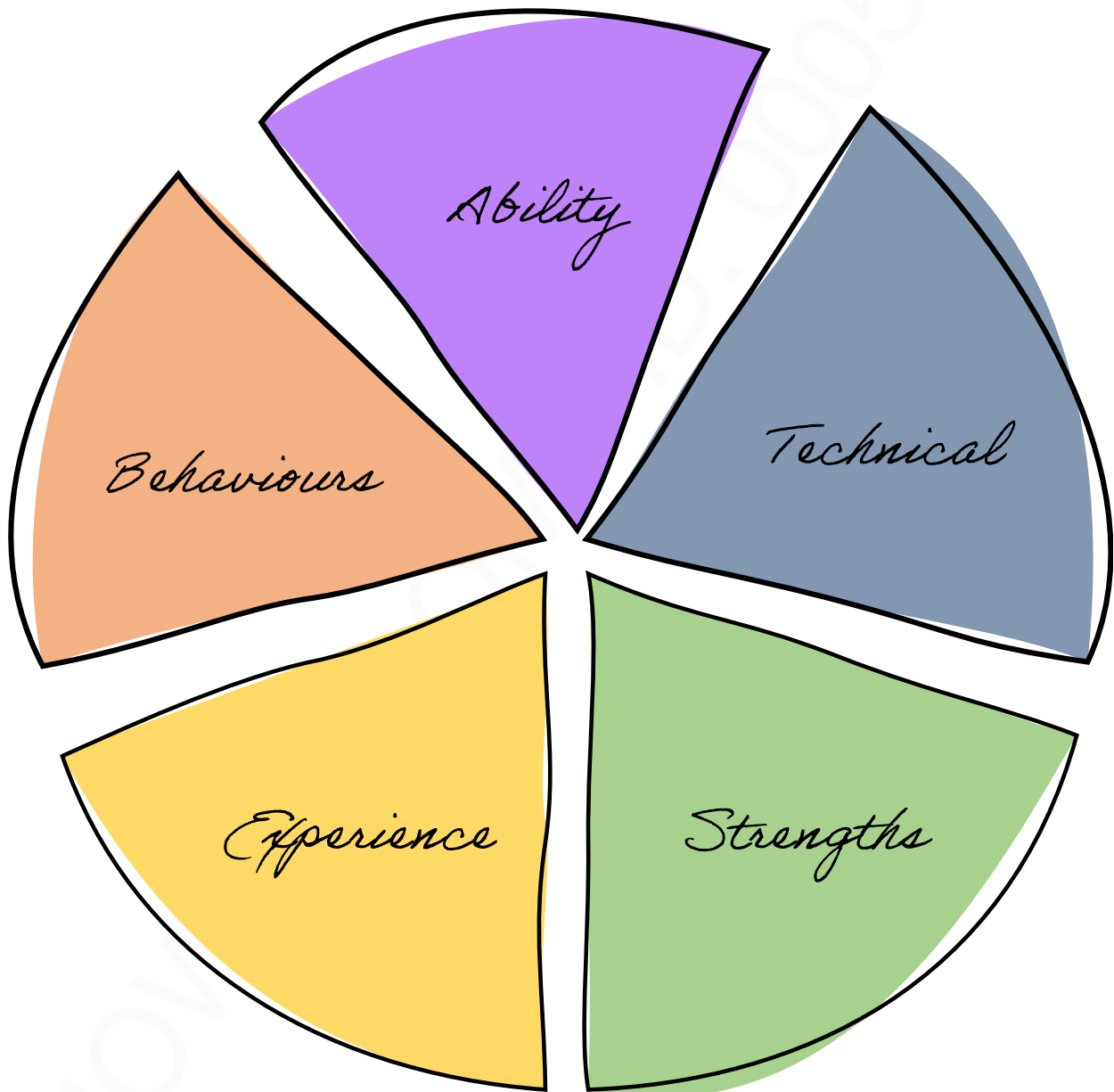
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When you apply for a role within the civil service, you will be assessed against a set criteria which is relevant to the role you are applying for. This set criteria are called the Civil Service Success Profiles. This replaced the previous competency framework used by the Civil Service. The previous competency framework assessed all candidates for all roles on the same set of competencies, which was deemed ineffective as not all of the competencies were relevant to the role being applied for. With the Civil Success Profiles candidates are only assessed on the profiles which are relevant to the role being applied for.

The Civil Service Success Profiles

The Civil Service Success Profiles are split into a number of different sections, these are as follows.



Ability: This is used to assess candidate's performance in a number of different ways such as online assessment tests, ie Numerical, Verbal and Situational Judgement tests. The number of tests, you will face would be dependent on the role being applied for. If the role is of a technical nature you may have to undertake further tests to test your technical job-related ability.

Technical: The candidate will have to display specific job related knowledge and skills and divulge any relevant and required qualifications.

Experience: Previous experience gained through previous roles related to the role you are applying for.

Strengths: These are based on what we do on a regular basis, what we excel at and how they motivate us. These are not so much on how you perform at work, but what you enjoy doing. This ensures that the role is as much a good fit for the candidate as well as the employer. The thinking is that if the role is matched to something you enjoy you will more likely perform to an exceptional standard. In total there are 36 strengths that you can be assessed against, and are listed in what is known as the Civil Service Strengths Dictionary. You will only be assessed against the strengths which are deemed as a requirement for the role.

- **Adaptable:** You are able to adapt to different work situations or environments and your competence to perform your duties is not impacted.
- **Analytical:** When making decisions you analyse all the information comprehensively so your decision is based on the best evidence available.
- **Authentic:** You have self-awareness and are true to yourself even when in pressurised situations.
- **Catalyst:** You have high levels of self-motivation when it comes to achieving goals. You are confident in using your own initiative when taking action.
- **Challenger:** You bring fresh perspectives to any situations. You are able to see other people's views and understand there are many different viewpoints to consider.
- **Change Agent:** You embrace change and are positive when leading and showing support to others with change.
- **Confident:** You are able to take charge of situations, others and decisions. You communicate in a confident manner and give direction where necessary.
- **Courageous:** You are innovative, who will try new approaches and happy to push yourself to work outside your comfort zone.
- **Decisive:** You use sound judgement and a considered approach to situations and tasks when making decisions.
- **Disciplined:** You follow process and guidelines. You always operate exclusively to set guidelines and standards.
- **Efficient:** You turn resources into results in the most economical and efficient way possible.
- **Emotionally Intelligent:** You are able to draw insight from your emotions and others to demonstrate high levels of empathy.
- **Enabler:** You are able to see potential in everyone and encourage them to develop and progress.
- **Explainer:** You can communicate your thoughts and ideas with ease verbally or in writing. You are able to adapt your communication to suit the audience.
- **Focussed:** You always strive for quality outcomes in all that you do.

