

How to prepare for your interview

We are delighted that you're coming to interview for a role at Certitude. Your application has impressed us, and we look forward to meeting you.

At Certitude we support people to develop new skills, meet new people and live the life they want – so they can bring their own unique brilliance to the world. We all experience the world in different ways. We all have our own hopes and dreams, goals, and ambitions. We believe there is strength in this diversity – and nowhere is that more evident than in London.

We feel the same way about our colleagues who make a difference to the people we support, so we are looking for great people who are passionate about the work we do to join our teams across London.

We hope your interview goes well. Below are a few tips to set you up for success! Please let us know if you need any adjustments to enable you to fully participate in the selection process, and if you have any questions, just let the Recruitment team know at recruitment@certitude.london.

	Microsoft Teams Online Interview	Face-to-Face Interview
Preparation	Visit our website and get a good understanding of what we do.	
	Have a read through the Job Description and our Values and Behaviours Framework to see what we believe is important.	
	Think about how our values align with yours and bring examples to the interview. Whether you have worked in social care before or not, we will be looking for you to give some examples from your life that show how you display our values and work well with people. It also helps us to get to know you!	
	It's not just about skills; we believe that people get great support when the teams that support them have the right mix of values, personality, skills, and interests. Our interviews are designed to help you demonstrate what you are good at and to show us what kind of person you are.	
	Ensure that you have accepted the calendar invite for the scheduled interview.	Ensure you have the details of where the interview will be taking place.
Prepare your surroundings. Make sure your area is tidy and distraction-free.	If a presentation is required, ensure this is completed prior to the interview and sent over to the recruitment team or panel.	
Ensure you have access to a laptop, tablet, or phone to do your interview. Test your equipment to ensure the camera and microphone are working.		

	Microsoft Teams Online Interview	Face-to-Face Interview
Pre-Interview	Dress in what you are comfortable in – we don't work in suits, but smart/casual is fine.	
	Have a glass of water nearby.	Bring water with you or ask for some at the start of the interview.
	Join the interview five minutes before the official start time. This will give you time to adjust the lighting for the camera and ensure your microphone and sound is working.	Arrive at the venue ten minutes prior to the interview to give yourself time to prepare.
	If you have any issues , or unable to attend the interview, please get in touch with the recruitment team at recruitment@certitude.london . Good luck and we look forward to meeting you!	

	Microsoft Team Online Interview	Face to Face Interview
During the interview	Tone of voice – bring your passion and enthusiasm for the role alive	
	Pay attention to your body language and maintain eye contact	
	Concentrate on the question asked, answer concisely, and keep it relevant	
During the interview	If you need a question to be repeated, just ask , we want you to be relaxed and able to show us who you really are	
	The panel will be taking notes , try not to be put off by this	
	Speak clearly and confidently	
	This is your chance to find out more about us and what it will be like working with us, you'll have the opportunity to ask questions, so in advance do think about what you'd like to know and ask to make the most of this opportunity	
Close of Interview	If for any reason the connection disconnects , don't panic, just re-join as soon as you can	
	Thank the panel for their time and let them know you look forward to hearing from them. The panel should tell you about next steps , if there is a further stage of the process and timescale for letting you know the outcome.	
	Wait until the panel ends the call	

We really hope the interview goes well and you become a valued colleague at Certitude.
Good luck!