



Health Care on Hand



Candidate name: Charlotte McQuarrie

Candidate number:8725995

Task Two – Simulated interview.

Devise selection criteria for the post of People Assistant using the job description (Appendix A).
Use the selection shortlisting matrix (Appendix B) to shortlist applications against the selection criteria to determine candidates to be interviewed. (AC 2.2)

We arranged a team meeting for the 11th May 2023 at 7pm (Appendix 1.1) to discuss and put together our selection criteria for the up and coming interview. We decided beforehand that we would devise our own Shortlisting Matrix and then come together and contribute our ideas to create a team's Matrix.

My contribution to the teams meeting started by saying that our company has recently taken on a People's assistant. I thought it would be a good idea for us to all put our ideas together and discuss what we thought was most important for our Shortlisting Matrix.

I suggested sharing our own Shortlisting Matrix (Appendix 1.4) of essential and desirable information, after reviewing the Job Description (Appendix B) I advised I thought it was important to put equivalent to or working towards in some of the sections to help encourage applicants as they may have other skills and attributes which would be suitable for the role but maybe not specific to what we have requested. I advised my thoughts on how essential may put some people off if they have some experience but not exactly what we have suggested. I suggested the importance of going off the Job description (Appendix A) to help devise the Matrix.

As a team we went through our ideas from everyone's own Shortlisting Matrix and we devised the team's essential and desirable (Appendix 1.6). We discussed each area of education, experience, knowledge, skills and personal qualities.

We decided we would hold another team meeting on 18/5/2023 at 7pm. I suggested we individually look at the 3 CVS separately and score them according to the teams shortlisting matrix (Appendix 1.6a) and then we can compare our scores to discuss who we think would be most suitable to interview. We would also put some interview questions together to discuss and then decide on the most appropriate ones to use.

On the 18/05/2023 at 7pm we carried out a teams meeting (Appendix 1.2) we started the meeting by discussing the CVs that we went away and reviewed and scored the Experience, personal Qualities, Knowledge and skill against the Team shortlisting Matrix (Appendix 1.6) we had devised together on the last teams meeting

I advised I thought Joanne Thomas was best suited, I explained I felt she matched the Job description best as she had extensive knowledge of HR. I scored all the CVs against a separate team shortlisting matrix (Appendix 1.6a), I advised I scored Karen Jones the lowest with a score of 8 and Sian Jackson a score of 11, so there wasn't much between them, I explained that I had scored the other candidates slightly less as they did not fully match our matrix and felt they lacked in some of the essential and

desirable criteria that we had devised. I advised about how the Welsh-speaking attribute was difficult to mark as the CV's we reviewed did not state this there.

I advise the CVs were very vague and didn't specify a lot so scoring was very harsh with limited area for movement as we could only comment on partial, fully or exceeds the essential and desirable criteria.

We discussed as a team what everyone else had scored on the individual CVs and who they thought was the best candidate, we concluded that we all scored the same candidate with the highest marks. We talked through the other candidates and how it was difficult as the candidates hadn't seen our Shortlisting Matrix and the individuals didn't provide a huge amount of information.

We all agreed to interview Joanne Thomas.

Following the CV decision, we discussed if everyone had devised a list of our own interview questions (Appendix 1.5) which we all had. We had all put at least one question for each matrix section and discussed how time is limited on the number of questions we can ask.

I suggested that we do one question each and go down the panel so we don't cross over. I suggested if we organise who asks what question and consider they may ask questions back so we need to be prepared. It was suggested we go through our questions and choose the best ones from there. It was suggested we put our questions in our team's Word document (appendix 1.9) and then go through them. We went through as a team the different sections and the questions we had prepared, we looked to see what questions looked similar to be able to discount some and discussed looking at more open-ended questions, so they are not so specific and can be open to more interpretation.

I suggested people might be stronger in skill sets than others and for us, the one we have chosen has got good HR skill set. we discussed the different sections and agreed on the top questions we would use and have a backup if needed. I suggested it gives the candidates the opportunity to expand on their answers, we could have scenario questions on a pressurised situation which would help us gain more information about the candidate.

As a group, we decided to highlight the questions we are asking and colour-code a backup question. I suggested because they are open questions, they may need more time to answer. I suggested we could revisit the questions at a later date as this would help us see how the interview would look like.