- **Inclusive:** You are able to see recognise everyone as an individual. You accept people for who they are and treat everyone fair and equally. You encourage others to share their ideas and provide opportunities to contribute.
- **Influencer:** You are able to influence others to get their agreement.
- **Improver:** You are always looking for new ways of doing things and enjoy coming up with fresh ideas.
- **Learner:** You always seek new information and will always look for continuous change for self-development.
- **Mediator:** You provide a stable platform for teams, being able to provide a common ground and goal. You thrive within a team environment, diving forward a shared objective.
- **Mission:** You are pursuant of objectives which give a sense of meaning and purpose, which work towards a longer-term goal.
- **Motivator:** You are able to motivate others with ease to move things along at an accepted pace and can makes things happen.
- **Negotiator:** You are able to facilitate discussion with the goal of getting everyone involved to reach an agreement.
- **Networker:** You are able to start and maintain professional relationships with others from within the organisation and external stakeholders.
- **Organiser:** You always plan ahead and are well prepared. You manage your time to maximise productivity and efficiency.
- **Precise:** You are focused on all details to ensure all is accurate and with no mistakes.
- **Preventer:** You are a forward thinker and will always assess risk to identify and prevent any issues before they occur.
- **Problem Solver:** You are always positive when faced with issues and identifying possible solutions.
- **Relationship Builder:** You are able to quickly establish trust and a mutual respect with others.
- **Resilient:** You are a composed individual, who will not dwell on setbacks and will always learn from them.
- **Responsible:** You take ownership for your decisions and are always accountable for what you have stated you will deliver.
- **Service Focussed:** You seek ways to serve your customer, always putting their needs first.
- **Strategic:** You are able to see the bigger picture and be considerate of the wider factor and implications of decisions made.
- **Team Leader:** You can effectively lead a team with professionalism and confidence. You encourage team spirit, whilst considering everyone's individual needs.
- **Team Player:** You work well within a team and endeavour to ensure the team functions correctly and is effective.
- **Visionary:** You build and share a clear vision of the future.

Behaviours: In total there are nine Civil Service behaviours that form the basis of all job roles within this great public sector organisation. In order to perform to a high standard in the Civil Service, we recommend you learn and understand the behaviours prior to attending your interview. A brief description and explanation of each of the nine Civil Service behaviours are provided below to help you. It is worth noting that on the job description for the role, it is often stated which behaviours you will be assessed against during the selection process.

CIVIL SERVICE BEHAVIOUR SEEING THE BIG PICTURE

When answering interview questions that are based on seeing the big picture, you must show that you understand exactly how your job position fits into the Civil Service and its goals. You also must show your awareness of how the work you are doing is focused on the wider good of the nation.

CIVIL SERVICE BEHAVIOUR CHANGING AND IMPROVING

In your answers to questions that assess your ability to improve and change, you must show that you are capable of coming up with new and creative ways to solve problems and improve your own and your team's performance. You must show that you are capable of constantly reviewing your performance and periodically asking for, and responding to, feedback from others.

CIVIL SERVICE BEHAVIOUR MAKING EFFECTIVE DECISIONS

It is important you use information and data to make accurate decisions whilst working in the Civil Service. This is far more effective than taking unnecessary risks or simply going on gut feeling! When making decisions, show that you consider the options and the likely outcome.

CIVIL SERVICE BEHAVIOUR LEADERSHIP

As a leader within the Civil Service you must show a passion for delivering excellent public services. You must motivate, inspire and direct others to achieve the objectives of the Civil Service. In everything you do, you must value diversity, you must operate in a fair and respectful manner, and must value and respect other people's contributions whilst creating opportunities for all.

CIVIL SERVICE BEHAVIOUR COMMUNICATING AND INFLUENCING

Whilst communicating in an organisation such as the Civil Service, you need to use clarity, confidence, purpose and an enthusiastic tone. When communicating with others, show that you are respectful of their views and you take into consideration their needs.

CIVIL SERVICE BEHAVIOUR WORKING TOGETHER

Within the Civil Service you will need to work alongside other internal members, other departments and external contractors and stakeholders. Therefore, teamwork is an essential skill needed within all roles. In your answers to the 'working together' interview questions, show you have the ability to work with everyone, regardless of their background, views or opinions.

CIVIL SERVICE BEHAVIOUR DEVELOPING SELF AND OTHERS

Continuous learning and development are vital aspects of working in the Civil Service. In your answers to the interview questions, demonstrate that you have what it takes to identify your own development needs and that of others.

CIVIL SERVICE BEHAVIOUR MANAGING A QUALITY SERVICE

Whilst working in the Civil Service you will need to provide a fast, efficient and professional service. You must operate effectively, follow strict service guidelines and make sure you strive to continually improve whilst meeting the diverse needs of your customers.

CIVIL SERVICE BEHAVIOUR DELIVERING AT PACE

Delivering at pace is about getting things done and completed on time and to a high standard. To work in the Civil Service you will need determination, adaptability, flexibility, enthusiasm and a commitment to very high standards.



Behaviour to Strengths Linking

It is also worth noting that the behaviours also link to the strengths directly, so as well as preparing your behavioural answers you should also prepare strength-based answers related to the role you are applying for. The following section below shows which strengths are linked to each of the behaviours.

- **Seeing the Bigger Picture:** Challenger, Strategic, Mission and Visionary.
- **Making Effective Decisions:** Analytical, Decisive, Preventer and Problem Solver.
- **Changing and Improving:** Adaptable, Improver, Courageous, Problem Solver, Change Agent and Resilient.
- **Leadership:** Confident, Motivator, Change Agent, Team Leader, Inclusive and Visionary
- **Communicating & Influencing:** Authentic, Inclusive, Emotionally Intelligent, Influencer and Explainer.
- **Working Together:** Challenger, Networker, Emotionally Intelligent, Relationship Builder, Inclusive, Team Player, Negotiator and Mediator.
- **Developing Self and Others:** Enabler, Inclusive, Explainer and Learner.
- **Managing a Quality Service:** Disciplined, Precise, Efficient, Preventer, Focussed, Organiser and Service Focussed.
- **Delivering at Pace:** Adaptable, Organiser, Disciplined, Resilient, Catalyst, Responsible and Focussed.

‘Seeing the Bigger Picture’ Behavioural Interview Questions

When answering interview questions that are based on seeing the big picture, you must show that you understand exactly how your job position fits into the Civil Service and its goals. You also must show your awareness of how the work you are doing is focused on the wider good of the nation. Try to incorporate in your responses the strengths Challenger, Strategic, Mission and Visionary.

Question 1

Tell me about a time when you had to see the bigger picture?

HOW2BECOME ID: 000587

Sample answer:

I was working in a previous role and my manager came into the office to speak to the team. He explained that, because of the industry changes and trends we were experiencing, and the manner in which people were starting to shift their shopping habits online, we would all need to take on new responsibilities. Some people in the team were not very happy about this, but I encouraged them to view it from a different angle. I explained that, if we all embraced the changes positively, and we looked ahead to the future, we would not only get keep our jobs, but we would help the organization to adapt during these changing times. Eventually, everyone in the team agreed to embrace the new responsibilities that we all had, and the business continued to grow, thrive and develop moving forward.

How is this answer demonstrating 'Seeing the Bigger Picture'?

The big picture is the fact that you were able to see ahead (visionary) in regard to where the company needed to be if it was to survive the inevitable changes that were starting to come in (strategic). If both you and the other people in the team would have chosen not to embrace the changes, the business would have most probably failed.

