

Interview Hints and Tips



PRE-INTERVIEW PREPARATION

- ✓ Make sure to sleep and eat well the night before the interview.
- ✓ Try to relax and think about other things the night before the interview.
- ✓ Before you go to the interview check the format of the interview.
- ✓ Ensure you are dressed appropriately for both an in person and video interview.
- ✓ Do your research – find out as much as you can about Permanent TSB, our products, our values, what we are in the news.
- ✓ Give yourself plenty of time to arrive at the interview location. If it is a Video Interview, test your technology in advance.
- ✓ Be yourself. Your goal should be to do your best. The less pressure you put on yourself, the less nervous you will be, and the more able you will be to demonstrate your skills and qualities.

IN PERSON INTERVIEW

- ✓ Remember to turn off your mobile phone.
- ✓ Treat all staff members with the same respect you would give the interviewer.
- ✓ Greet the interviewer with a smile.
- ✓ Make eye contact with the interviewer(s).
- ✓ Listen carefully to questions and get the interviewer to repeat them if necessary.
- ✓ Always relate your experience to the question being asked.
- ✓ Remember that we are a Bank so it is important that you are truthful and honest about your education and experience.

SMILE !!
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ONLINE INTERVIEW

- ✓ Ensure you are in a well lit area.
- ✓ Choose a quiet location to ensure as minimal background noise as possible.
- ✓ Ensure technology is charged.
- ✓ Do a test run of the video platform to ensure audio and visual is working.
- ✓ Avoid slouching, shouting and ensure the camera is positioned at eye level.

What is the purpose of the interview?

The purpose of the interview is to determine your suitability for the role available with the Bank. Throughout the interview, the interviewer(s) will be evaluating your strengths and weaknesses, qualifications, skills and ability to perform in the position we have available.

What is the format of the interview?

We use structured competency based interviews (also known as behavioural interviews).

What will I be asked?

You will be asked to describe situations that you have encountered either in work, college or school depending on your level of experience. The interviewers will be interested to hear how you handled the situation.

How should I structure my answers when asked competency questions?

There are a number of structures you can use when answering competency based questions. We suggest that you use the structure below:

Situation	Task or Objective	Action	Result
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Why do I need to structure my answers?

It will help to ensure that you provide all relevant information to the interviewers and also allow you to provide clear, succinct examples.

END OF INTERVIEW & NEXT STEPS

- ✓ Take time to ask questions if you are given the opportunity.
- ✓ Thank the interviewers for their time.
- ✓ Reflect on how you handled the interview and note anything you can improve on for your next interview.
- ✓ A member of the Talent Acquisition Team will be in touch to advise you of the outcome of your interview.
- ✓ Ask for interview feedback from the Recruiter