



Hints and tips for our assessment events

Congratulations if you've been invited to come along to one of our assessment events – we can't wait to meet you!

What happens at an assessment event?

Don't worry, they're not as scary as they sound! We'll make sure you're nice and comfortable so we can find out all about you and the key skills and experience you'd bring to the role. It's also a great opportunity for you to meet some of our customer service colleagues and find out more about the role you've applied for.

Just so you know, our assessment events are normally made up of a 1:1 competency based interview, where you'll meet one of our team leaders who'll ask you questions linked to the key skills we're looking for in the role. This means it's a good idea to come ready to talk about your recent work experience – remember examples can go a long way so if you can show us a particular skill set e.g. an experience where you've showcased your great customer service skills or teamwork abilities, then we'd love to hear about it.

You'll have the opportunity to meet our other Customer Experience colleagues at the assessment event and we'll be there on hand to help and answer any questions you have on the role, company or recruitment process. We try our best to make sure you enjoy the events as much as you can!

The assessment events tend to be around 2 hours and we try as often as we can to run them on an evening to avoid clashing with anyone's work commitments.

Are there any interview techniques I could use?

A good interview technique for you to read up on before you attend, is the STAR technique –

Situation – Describe the situation or event

Task – What goal were you working towards?

Action – Describe the actions you took, talk about "I did this..."

Result – Describe the outcome of your actions, whether it led to positive results,

explain what was accomplished and what you learnt as a result

Do you have any interview tips?

Remember to sell yourself and the key strengths you'd bring to the role. Be confident and positive in your own abilities and let us know what made you apply for the role, why you want the role and your future career aspirations.

It's always a good idea to do some research on the company before you come along – get to know who we are, what we do and what we value. Our website has lots of information about this.

What else will I be doing at the assessment event?

There tends to be one other exercise, this is usually linked to the role you've applied for to give you an idea of what you'll be doing day to day.

For our Operational Contact Centre Agent role, we use a customer scenario which is a typical operational call you may have to deal with – but don't worry, we'll give you a brief first to help you.

For our Customer Complaints Advisor role, we use a group exercise linked to the role and also a written exercise so you can practice writing back to a customer complaint.

For other roles within our wider Customer Management Centre, we may use business presentations or give you a data task where we'll ask you to spot trends and patterns on a set of data.

What happens after the assessment event?

We always do our best to let you know the outcome as soon as we can, either by phone or email.

If you're successful, that's fantastic news and we'll be in touch about an offer.

If you've just missed out, we're really sorry but we always aim to give you feedback on how you've done and where you can improve for the future.