Question 2

Describe a situation where you had to work outside of the scope of your usual role?

HOW2BECOME ID: 000581

Sample answer:

I was working in a small team in my previous job and a valued and talented member of the team went off sick at short notice. They were going to be off for at least two weeks, and so my manager needed someone in the team to step up and take on their responsibilities. I volunteered to be that person, and I started off by assessing their workload and the skills I would need to quickly develop in order to meet my objectives. I called up the member of staff who was off sick at home to ask them some questions about their work and whether they had any advice they could offer me. I then prioritised which tasks I needed to complete, and how I was going to approach them. By working methodically, and by carrying out some research to find out how to tackle each task competently, I was able to complete all of my work colleagues' tasks and projects to a good standard whilst they were off sick.

How is this answer demonstrating 'Seeing the Bigger Picture'?

The big picture here is the fact that you understood how important it was to go outside of your normal job description to help the organization. Some employees would not do this because they would not see it as their responsibility to cover for someone else. However, if you would have chosen not to volunteer in this situation, the organization would have probably suffered as a result. (strategic & mission).

Question 3

Tell me about a time when you went embraced change at work?

HOW2BECOME ID: 000581

Sample answer:

A new manager took over the running of our department and she wanted to make numerous changes that some people in the team felt were unnecessary. However, because we had functioned a set way for a long period of time, I personally felt the changes were a good thing. I listened to my new manager's proposed changes and I offered to help implement them.

She gave me the task of creating new team guidelines that would define the way we would work moving forward. During the transition of change, I actively encouraged other team members to try and embrace the changes positively, and I explained how it would be a positive thing for us all to at least try the new methods of working. Six months after the changes were brought in, the team was performing better than ever, and the vast majority of people team felt the team was in a much stronger position than previously.

How is this answer demonstrating 'Seeing the Bigger Picture'?

Sometimes, seeing the bigger picture is about actively encouraging or helping an organization to change. Most people are not comfortable with change, and the old viewpoint of "*if it isn't broke, why fix it?*" is often heard in some organisations. This is extremely unhelpful to the progression of an organisation, so it is important that you are capable of seeing the bigger picture in respect of how an organization needs to change in order to have a successful future (visionary).

Question 4

Tell me about a time when you went out of your way to help your employer?

HOW2BECOME ID: 000581

Sample answer:

A situation occurred whereby our company website crashed at 3:30pm on a Friday afternoon. This had potentially disastrous connotations because we were due to run an online sale over the weekend that was due to start at 9am on the Saturday morning. I volunteered to stay behind late that evening to help my manager try and find a solution to the problem, and to get the website back up and running in time for the sale on Saturday. I started off by calling around local IT companies but none of them were free to do the work at such short notice. I then used my initiative to find a solution to the problem by using the online outsourcing website UpWork.com. I was able to hire a freelance IT web developer from the website who managed to fix the problem by 6pm that evening. My staying behind late, and by using my initiative, I was able to help the business avert a major problem.

How is this answer demonstrating 'Seeing the Bigger Picture'?

Some people would not help their employer in this type of situation because they may have their own plans that evening, or they may not think it is their responsibility to do so. However, if the organization was unable to run its SALE over the weekend, it would have not only suffered financially, but its brand reputation could have been damaged, too (strategic). By seeing the bigger picture, you understand how important it is to stay behind and help your manager solve this challenging and unforeseen problem (mission).

‘Changing and Improving’ Behavioural Interview Questions

In your answers to questions that assess your ability to improve and change, you must show that you are capable of coming up with new and creative ways to solve problems and improve your own and your team’s performance. You must show the strengths that you are capable of constantly reviewing and improving your performance and periodically asking for, and responding to, feedback from others. Be adaptable, a problem solver and a change agent.

Question 1

Tell me about a time when you initiated change in a team or an organization?

HOW2BECOME ID: 000587

Sample answer:

I was working in a previous department and I had some spare time available one Friday afternoon. I'd had some concerns about the amount of paper and office supplies we were going through, and so I decided to carry out some research online to see if we could save money by ordering from a different supplier and also cutting down on usage. After a few hours conducting research, I managed to find a much cheaper supplier for all of our office supplies, and whilst the minimum order quantities were higher, over the year I calculated we would save in excess of £1,000. I also managed to find an online invoicing system that we could use free of charge. At the time, we had been printing off hundreds of invoices each month and posting them out to our customers, so this was another positive change that would save the company time and money. At the end of that Friday afternoon, I put forward my proposals to my supervisor who agreed the changes would be a positive thing for the both the office and the company. A few weeks later, the changes were implemented.

How is this demonstrating 'Changing and Improving'?

You are using your initiative to look for ways to improve and change. You are showing observational and awareness skills to find a way to not only save the company money, but to also help improve the environment by cutting down on the use of paper invoices. This response also highlights the strengths of problem solving and improver.

Question 2

Tell me about a time when you received feedback from someone else and how did you react?

HOW2BECOME ID: 000581

Sample answer:

When I first started working in my previous role, my manager called me into her office a few weeks after starting to give me some constructive feedback. She said that, whilst she was very pleased with my overall performance, she now wanted me to focus on dealing with more customers throughout the day. She went on to explain that she'd noticed I was spending a little too much time making polite conversation with the customers, and whilst it was important to provide great service, I needed to now speed up the process. I immediately took onboard her comments and I went away and analysed my performance. I decided to ask a more experienced work colleague how he approached dealing with customers in order to increase efficiency. He gave me some great tips and pointers for dealing with customers and I successfully implemented these into my daily working practices.

How is this demonstrating 'Changing and Improving'?

You are taking onboard constructive feedback with a positive attitude. You are then going away, analysing your own performance and taking the necessary steps to quickly improve. This shows the strengths of being resilient and a problem solver.

Question 3

Tell me about a time when you had to overcome a setback?

HOW2BECOME ID: 000581

Sample answer:

I was working on a project in a previous role with four other team members. Halfway through the project, one of our parts suppliers unfortunately went into administration. This setback had the potential to put back the project by up to three weeks. The problem was, the client whose project we were working on, had given us a definitive timescale for completion, which could not be put back under any circumstances. We had to find a way to overcome this challenge and so we got together to brainstorm ideas. No other supplier in the immediate area was immediately available. However, I recommended that we widen our search criteria online and eventually we found a supplier who was located internationally. That afternoon, I made contact with the supplier and we began negotiations. Although the parts they were going to supply for the project were going to cost us 10% more than we had budgeted for, it was essential we did not let the client down. Three days later the parts arrived, and we worked around the clock to get the project successfully completed on time and to the right standard.

How is this demonstrating 'Changing and Improving'?

You are changing your approach to a setback in order to overcome the challenge and successfully complete a project as promised. This shows determination, adaptability and resourcefulness.

Question 4

Tell me about a time when you changed the way that you worked?

HOW2BECOME ID: 000581

Sample answer:

In a previous role, I wasn't happy with the way I was carrying out a particular task, and so I decided to ask my manager for guidance. The task in question involved collating departmental sales figures for each quarter which were then presented to company directors who would in turn assess overall company performance. I felt the way I was collating the figures was taking too long, and it wasn't in a visually presentable format. After consulting with my manager, she agreed there was a better way to complete the task.

