



# Your interview at Southeastern

## Advice and Guidance





## It's what we do

Here at Southeastern we are all about people – our colleagues and our customers – and they are the focus for doing our best.

Our ways of working - tiny moments happening all day, every day – all add up to delivering for both colleagues and customers.

**And this is your moment.....** To show us how you can shine.

This document is to guide your preparation for your interview with us, and will help you think about;

- **What to expect**
- **What preparation you can do**
- **Any support you might need**

You should find lots of useful information in the next few pages, but of course, if you have any further questions, please contact us on [careers@southeasternrailway.co.uk](mailto:careers@southeasternrailway.co.uk) in good time before your interview.

# What to expect

By this point, you have already made it through part of our rigorous selection process – **well done!** Not everyone gets this far..... And now we want to see more of what you can do.

The selection interview is, generally, the final stage of the process and it is our opportunity to get know you better and **importantly** your chance to get to know us better!

You will already have been advised of when and where your interview is and who will be interviewing you.

Our interviews are set up to enable discussion – to find out about your experience, your strengths, and your potential.

We know that sometimes interviewing can be a stressful or worrying experience – especially when you really want the job! But our interviewers are there to make sure you are as relaxed as possible, so we can see the best of you.

So, whilst it is easier said than done sometimes, try your best to relax and enjoy the conversation.

Your interview will start with a **scene setting** question, to find out more about you. Your interviewer will want to know about your relevant experience, what attracts you to the role and to Southeastern more generally.

Hopefully, this will help you settle into the interview, before getting into more specific examples of your previous experience and skills.

# What to expect cont.

At Southeastern we want to make sure we are getting the most diverse team we can – because we know that diversity of our people brings fresh thinking and fresh perspectives, and ultimately better results for our customers.

In our selection interviews, we use a couple of different types of questions to get the best from you – these are **behavioural questions** and **potential-based questions**

## What are the difference and why are we using them?

**Behavioural questions** are the types of questions that ask you to share an example of a previously displayed skill or behaviour. They typically start with “tell me about a time you....” or “give me an example of how....”

These questions are useful as they show us what you are capable of, based on **past behaviour**. When we probe for more information, we can ascertain more about your depth of knowledge or level of expertise in this area.

**Potential – based questions** are more hypothetical in nature. They might sound something like “tell me what you would do in a situation like.....”.

Asking questions about your **potential** is really important to us. We know that not everyone will have had the opportunity to experience every different work-based scenario or skill – but this doesn’t mean the skill or capability isn’t there. We are interested in the way you think about things as well as what you have actually done in the past.

# Prepare for the interview

To support our ethos of getting the best out of candidates, you will be sent a selection of the questions you will be asked at your interview to help you prepare.

## But wait, isn't that cheating?!

**No!** We are giving you the questions, not the answers! What we are also giving you is time and space to prepare – what you share with us is down to you.

We would hope that candidates spend time preparing for their interview with us – knowing what you will be asked and thinking about how you can best demonstrate that to us just makes sense.

Our interviews are also not a memory test – so if you make notes in preparation for your interview, it is no problem at all to refer to these in the interview.

## Preparing your answers

The way you prepare your answers is, of course, up to you.

A commonly used technique for organising the information you share is known as STAR. More information can be found on STAR below;



[Source: RightAttitudes.com](https://www.rightattitudes.com)

Further information about using STAR is given on the next page.

# Prepare for the interview cont.

## Preparing your answers using STAR

**Situation** - Describe the situation so that your interviewer understands the context. There's no need to be too detailed. Providing a general context with a few most important facts should be enough. This should take around **15%** of the total answer time.

**Task**- Briefly describe your specific task or responsibility in that situation. No need to go into detail here either, just make sure to highlight what your role was. This is usually the shortest part and should account for **10%** of the whole answer.

**Action** - The main part of your STAR answer. You need to be as detailed as possible when describing **what actions you took to achieve something**. The *Action* part should take up around **60%** of your answer (it might seem a lot, but remember, you have to describe what you did — step by step).

Here, interviewers will look for clues about your experience and skills

**Result** - Here, you should mention the **tangible results of your actions**. Ideally, these will be quantifiable data (% , £), but you can also include qualitative things (bonuses, positive feedback, promotions, awards).

You can also touch upon lessons learned from your experiences. This is especially important for questions about less flattering experiences you had, like the ones about your failures or weaknesses.

## And over to you.....

As in all good interviews, there will be ample opportunity for you to ask us questions.

Think in advance about what you really want to know about the job or about working at Southeastern more generally.

As much as we want to know if you will be a good addition to our team, you need to feel confident that Southeastern will be a good fit for you. We have clear (and high!) expectations about our Ways of Working, so being confident that those are right for you is important.

# Further support

Hopefully this guidance document has given you a good insight in what to expect from your selection interview at Southeastern, but it may be that you have further questions, or need additional support.

If you haven't already discussed with the recruitment team any accessibility or additional needs you may have, please contact them now at [careers@southeasternrailway.co.uk](mailto:careers@southeasternrailway.co.uk)

Following your interview, whether you are successful or not, you can expect (if you wish) to receive feedback on your interview performance. This may come directly from the interviewer or may be delivered via the recruitment team.

Good luck in the rest of your selection journey with Southeastern!



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