

Preparing for an interview

01

An interview gives you an opportunity to explain what you can bring to a role while learning whether the organisation and the role are right for you. Preparing your examples and practical arrangements in advance can help you communicate your experience clearly and give the conversation your full attention.

Your preparation sequence

01 → 02 → 03 → 04

Prepare

Organisation and role

Rehearse

Relevant examples

Respond

Clear and honest answers

Close

Interest and next steps

Prepare with the role in mind

Research the organisation

Explore the organisation's website, services, values and recent news so that you understand what it does, who it supports and why the opportunity interests you.

Understand the role

Read the position description carefully to identify the key responsibilities and requirements, then consider how your experience and strengths relate to the work involved.

Prepare relevant examples

Choose several examples that demonstrate your skills, achievements and approach to challenges, making sure you can explain the situation, your contribution and the outcome.

Practise common questions

Prepare for questions about your background, interest in the role and key strengths, practising your responses aloud so that your wording feels natural in conversation.

Give your answers a clear structure

02

A well-chosen example helps the interviewer follow your experience when you explain the situation, describe your own contribution and connect it to a clear outcome.

A useful structure for your examples

01

Context

The situation and challenge

Briefly explain the situation and the task you were responsible for, giving the interviewer enough background to understand why your example matters.

02

Contribution

Your actions and judgement

Describe the actions you personally took and explain the reasoning behind your approach, making your responsibilities within any wider team effort clear.

03

Outcome

The result and learning

Explain the outcome you helped achieve and any relevant learning, using accurate details that you can discuss confidently if the interviewer asks further questions.

Answer the question clearly

Listen carefully to the question, begin with your main point and use a relevant example where it helps explain your experience or approach. Keep background information brief, avoid repeating points you have already made and leave room for the interviewer to ask for any further detail.

Describe your experience honestly

Be clear about your own contribution to the work you describe, including the responsibilities you held and the results you helped achieve. If you have not performed a particular task, explain how your transferable skills and willingness to learn would help you approach the work.

Take time to clarify

If you are unsure what a question means, ask the interviewer to clarify it and give yourself a moment to organise your thoughts before responding.

Be ready on the day

03

Settle the practical arrangements before the interview so that you have time to prepare your documents, check your surroundings and arrive ready for the conversation.

Confirm time location and format



IN PERSON

Plan your journey

For an in-person interview, plan your journey and allow enough time for unexpected delays so that you can arrive around 10 minutes early.

ONLINE

Test your setup

For an online interview, test your camera, microphone and internet connection beforehand, and choose a quiet space where you can speak without interruptions.

Present yourself professionally

Choose clothing appropriate to the role and organisation, and have a copy of your CV, the position description and any requested documents readily available.

Close the conversation

Thank the interviewer for their time, reinforce your interest in the opportunity and ask about the next steps and expected timing of the recruitment process.

Prepare informed strategic questions

Review the organisation's strategic plan where available, then prepare questions about its future direction, current priorities and challenges, how the role will contribute to those priorities and how success will be assessed.