

Candidate Briefing Prepared Presentation

As part of the assessment process, you will be asked to complete a prepared presentation designed to assess your communication and presentation skills.

Please make the presentation no longer than 15 minutes long for both sections combine. Candidates invited to interview following shortlisting will be asked to present their responses as part of the assessment process. Presentations can be brought on the day.

Please note that USB sticks are not permitted and must not be used to transfer presentation materials.

Part 1: Career Journey and Motivation

You will be asked to provide an overview of:

- Your career and work experience to date.
- Key skills, knowledge, and experience you have gained throughout your career.
- Your motivation for applying for this role.

This exercise is an opportunity to help the panel understand your background and what has prompted your interest in the position.

Part 2: Candidate Enquiry Scenario

You will be presented with the following scenario:

A candidate contacts the team seeking an update on their application. They explain they emailed the team five days ago and have not received a response. They also mention they were expecting a call back earlier today but have not yet heard from anyone.

You will be asked to explain how you would manage the situation.

The panel will be interested in understanding how you would:

- Respond professionally and empathetically to the candidate.

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- Manage expectations and provide appropriate customer service.
 - Gather relevant information before responding.
 - Take ownership of the enquiry and identify any necessary actions.
 - Maintain a positive candidate experience whilst ensuring accuracy and fairness.
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What We Are Looking For

Throughout both exercises, candidates should demonstrate:

- Effective communication skills.
- Professionalism and customer focus.
- Sound judgement and problem-solving ability.
- Organisation and prioritisation skills.
- An understanding of the importance of providing a positive recruitment and candidate experience.

You will have the opportunity to draw upon your own experience and approach when responding to the questions. Best of luck with your assessment.