

# Success profiles – sifting and interviewing

Job interviews can be a stressful experience, for the interviewer as well as the interviewee. Knowing what to look for in a candidate's application, preparing the right questions, actively listening to the answers and creating a professional and welcoming environment will all make for a more effective interviewing process. Understanding how to achieve all this within the parameters of the Civil Service's Success Profiles recruitment framework, designed to deliver a more rounded and inclusive approach to recruitment, will help you make well-informed recruitment decisions.

## Description

The Success Profiles framework has been developed to move recruitment away from a purely competency based system of assessment. Instead, candidates are assessed against five different elements – ability, technical skills, experience, strengths and behaviours. This topic has been designed to introduce you to Success Profiles and to consider how to apply the framework within the context of sifting candidates' applications and conducting the interview process.

You'll learn how to sift and score application forms, CVs and personal statements against a role's criteria and the requirements of Success Profiles. The same points will be taken into consideration when looking at how best to prepare your interview questions. Practical guidance will also be provided on several important components of the interview process, such as your questioning technique, your active listening skills and the importance of body language and non-verbal communication. Finally, you'll explore how interviewees are classified and scored and how you're expected to rationalise your final decisions.

## What does it involve?

This topic features a number of bite-sized online learning activities, including tutorials, videos and reading material. These introduce you to Success Profiles, candidate sifting and scoring, interview preparation and the importance of non-verbal communication.

These activities are followed by a face-to-face, all-day workshop, providing an opportunity to practice what you learned previously. As well as practical exercises and case studies on all elements of the recruitment process, there's also the opportunity to experience the interview process from the different perspectives of an interviewee, a panel member and the panel chair. Afterwards, you'll be expected to create a personal action plan for transferring what you've learned back into the workplace, including the provision for staging further mock interviews.

You can also choose to do this topic in a [digital-only](#) format. This comprises a series of online learning activities alongside practical exercises for you to complete in the workplaces.

## What's the outcome?

Completing this topic means you'll be able to create an interview process which is fair, supportive and non-discriminatory in line with the Success Profiles framework. By knowing what to look for in a candidate and becoming a more effective interviewer yourself, you'll improve your chances of finding the right person for your vacancy.

## Learning activities



Online  
resources



Online  
tutorial



Workshop



Action  
plan

### Delivery method:

F2F

VLE

DGTL

### Estimated learning time:

9 hours

## How to book

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