We both decided a more efficient way would be to use an online app that had the facility to quickly collate the sales figures and then present them in an easy-to-understand presentation that could be accessed by the company directors. After carrying out some research, we agreed the best app to use was called Zoho Analytics. Although the new app cost £36 per month it proved to be very successful and so popular amongst our company directors that they decided to roll it out across the organization.

How is this demonstrating 'Changing and Improving'?

You identified there is a better way of doing things which has significant improvements across the organization. Value for money and efficiency are very important aspects of working in the Civil Service. This also highlights being adaptable, resilience and being a change agent.

‘Making Effective Decisions’ Behavioural Interview Questions

It is important you use information and data to make accurate decisions whilst working for the Civil Service. This is far more effective than taking unnecessary risks or simply going on gut feeling! When making decisions, show that you consider the options and the likely outcome. The strengths which you will be assessed against will include, Analytical, Decisive, Preventer and Problem Solver.

Question 1

Tell me about a time when you made the right decision?

HOW2BECOME ID: 000581

Sample answer:

I was in a meeting in a previous role discussing a new client project with other team members. Three people within the team proposed that we used a substandard product part for an element of the project in order to save time and money. This type of proposal went against my own personal values of honesty, integrity and professionalism, and so I objected, and I gave my reasons why. I stated that, if we were to take an unnecessary risk of using a substandard product part, not only could this be dangerous, but if the client were to find out, it would irreversibly damage the reputation of the organisation. After putting forward my concerns, everyone agreed we should stick to using the relevant products that met the project specification and criteria.

How Is This Demonstrating Effective Decision Making?

You are demonstrating that you carefully weigh up the risks and the consequences of your decisions and that you put the reputation and the future good of the organization above everything else. By doing this you are showing the strengths of being analytical and preventing issues further down the line during the project.

Question 2

Tell me about a time when you had a difficult challenge?

HOW2BECOME ID: 000581

Sample Answer:

When I first started working in a previous role, I felt it was a challenge to put forward my suggestions and my opinions during meetings. I felt that some of the more senior members of the team were not taking my suggestions and comments seriously, and I wanted to do something about it. I carefully considered my options. I could either blend into the background and keep quiet, or I could say something to try and resolve this difficult situation. Being someone who is enthusiastic and who is keen to contribute, I decided to speak up during one of the meetings. I said that, whilst I could understand and appreciate that my lack of time in the company might be an issue for some people, I genuinely wanted to help the team and I felt I had lots to offer. Just by saying this, it had a profound effect on the way I was treated moving forward. People within my team started to listen to me more and they valued my contributions whenever I put them forward. Whenever I encounter a challenging situation, I will carefully consider my options and I will do things that are in the best interests of the team and the organisation I am a part of.

How Is This Demonstrating Effective Decision Making?

It shows that you carefully weigh up your options before making a decision and it also demonstrates you have the confidence and resilience to overcome challenging situations and solve problems and prevent further issues.

Question 3

Describe a time you came up with an innovative solution to a problem?

HOW2BECOME ID: 000581

Sample answer:

In a previous role, I noticed a significant number of customers were making the same complaint about one of our products. The complaint was based on the fact a large percentage of customers were finding the product difficult to operate once they received it. Nobody within the company had used their initiative to solve the recurring problem. Instead, each customer service call agent was spending at least five minutes explaining to each customer how to use the product once they called in to complain. I decided to use my initiative to make a positive change to this situation. I created clear and concise instructions that could be placed in the box with each product that went out to our customers. I asked a few work colleagues to test the instructions, just to make sure they were clear. Once I had created the instructions, I gave them to my manager for approval. Following the action that I took, customer complaints for this product were totally eradicated.

How Is This Demonstrating Effective Decision Making?

This answer shows that you have the confidence and initiative to solve an ongoing problem (problem solver) that ultimately improves the service that is being provided to customers. Your actions result in a positive outcome for the organization and its customers.

Question 4

Tell me about a time when you had multiple options for solving a difficult problem?

HOW2BECOME ID: 000581

Sample answer:

I was working as part of a team in a previous role and we were tasked with creating a marketing campaign for a new company product launch. We were given a budget to work to and clear instructions that the campaign should deliver a strong return on investment. During the team meeting, everyone put forward lots of different ideas ranging from local newspaper advertising through to online Facebook and Google ads that would be targeted the right audience. This was a difficult decision to make because, as a team, we had so many different options to choose from. I suggested that we should start off by determining the exact goals of the marketing campaign, and then decide which advertising options would be best suited to our goals. By using a logical approach to the task, we agreed that a split of 75:25 in favour of online advertising would be better suited. The reason for this decision was based on the fact we had the option to track the success of the online advertising campaigns as opposed to not having a tracking facility when advertising in the local newspapers. The online advertising campaign proved to be a huge success and soon after launch we decided to shift one hundred percent of the campaign budget over to the online adverts.

How Is This Demonstrating Effective Decision Making?

With this situation you are demonstrating your ability to use a logical and analytical approach to solving difficult problems where you have lots of options available to you. You are also demonstrating your ability to use company finances responsibly, something that is important within the Civil Service.

‘Leadership’ Behavioural Interview Questions

As a leader within the Civil Service, you must show a passion for delivering excellent public services. You must motivate, inspire and direct others to achieve the objectives of the Civil Service. In everything you do, you must value diversity, you must operate in a fair and respectful manner, and must value and respect other people’s contributions whilst creating opportunities for all. You will be assessed on the following strengths also; Confident, Motivator, Change Agent, Team Leader, Inclusive and Visionary.

Question 1

Tell me about a time when you had to lead a team?

HOW2BECOME ID: 000581

Sample answer:

When I first started in my previous role, it was clear that the team I was managing had no direction, they had little motivation and they appeared to lack discipline. It was my responsibility to direct, motivate and inspire the team to achieve the organisations objectives. I started out by briefing the team on my expectations and the standards I expected from everyone. In my opinion, you have to set the bar high as a manager or a leader from the get-go. I then held performance reviews with all members of my team and during these discussions, I assessed each team members strengths, their weaknesses, and their career aspirations. I then provided each person with a development plan of what they needed to do in order to improve and develop over the forthcoming twelve months. Finally, I monitored the team moving forward; I provided them with direction and advice, and I motivated them to achieve the goals I had initially set.

How Is This Demonstrating Leadership?

You are showing that you have the ability to identify weaknesses within a team and you are not afraid to set high standards from the start. This is something that is very important when working in the Civil Service. You then set clear guidelines and you support your team moving forward to achieve the organisations objectives. This answer demonstrates confidence, being a change agent and motivator.

Question 2

Tell me about a time when you had to deal with a difficult or underperforming employee?

HOW2BECOME ID: 000581

When I first started managing a previous team, I noticed one long-term serving employee was blasé in his approach to tasks. After observing him for a week or so, I decided to speak to him in private. I gave him a number of examples where I felt his performance was not what I would have expected from someone with his experience, and I asked him to explain why. He stated that he'd been working at the organisation for a long time and that his motivation levels had simply diminished over time. I decided to take the necessary action to change this. I gave him an important project to work on, and I set clear guidelines for its completion. I also asked him to be a coach and a support to a new junior member of staff who had recently joined the team. By giving him more responsibility, and by praising him when he completed tasks to a good standard, I was able to quickly improve his motivational levels moving forward.