We concluded on the interview questions and agreed to speak at our next lecture to go back through our questions to make sure we are happy with them.

01/06/2023 at 7pm - (Appendix 1.3) Due to our lecture being via teams previously, we decided to have a team meeting today to go back through the interview questions we had decided on and discuss how the interview would run.

We started off looking at our team sheet (appendix 1.9) one of the team members had put a rough guide for timings for the interview and we agreed we would assign individuals to the questions. I suggested everyone has one question as a group. I volunteered to lead the opening of the interview with an introduction, I asked if it should be scripted, something to go off, maybe bullet points. I went through a possible opening script, it was suggested it would be nice to give some guidance to the

candidate on how the interview will work and to put them at ease as we would in a real-life scenario and advise them we are taking notes. I also advised we probably need to write notes, so we are able to decide if the candidate is successful at the end.

We discussed the various options for the conclusion following the interview. I suggested if we write notes on our own individual questions and then we can come together with our answers. We agreed as a team we would do this and anyone else in the panel could ask questions if needed. I suggested maybe sticking to our questions and then at the end ask if anyone in the panel has anything else to add.

It was suggested to have a printout of the questions and keywords, Another team member added they are going to print everything off and we can highlight the areas for questions so it is not so overwhelming. I suggested because we are very specific on the questions we are asking, this should work well.

We put the questions into our sheet so it is clear to see and put individual names against the introduction, questions and conclusion. I suggested putting an introduction together with some bullet points to go off, I suggested if the introduction was too rigid it can be hard to go off, so we put some suggestions on the introduction layout. I suggested if I did the introduction and I followed with the first question it would help relax that candidate.

We discussed the timing of the interview and how it would work if we had time left, I suggested we should have someone to have an extra question if needed and that we are organised in case we do have enough time and we don't cross over. We nominated who would be doing the conclusion, so it is fair for everyone to be able to contribute and we have a structure in place. We went on to discuss some bullet points for the conclusion.

Following this, we went on to discuss the CVs and we decided we chose Joanne Thomas due to her qualifications and relevant experience. I advised I felt we chose Joanne Thomas as she shone more with her experience than her qualities. We all agreed that was how we came to our conclusion.

I advised maybe we should touch base again closer to the time just to make sure we are all happy with what we are doing and submit the Candidate we have chosen.

On the 15 June we had a brief meeting to discuss our schedule for the interview, We went through the introduction, in which I prepared a brief opening (Appendix 1.8) and as a group we discussed the questions and the conclusion, and made sure everyone was happy with the run of the interview.

I suggested we sat in order of who is asking the questions so no one gets confused. Everyone in the team was happy with the order and then another member of the team emailed with the candidate we chose to interview. We discussed about time constraints and ensured we have backup questions in case we have time to ask these.

Interview one applicant and decide whether they meet the criteria for the post. The Interview could be a panel or one-to-one interview. The interview could be conducted, face-to face, by telephone or by web conferencing. (AC 2.3).

The interview was carried out on the 22 June (Appendix 1.7) we sat down and I carried out the introduction to the interview as previously agreed. (Appendix 1.8) and each panel member introduced themselves to the candidate, I then carried on with my first question, we then continued to go down the panel and each member asked their relevant questions as we made notes. we challenged some of the answers that Joanne was giving as her answers were very vague and did not reflect the experience and skills which Joanne provided in her CV.

Following the candidate's answers I asked if there were any questions she would like to ask us to which she responded she was told to ask us if there are any other questions we wanted her to expand on to which another team member enquired further on how Joanne has provided support to another team member or in a personal situation and I wanted to gain some further knowledge on the candidate's HR knowledge and experience as I felt she didn't answer my first question in the detail I would have expected from her given her extensive CV.

The interview was then concluded and we advised we would be in touch shortly and if there are any further questions to give us a call.

Following the interview the team discussed how the interview went and our thoughts. We all agreed that the candidate did not answer the questions in the detail we would have expected and to the criteria for the post.

In her CV she states she is currently a Recruitment Assistant, however, we all felt disappointed with her answers and would have expected her to have had a more in-depth knowledge of HR and admin functions. We concluded that based on the answers the candidate provided that we would not offer her the job role of People Assistant.