How Is This Demonstrating Leadership?

Some manager's or team leaders would not have the confidence to deal with this situation due to the experience the team member has. However, you show strong leadership capabilities here because not only do you identify there is a problem early on, you also put clever plans in place to resolve the issue and win over the member of staff.

Question 3

Explain a situation where your style of leadership had a positive impact on a team or a situation?

HOW2BECOME ID: 000581

Sample answer:

In a previous role, I was managing a team who I felt had previously lacked direction and leadership. I utilised a more autocratic style of leadership whereby I set high standards from the very start. I created a set of team values that I expected everyone to adhere to, and I put career progression plans in place for all staff. This had a positive impact on the majority of the team because everyone started to feel valued, appreciated and supported. Although some people did initially push back against my style of leadership, I persevered, and I insisted on high standards. Approximately four months after I started managing the team, we were one of the highest performing units within the company. I put this down to the fact that the style of leadership I used was effective in terms of helping the team to get some structure and discipline, to get some direction and to feel good about the work they were carrying out.

How Is This Demonstrating Leadership?

You are using a style of leadership that is suited to the team you are responsible for. You are putting things in place that will ensure high standards are achieved. Team values and career progression planning are both important aspects of managing and leading a team.

Question 4

Tell me about a time when you had to lead a project?

HOW2BECOME ID: 000581

Sample answer:

I was responsible in a previous role for leading a difficult internal company project that involved different members of the organization. The project brief required me to assess company performance with a view to making recommendations for streamlining operations. I started out by holding a team meeting where I set expectations of what was required by all members of the project team. I defined the scope of the project and asked for people's opinions on how they believed, based on their experiences, we should approach the project. I then set a project action plan and allocated tasks amongst the team. Each team member was given a clear and concise brief and a strict timeline in which to deliver their objectives. Throughout the duration of the project, which lasted for a total of eight weeks, we met frequently as a team, and I measured progress along the way. On two occasions I needed to alter the action plan because I felt it wasn't going to meet the project brief and expectations. Through perseverance, and by using the strengths of each team member, we were able to make excellent recommendations to the company owners for streamlining operations by reallocating key members of staff and using different contractors which all resulted in considerable savings for the organisation.

How Is This Demonstrating Leadership?

To lead a team whilst at the same time managing a difficult project takes skill, determination and resilience. This answer shows that you have the confidence to take control of situations to deliver a project based on a set brief with a strict timeline for completion.

‘Communicating and Influencing’ Behavioural Interview Questions

Whilst communicating in an organisation such as the Civil Service, you need to use clarity, confidence, purpose and an enthusiastic tone. When communicating with others, show that you are respectful of their views and you take into consideration their needs. To answer these sufficiently, you will need to also display the strengths Authentic, Inclusive, Emotionally Intelligent, Influencer and Explainer in your responses.

Question 1

Tell me about a time when your style of communication resulted in a positive outcome?

HOW2BECOME ID: 000581

Sample answer:

In a previous team, a work colleague of mine was overlooked for a promotion. She was quite upset about it because someone with less experience than her had won the promotion. She was talking about leaving the organisation, which concerned me because I felt this was a gut reaction and she wasn't looking at things with a clear head. So, I sat down and spoke to her to try and persuade her to change her mind, and to see things from a different perspective. I used an empathetic style of communication initially, to show that I understood how she was feeling. I then changed my style to a more positive tone by encouraging her to see how far she had come within the organisation, and that she should try and see the bigger picture in respect of what the organisation needed at this particular time. I went on to explain in a determined tone that her time would come for a promotion in the future, and that the best way to approach this would be to knuckle down, to carry on performing to a high standard and to show her manager that she thoroughly deserved the next one. By using several different styles of communication, I was able to convince my work colleague to look at the situation in a totally different light.

How is this Demonstrating Communicating and Influencing?

In the answer to this question, you are acknowledging the need to use a variety of different communication styles to achieve your objectives. You are also demonstrating an ability to influence someone to see the big picture using effective communication skills.

Question 2

Describe a time when you explained a complex concept to someone else?

HOW2BECOME ID: 000581

Sample answer:

A new member of staff joined our team and I volunteered to teach them how to carry out their daily tasks. Within the company, we used a number of complex software packages that were not easy to understand. I started off by assessing my new work colleagues' level of knowledge before creating a check list of what I needed to teach them. As I progressed through each tutorial, I took my time, I reduced the pace of teaching and I asked them numerous questions to make sure they fully understood each part. I then asked them to try the software package themselves whilst I monitored their performance. On a few occasions, I needed to use simple drawings to explain a particular concept to them. By using drawings that they could relate to, I was able to quickly teach them the elements of the software package that were the hardest to understand. Within five days of starting the process, I managed to get my new work colleague fully up to speed in their role.

How Is This Demonstrating Communicating and Influencing?

Within the answer to this difficult Civil Service interview question, you are being patient, considerate and you are adapting your style of communication to meet the current knowledge level of your work colleague (emotionally intelligent).

Question 3

Explain a situation when you had to communicate a difficult message to someone?

HOW2BECOME ID: 000581

Sample answer:

A relatively new work colleague of mine had inadvertently given wrong information about the availability of an order that a customer was waiting for. The customer had already been let down once before, and so my manager asked me to call them back to give them the news that their long-awaited order would still not be available for another three weeks. Before calling the customer, I considered what I wanted to say, how I was going to say it and how I would deliver this difficult message. I made sure there were no distractions in the room, and I then made the call. I started off by being totally open, honest and upfront with the customer. I apologised unreservedly; I expressed my genuine disappointment for the information they had just received, and I gave them my reassurances their order would be available on a definitive date. The customer was, understandably, very annoyed. I listened to them; I let them vent off and I showed understanding and appreciation for their situation. By using an appropriate style of communication, and by being open and honest, I was able to turn the situation around and keep the customer onboard.

How Is This Demonstrating Communicating and Influencing?

In this type of situation, where you are delivering an understandably disappointing message, you are considering what you are going to do and say beforehand (preplanning) and you are using a style of communication that is suited to the situation. You are also being tactful, and you are taking into account how the customer must be feeling once they receive the news (emotionally intelligent).

Question 4

Tell me about a time when you persuaded someone to see your point of view?

HOW2BECOME ID: 000581

Sample answer:

I was working in an office and another member of staff was about to order some office supplies. She was ordering the minimum quantity required, and I asked her if she felt it might be better to order a larger quantity to save money. She disagreed with me, and she said that she'd prefer to order less because this had a better impact on the environment. I explained to her that, by ordering less we would need to order again in the not too distant future, which would actually be more harmful on the environment, simply because the courier would need to come back time and time again to deliver the goods. By ordering a larger quantity, we would not only be saving money in the long term, because there were discounts to be had, but the courier would only need to do one trip. By explaining to her my thought process in a logical and clear manner, she eventually came around to my way of thinking.

How Is This Demonstrating Communicating and Influencing?