Appendix 1.9 is the gathered evidence produced by the team.



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Appendix

1.1 Link to group meeting held on the 11/05/2023

https://uowtsd-my.sharepoint.com/personal/2218938_student_uwtsd_ac_uk/_layouts/15/stream.aspx?id=%2Fpersonal%2F2218938%5Fstudent%5Fuwt%5Fsd%5F%2FDocuments%2FRecordings%2FCIPD%20Interview%2D20230511%5F190914%2DMeeting%20Recording%2Emp4

1.2 Link to group meeting held on the 18/05/2023

https://uowtsd-my.sharepoint.com/personal/2218938_student_uwtsd_ac_uk/_layouts/15/stream.aspx?id=%2Fpersonal%2F2218938%5Fstudent%5Fuwt%5Fsd%5F%2FDocuments%2FRecordings%2FCIPD%20Interview%2D20230518%5F190810%2DMeeting%20Recording%2Emp4

1.3 Link to group meeting 01/06/2023

https://uowtsd-my.sharepoint.com/:v:/g/personal/2218938_student_uwtsd_ac_uk/EWhZu3r084VGrT54BPydGPUBgTamw6MXF5wul-FDx-vwIQ

1.4 Own selection Shortlisting Matrix

1.5 Own devised interview questions

1.6 Team Shortlisting Matrix

1.6a Team Shortlisting Matrix own CV scoring

1.7 – Interview link held the 22/06/2023

https://uowtsd.sharepoint.com/teams/Group2-L3_GRP/Shared%20Documents/General/Recordings/Meeting%20in%20_General_-_20230622_095245-Meeting%20Recording.mp4?web=1

1.8 My draft introduction for Interview

1.9 Team evidence with links to meeting / Team questions/ interview preparation

https://uowtsd.sharepoint.com/:w:/r/teams/InterviewTask2_GRP/Shared%20Documents/General/Simulated%20Interview%20-%20TASK%202.docx?d=wb457b10290304f25871c2ab61afa4a41&csf=1&web=1&e=XoZ3m9



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1.4 OWN SELECTION SHORTLISTING MATRIX

Candidate Name: TBC

Job Title:

ATTRIBUTES	ESSENTIAL	DESIRABLE	TOTAL
Qualifications	Educated to GCSE Level to include Maths and English	A Level / CIPD Qualification	
Experience	2 Year or above office/ Admin experience	HR experience	
Knowledge	IT, Word processing, excel. Outlook	HR knowledge HR policies and procedures	
Skills	• Excellent administration skills. • Proficient in all Microsoft Office programmes, use of email, internet and databases. • Tact and professionalism – builds appropriate professional, friendly and accessible relationships with employees and line managers. • Flexible approach to work. • Accuracy – pays attention to detail. • Uses own initiative and can work independently.		

	• Takes responsibility for own work. • Excellent organisational skills. • Understands and implements processes. • Appreciates and understands the need for confidentiality in dealing with HR and training issues. • Appreciates that projects need to be completed with a methodical approach and with the ability to work under pressure.		
Personal qualities	• Confident • Excellent communication skills • Friendly and approachable • Team player • Able to adapt to different situation •		
Additional Requirements			
TOTAL SCORE			
Interview – Y/N			

Scoring:

- 0- Does not meet criteria
- 1- Partly meets
- 2- Fully meets
- 3- Exceeded



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1.5- Own devised Interview questions

1. How do you think you think your friends and family describe you? (PERSONAL QUALITIES)
2. What transferable skills do you think you have that would benefit you in this role? (SKILLS)
3. How do you organize and prioritize your workload?(EXPERIENCE)
4. What human resources duties are you most familiar with? (EXPERIENCE)
5. Please discuss your recruitment experience. What traits and skills stand out the most in a candidate interview?(EXPERIENCE)
6. Within this role you will be responsible for processing and discussing confidential and often sensitive information on a regular basis. Do you understand the importance of confidentiality and what is your understanding of it?(KNOWLEDGE)
7. Please can you give us some examples of how you adhere to confidentiality within your current and previous positions? (KNOWLEDGE)
8. Tell us about a situation you've dealt with where you were under a lot of pressure. How did the pressure arise? And how do you feel you dealt with it?(EXPERIENCE)
9. How do you manage your workload to ensure you meet deadlines? (EXPERIENCE)
10. You receive an application form with lots of gaps in employment, please describe your process for gathering all of the relevant information, and why do you think it is important that we account for gaps in employment? – (KNOWLEDGE)