Instead of forcing your view onto the other person, you are taking your time to explain the benefit of your approach (influencer) by using facts and evidence, something that is vital when communicating and influencing.

‘Working Together’ Behavioural Interview Questions

Within the Civil Service you will need to work alongside other internal members, other departments and external contractors and stakeholders. Therefore, teamwork is an essential skill needed within all roles. In your answers to the ‘working together’ interview questions, show you have the ability to work with everyone, regardless of their background, views or opinions. In your responses you should include where possible mention of the following strengths; Challenger, Networker, Emotionally Intelligent, Relationship Builder, Inclusive, Team Player, Negotiator and Mediator.

Question 1

Tell me about a time when you worked as part of a team?

HOW2BECOME ID: 000587

Sample answer:

In a previous role, I was asked to be a part of a team whose brief it was to launch a new product for a customer. We got together at the start of the task to nominate a team leader and to discuss the brief and agree a plan of action for moving forward. We all then put forward ideas and suggestions for launching the product based on what we all thought would work best. The team leader then defined the action plan for the product launch, and she allocated tasks to all of us which we needed to complete within a certain timescale. My responsibilities included setting up the online advertising campaigns and talking to local media outlets to try and gain free media coverage. Throughout the project we communicated regularly and clearly, we supported each other with the team tasks, and we focused on achieving our objectives. By working as part of a team, we managed to successfully launch the product for the client who was extremely pleased with the results and the return on investment the launch campaign yielded for them.

How Is This Demonstrating Working Together?

This answer shows you can work effectively as a team player by listening to a brief, by communicating regularly and concisely and by supporting each other (networker, team player) to achieve the objectives. To be effective within a team, you must focus on the end goal, demonstrate adaptability, flexibility and enthusiasm for the task, and be supportive of other team members.

Question 2

Tell me about a time when you had to work with a difficult colleague?

HOW2BECOME ID: 000581

Sample answer:

When I first started work in a previous role, a senior member of the team appeared to take a dislike to me for reasons I did not understand. This did not really faze me initially, because I was simply focused on doing a good job to a high standard. However, as time went on, I felt the relationship had the potential to impact on our ability to work together in a positive manner, and so I decided to tackle the issue. I asked my work colleague in private if there was anything, I was doing that was either irritating them or causing them to be dismissive. They appeared slightly taken aback by my comments, but I went on to give them a few examples of where the working relationship had not been as harmonious as perhaps it could have been. I went on to explain that I genuinely wanted to do a good job and in order to achieve that goal, I needed to work them in a professional manner, and I also needed to learn from their experience and expertise. By confronting this situation head on it had a positive impact on our working relationship moving forward. From that day on they were far more attentive, supportive and we actually ended up becoming good friends outside of work.

How Is This Demonstrating Working Together?

This answer demonstrates you put the needs of the organisation first. It shows that you do not take things personally, and it also shows that you are the person who is willing to challenge uncomfortable situations with a view to achieving a positive outcome (mediator, relationship builder).

Question 3

What skills have you developed that will help you to work effectively with other people?

HOW2BECOME ID: 000581

Sample answer:

I have gained numerous skills that allow me to be a supportive and productive member of a team. First and foremost, I am a good communicator. I know how important it is to not only speak with clarity and purpose, but to also be a good listener, too. For communication to be effective, it must be a two-way process. I am supportive and encouraging of others, and I will always offer my experience and guidance when needed. After all, a good team is only as strong as its weakest member. I am persistent and determined, which means I can motivate others within a team to overcome challenges and problems as and when they occur. I am a fast worker and I will always help people within the team I am a part of to continually improve and develop. Finally, I am someone who is very supportive of change. I believe strongly that, if a team is to perform to a consistently high standard and help the organization to flourish, it must to embrace change in a positive manner.

How Is This Demonstrating Working Together?

This answer provides details of how you approach working as part of a team. It shows that you fully understand which qualities are vital to be a supportive and productive team member. The answer also talks about your understanding of how important change is to the future success of a team and an organization; something that is very important whilst working for the Civil Service.

Question 4

Tell me about a time when you had to deal with conflict in a team?

HOW2BECOME ID: 000581

Sample answer:

In a previous team I was a part of, two work colleagues were constantly bickering and having a go at each other. I believe conflict can be extremely negative to the functioning and performance of a team, so I decided to intervene to try and get the two individuals working in a more harmonious manner. I asked to speak to them both outside in the car park, away from everyone else during a lunch break. I explained to them in a polite manner that the conflict they were both experiencing was affecting the team's performance. I went on to explain that we all had a duty to work together; to put our differences aside and to focus on the team goals. I said to them both, that the rate they were both going with this conflict, their actions would seriously affect the work output of the team, and I wasn't prepared to let this happen. My intervention clearly had a positive impact on both of them, because they agreed to find a way to resolve their differences. By having the confidence to intervene in the conflict, and by explaining the possible outcome of their behaviour, I was able to persuade them both to see the situation in a different light.

How Is This Demonstrating Working Together?

This answer demonstrates you are aware how conflict can impact negatively on a team. It also shows you have the confidence to deal with the situation quickly and it also shows you care about the future performance of your team (relationship builder, mediator).

‘Developing Self and Others’ Behavioural Interview Questions

Continuous learning and development are vital aspects of working in the Civil Service. In your answers to the interview questions, demonstrate that you have what it takes to identify your own development needs and that of others. Focus also on the following strengths; Enabler, Inclusive, Explainer and Learner.

Question 1

Tell me about a time you helped other people?

HOW2BECOME ID: 000581

Sample answer:

A new member of staff joined our team and her English was not particularly good. I could detect that she was struggling to understand some of the basic principles of her role, and so I decided to help. I introduced myself before offering to support her. Every morning when we started work, I sat down with her for 30 minutes to show her what to do and how to approach each task. I encouraged her along the way and praised her when she completed a task to the required standard. Each day that passed I could see an improvement, and after four weeks she was fully up and running in her role and operating to a high standard. I felt the way in which I helped her during the first few weeks of starting work served to not only increase her confidence, but to also show her that we were a caring and supportive team who she could call upon at any time for help, advice and guidance.

How Is This Demonstrating Developing Self and Others?

This response shows you are someone who identifies quickly when a member of your team is struggling. You are quick to act and everything you do is supportive (explainer, enabler). You are clearly someone who wants to help your work colleagues to learn and grow in a supportive environment.

Question 2

Tell me about a time when you had to deal with underperformance?

HOW2BECOME ID: 000581

Sample answer:

I noticed a work colleague of mine was lacking in motivation and they were making numerous foolish mistakes. They were usually very good at their job, so I knew something wasn't quite right. I am the type of person who understands how, if a member of your team is not performing to the necessary high standards as everyone else, it can have a negative impact on the rest of the team. Therefore, I decided to tackle the situation straight away. I spoke to them during a tea break to ask if everything was okay. They said they were fine, and so I went on to give them a few examples of mistakes they had been making. They then started to open up to me how their partner had recently left them, and they were feeling down and disinterested in work. I showed empathy for their situation, and I talked to them about how they were feeling. I then moved on and I encouraged them to try and be more productive at work as this would help them to feel better about themselves and their unfortunate situation. I mentioned that I had been given a project to work on by our manager, and I suggested they should ask him if they could get involved, too. That way, I could keep a close eye on them and motivate them to do a good job. This proved to be a great move because from that day on, their work performance improved significantly, and they made no more mistakes.

How Is This Demonstrating Developing Self and Others?

This answer demonstrates you fully appreciate how, if underperformance is left unchecked, it can manifest, develop and eventually impact on the wider team and the organisation. Therefore, you are taking immediate steps to help the person improve (enabler). You are also using an appropriate style of communication to deal with the situation, which is extremely important when tackling any form of underperformance.

Question 3

Tell me about a time when you identified a need for self-development or improvement?

HOW2BECOME ID: 000581

Sample answer:

Whilst working in a previous role, I felt my sales techniques were not as good as some of the other members of the team. This concerned me because I did not want to fall behind, and even though I had not been with the company for that long, I was keen to be a high performing member of staff. I carried out a quick self-assessment of my skills and where I needed to improve before putting in place a plan of action to get where I wanted to be. First of all, I signed myself up to an online development course via the website Udemy.com. The course focused on improving sales techniques in the workplace. I paid for this course myself and I studied at home in the evenings. I also asked a work colleague of mine who was particularly good at sales to spend some time showing me the different techniques she used to increase sales. Four weeks after first identifying this training need, I had completed the course and my colleague had provided me with lots of useful tips to implement. A little while later, I became one of the best performing members of the team in respect of sales figures.

How Is This Demonstrating Developing Self and Others?

To have the confidence to identify your own training needs takes honesty and courage. In this response, you are showing that you are passionate about your work and that you have the determination to get where you want to be in the fastest time possible (learner). This level of response will be attractive to any interviewer because it shows you are a self-motivated person.

Question 4

Tell me about a time when you helped a work colleague develop a new skill or improve an existing one?

HOW2BECOME ID: 000581

Sample answer:

I was working in a previous role and a colleague of mine expressed an interest in learning how to do a particular element of my job. They worked in another department, but they needed to gain experience in different areas of the company because they were going for a promotion. I agreed to teach them my role by dedicating one hour each day over a ten-day period. Before I started teaching them, I created a tick sheet of all the things I felt they needed to learn to reach a decent level of competence. I then asked them a few questions to assess their current level of knowledge before methodically working through each area with them. At all times I was patient, I asked them clarifying questions to make sure they fully understood everything along the way, and at the end of the ten-day period, I gave them a short exam to undertake which reaffirmed they had taken everything in that I had taught them. It actually felt quite rewarding to help someone develop a new skill and I feel this something I would like to do more often in the future if the opportunity arises.

How Is This Demonstrating Developing Self and Others?

You are selfless in your actions and you are taking the time to use a structure that ensures your work colleague reaches the correct level of competence for their needs. Furthermore, you are taking the time to train them over a ten-day period which means they are more likely to retain the information you have passed on to them.

‘Managing a Quality Service’ Behavioural Interview Questions

Whilst working for the Civil Service you will need to provide a fast, efficient and professional service. You must operate effectively, follow strict service guidelines and make sure you strive to continually improve whilst meeting the diverse needs of your customers. When answering interview questions, please bear in mind the following related strengths: Disciplined, Precise, Efficient, Preventer, Focussed, Organiser and Service Focussed.

Question 1

Can you explain how you would deliver excellent customer service?

HOW2BECOME ID: 000587

Sample answer:

I would make sure my style of communication was tailored to the customer needs and I would be polite, positive and enthusiastic whilst dealing with them. I would be welcoming when they came into contact with the organisation, and I would be professional in all communications. I would ask them question to establish their individual requirements, and I would then respond in a timely manner to ensure I met their specific needs. Whilst dealing with a customer I would always act as a positive role model for the organisation; I would be courteous, and I would make sure I left a lasting, positive impression on them so they felt valued, respected and they wanted to use the service time and time again in the future. Finally, if the opportunity presented itself, I would ask the customer for feedback to try and improve upon the service we had provided them with.

How Is This Demonstrating Managing a Quality Service?

This answer clearly shows you understand what goes to make up a quality service (service focussed). You are following organisational guidelines; (disciplined) you are asking relevant questions and you are being respectful and courteous at all times. You are also showing consideration for the customers' unique and individual needs and you are making sure the contact they have with the organisation is positive. Finally, you are trying to improve the service by asking for feedback.

Question 2

Tell me about a time when you had to manage a quality service?

HOW2BECOME ID: 000581

Sample answer:

In a previous role, it was my responsibility to work with other people in my team to provide excellent customer and client service. Part of our responsibilities included answering customer service telephone calls and we had strict guidelines we all needed to follow. I started out by reading the guidelines carefully to make sure I had the necessary skills needed to do the job to a consistently high standard. Whilst dealing with each customer on the telephone, I would start off with a welcome script and I would then ask them for details relating to their query or their complaint. I would then ask probing questions to get to the bottom of the issue as quickly as possible. At all times whilst on the telephone, I would monitor the time, and I would make sure the needs of the customer were met. If ever I needed to get back to the customer at a later date, I would ensure a reminder was placed on the system so that I never forgot. In my opinion, too many businesses fail to deliver on their promises when getting back to customers and I was keen for this not to happen. At the end of each call with the customer, I would ask them for feedback on the service they had received. This then allowed me to pass on any areas of suggested improvement to my manager, which she then assessed before implementing.

How Is This Demonstrating Managing a Quality Service?

This answer shows you fully understand how to manage and deliver a great service (service focused). You are demonstrating awareness of what customers want and you are trying to continually improve the service by asking for feedback. (focussed) Being able to provide an excellent level of service is paramount to a successful career in the Civil Service.

Question 3

How would you deal with a customer complaint?

HOW2BECOME ID: 000581

Sample answer:

I would deal with a customer complaint by first and foremost being totally professional at all times. I would remember that I am representing my employers' brand and their reputation, so I would always be polite, respectful and courteous. I would start off by asking numerous questions to get to the bottom of their complaint. I would use effective listening skills to make the customer feel valued. I would then apologise for the complaint if necessary, and I would put forward a resolution and ask the customer to confirm they were happy with it. I would then take immediate steps to resolve the issue and follow up with the customer to make sure they were still satisfied. Finally, I would assess how the complaint had come about in the first place with a view to trying to prevent the same situation from happening again in the future.

How Is This Demonstrating Managing A Quality Service?

This response provides clear details of the steps you would need to take to resolve any type of complaint. You are being professional, considerate and courteous, and you are making sure you represent the brand in a positive manner. At all times you are focusing on the customer and you are making an effort to ensure the same situation does not happen again in the future (service focussed, preventer).

Question 4

Tell me about a time when you made recommendations that were designed to improve the quality of a service?

HOW2BECOME ID: 000581

Sample answer:

I was working in a previous role and I noticed the same complaint was being made by several customers. Instead of ignoring the issue, or leaving it for someone else to deal with, I decided to investigate further. With permission of my manager, I called back the customers who were making the complaints to seek clarification and further information. They all informed me that the issue was centred around a product we had been selling via our website. The product had unclear and confusing assembly instructions included within the packaging, and these needed to be changed as soon as possible. After I had taken down details of everything the customers had told me, I presented my findings to my manager. We both then investigated the problem and after a few minor tweaks we managed to create amended and clear instructions to accompany the product. From that day forward, we did not receive any further complaints.