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1.6 TEAM SELECTION SHORTLISTING MATRIX

Candidate Name: N/A Job Title: People Assistant

ATTRIBUTES	ESSENTIAL	DESIRABLE	TOTAL
Qualifications	Educated to GCSE level (including Maths and English)	CIPD qualification or working toward Other relevant qualification (e.g. Business Admin)	
Experience	Experience in an administrative role (2 years) Experience of working with the public in customer facing role Experience of working both independently and as part of a team	Relevant experience in HR administration Experience of providing meeting support, including taking accurate minutes Producing letters and contracts of employment using standard templates Experience in the administration of recruitment and selection processes, including preparing	

		new starter documentation and records	
Knowledge	Knowledge of HR policies, procedures and services they provide General understanding of the employee lifecycle and what it means to act in an ethical manner Understanding of the importance of confidentiality and discretion	Sound knowledge of HR systems	
Skills	Strong communication/interpersonal skills Attention to detail Problem-solving Highly-organised Strong IT skills (Including Microsoft Office proficiency) Professionalism Time-management Excellent admin skills	IT skills to include experience with HR information systems and databases Welsh speaker	
Personal qualities	Effective team player Confident		

	Friendly & approachable Self-motivated Ability to embrace personal and organisational values Positive attitude Empathetic Adaptable and flexible to needs of service		
Additional Requirements		UK Driving License and willingness to travel between sites	
TOTAL SCORE			
Interview – Y/N			

Scoring:

- 0- Does not meet criteria
- 1- Partly meets
- 2- Fully meets
- 3- Exceeds

This is a template that can be adapted as required. Examples should be removed from submission for assessment.



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1.6a TEAM SELECTION SHORTLISTING MATRIX - MY SCORING OF EACH CV

CV Score: CV1 /cv2 / cv3 Job Title: People Assistant

ATTRIBUTES	ESSENTIAL	DESIRABLE	TOTAL		
			Cv1	cv2	cv3
Qualifications	Educated to GCSE level (including Maths and English)	CIPD qualification or working toward Other relevant qualification (e.g. Business Admin)	1	3	3
Experience	Experience in an administrative role (2 years) Experience of working with the public in customer facing role Experience of working both independently and as part of a team	Relevant experience in HR administration Experience of providing meeting support, including taking accurate minutes Producing letters and contracts of employment using standard templates Experience in the administration of recruitment and selection processes,	1	3	2

		including preparing new starter documentation and records	
Knowledge	Knowledge of HR policies, procedures and services they provide General understanding of the employee lifecycle and what it means to act in an ethical manner Understanding of the importance of confidentiality and discretion	Sound knowledge of HR systems	2 3 1
Skills	Strong communication/interpersonal skills Attention to detail Problem-solving Highly-organised Strong IT skills (Including Microsoft Office proficiency) Professionalism Time-management Excellent admin skills	IT skills to include experience with HR information systems and databases Welsh speaker	2 2 2
Personal qualities	Effective team player Confident		2 1 3

	Friendly & approachable Self-motivated Ability to embrace personal and organisational values Positive attitude Empathetic Adaptable and flexible to needs of service		
Additional Requirements		UK Driving License and willingness to travel between sites	
TOTAL SCORE			8 12 11
Interview – Y/N			

Scoring:

- 0- Does not meet criteria
- 1- Partly meets
- 2- Fully meets
- 3- Exceeds



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Appendix 1.8

Good morning / Afternoon Joanne, Firstly, would you like a drink of water?

Thank you for attending your interview for the People Assistant Role. My name is Charlotte and I work within the HR department, I would like to introduce you to rest of the panel today.. so this is.....

Today we would like to take the opportunity to gain a bit more information about you and your experience if that would be ok? we will all individually ask you some questions but please just relax and if you need us to repeat any questions or you don't understand anything, please just ask us to clarify or report ourselves that would be absolutely fine..

Are you happy to start Joanne ? Panel ?

Ok, so I will start off with the first question...

What HR duties are you most familiar with ?