How Is This Demonstrating Managing a Quality Service?

You are taking immediate action to respond to an issue that was having a negative impact on the service the company was providing to its customers. This demonstrates being able to manage a quality service and it shows that you care about your customers and the service they are receiving (service focussed and preventer).

‘Delivering at Pace’ Behavioural Interview Questions

Delivering at pace is about getting things done and completed on time and to a high standard. To work in the Civil Service you will need determination, adaptability, flexibility, enthusiasm and a commitment to very high standards. To demonstrate this behaviour, you should focus on the following strengths; Adaptable, Organiser, Disciplined, Resilient, Catalyst, Responsible and Focussed.

Question 1

Tell me about a time when you worked to a strict deadline and what the outcome was?

HOW2BECOME ID: 000581

Sample answer:

I was working on a project in a previous role that had a strict deadline. Part-way through the project the client contacted us to state that he needed numerous changes making to the specification, but that the timeline for completion needed to remain the same. A few people within the team were complaining that it would be too difficult for us to finish the project on time, but I suggested we should still try to complete the project, because the client could become a long-term client of the company. This would obviously be good from a commercial perspective. Following a few team discussions and some major changes to our working schedule, we managed to get the project completed on time, much to the satisfaction of the client. As predicted, the client went on to use our services many times again in the future and I genuinely believe this was as a result of our determination and our willingness to meet their demands.

How Is This Demonstrating Delivering at Pace?

Despite others within your team complaining, you are encouraging everyone to try and complete the project on time, because this will result in a positive outcome for the organisation. This shows adaptability, being organised and being responsible.

Question 2

Tell me about a time when you had to deliver something at pace?

HOW2BECOME ID: 000581

Sample answer:

Late one Monday afternoon, my manager came into the office to ask for a volunteer to complete an urgent time sensitive task. I put my hand up and made myself available to help. My manager then briefed me what I needed to do. The task involved collating six months' worth of company sales figures and putting them into a presentation which he needed to deliver first thing the following morning. I knew I had to work quickly because not only did I need to complete this task on time, I also needed to finish my own work, too. I calculated how much time I had to finish the presentation, and I then set to work. I made sure I had no distractions and I locked myself away in one of the side office rooms so I could maximise the time that I had available. In the end, I decided to stay late after work to complete my own usual tasks because I literally finished the presentation just before 5pm. I believe I am good at working at pace, and I actually enjoy the challenge that comes with working under pressure.

How Is This Demonstrating Delivering at Pace?

This is a great answer to the delivering at pace interview question because it shows you are willing to be the first person to volunteer, (adaptable, responsible) despite not knowing what the task is. It shows you are determined to get things done on time, and it also shows your commitment to your work because you stay behind late that evening to get your own work completed.

Question 3

Tell me about a time when you had to adapt your approach to a task to get it completed?

HOW2BECOME ID: 000581

Sample answer:

Whilst delivering an important presentation at work, the projector broke down halfway through. This was a really difficult situation to adapt to, because I had only practised my presentation using PowerPoint and the projector. The easy thing to do would have been to reschedule the presentation, but I knew this would have not been helpful to everyone in the room. I decided to carry on with the presentation by using a different approach. I had a printed copy of my presentation with me, and so I asked a member of the office admin team to quickly print me off some copies which I then handed out to the attendees. I then worked through the presentation whilst referring to the notes, but I used a more engaging style of presentation. To keep the audience engaged I asked more questions, I involved them more in discussions and I asked them lots of questions to clarify their understanding of the subject. By being flexible, adaptable and persistent, I was able to still deliver a fantastic, informative presentation that was very well received by all the attendees.

How Is This Demonstrating Delivering at Pace?

Despite the setback, you show a determined and resolute attitude. You remain calm, you refuse to choose the easy option, and you still manage to achieve your initial objective, which is to deliver a great presentation on time, and to a high standard (focussed, responsible).

Question 4

Tell me about a time when you completed a project or task having overcome difficult challenges or obstacles along the way?

HOW2BECOME ID: 000581

Sample answer:

In a previous role, I was working on a project for a challenging client who was not only rude, but they were extremely difficult to communicate with. On top of this, I was being let down by contractors who failed to live up to expectations and standards. However, I remained calm and composed, I remained focused on my end goal, and I used adaptability to reach my goal. To overcome the communication issues with the client, I decided to meet with them in person. I tried to establish a common connection with them which helped to defuse any potential conflict. This helped to significantly improve communications moving forward. In respect of the contractors who were letting me down, I decided to use ones from the online website Upwork.com. By using online contractors and freelancers, I was virtually guaranteed to receive a high-quality service that was on time, simply because they knew I had the chance to leave a review based on their performance that other future potential customers would get to see. By remaining calm, and being adaptable and determined in my goals, I was able to overcome the obstacles and deliver the project on time and to a very high standard.

How Is This Demonstrating Delivering at Pace?

Despite the difficulty with the client, you remained resilient and focussed. You adapted your communication to suit the requirements, and managed to achieve the goal despite the difficulties using organisation skills and being responsible to ensure the project was delivered on time.

Final words

Now you have reached the end of this guide you should now be in a position to sit your civil service interview with confidence. A few important things to remember are. When applying for any job, you should be planning right from the moment you click the 'Apply' button or register your interest. At How2become we have a simple formula 'Planning' + Practice = 'Prepared'. This should include the following points.

- The job description should provide the basis for your preparation. This will state which of the behaviours you will be assessed against during the selection process. Ensure you understand each of the behaviours fully.
- Study the Civil Service Strengths Dictionary to ensure you have a full understanding of strengths.
- Pay particular attention to the strengths which are related to the behaviours relevant to the role you are applying for.
- Start your interview preparation early, do not wait until you are informed that you have been selected for an interview. This could be at short notice, especially in the current times as many interviews are conducted remotely and can be scheduled at short notice, so be prepared!
- To have any chance of success you must be prepared, the job market is incredibly competitive with large numbers applying for single vacancies.
- Research the organisation you are joining.

We wish you all the best for your interview.

The how2become team

The How2Become Team

At How2become.com, we do have a number of comprehensive guides and courses to help you prepare for the selection process. If you are interested in further products and advice, please see links below:



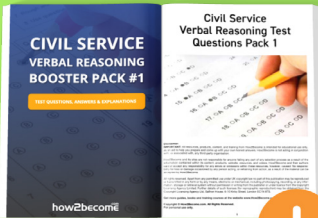
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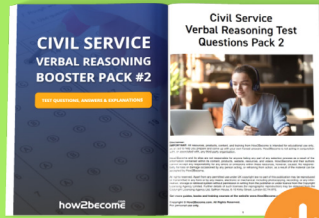
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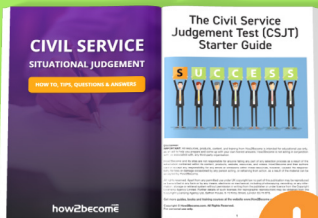
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