

INVESTMENT 20/20

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**PREPARING FOR REAL
TIME VIDEO
INTERVIEWS**

Real time video interviews are traditionally used as part of a recruitment process to help the employer decide whether a candidate will be progressed through to an assessment centre or face to face interview.

During COVID-19 however, real time video interviews are being used instead of a face to face interview, or sometimes as a step before/after telephone interviews or as part of virtual assessment centres.

Real time video interviews

The basics

- Real time video interviews are much like a face to face interview - just not in person!
- Employers will often use Skype for Business, Zoom, Facetime, GoTo Meeting or other video call platforms.
- Real time video calls traditionally last up to 45 minutes.
- Expect a series of questions that are competency based. See slides 6 - 7 for more information on competency based interviews.
- Most real time video interviews have one or two interviewers, generally the HR Recruiter and / or the Hiring Manager. The Hiring Manager is often the person who will be the line manager of the person being recruited.
- A real time video interview gives the employer an insight to your suitability to the role, AND an opportunity to observe your communication skills and ability to have a conversation – a key skill in any role!

Competency based interviews

- Most real time video interviews are generally competency based.
- Competencies are skills, such as communication, problem solving, team work, organisation etc.
- The questions will be targeted on the skills needed to do the job.
- Each candidate will be asked the same set of questions, although the HR Recruiter / Hiring Manager may ask additional follow up questions based on your answers if they need clarity or want to find out more. This is helpful for candidates as it provides a chance to offer additional useful evidence related to the skill area.

Example competency based questions

- Tell me about a big decision you've made recently. How did you go about it?
- What has been your biggest achievement to date?
- Tell me about a time when your communication skills improved a situation.
- Tell me about a time when you showed integrity.
- Describe a situation where you were asked to do something that you'd never attempted previously.

Source:

<https://www.prospects.ac.uk/careers-advice/interview-tips/competency-based-interviews>

Before a real time interview

Research preparation: Job Description

- Make sure you know the Job Description (JD) really well!
- Thoroughly read the JD and highlight key parts – such as the skills that the employer is looking for from candidates.
- Prepare examples of your experiences that evidence you have the skills that the employer is asking for. Make sure for each skill you have two examples. The employer may ask for another example if they feel your first example hasn't been comprehensive enough to fully demonstrate the skill.
- Make sure you focus not just on the 'how' part in your example, but also on the outcome/impact – how did the use of that skill enable a great outcome/result.

Research preparation: Employer website

- Thoroughly research the employer. The more you know about and understand the employer, the better targeted your responses to interview questions will be.
- **Review their website and look at their:**
 - Values and statements about culture. Even if it isn't labelled 'values and culture' you'll be able to gain a sense of these through a proper look through the website
 - 'News and press' page - you'll find information on new developments.
 - 'Careers/working here' page – it will give you insight what it could be like to work there
- Follow the employer on LinkedIn and other social media. You will be able to access latest news, updates and insights that could be useful in an interview.

Practical preparation

- **Check the time!** Be ready to answer video call.
- **Make sure you are somewhere quiet**, with good network reception. Check this first. Tell the people you live with not to make noise outside the room. You do not want to be distracted.
- **Set yourself up in advance.** Make sure you are at a desk, and ideally keep your phone/laptop/tablet charging. You need to ensure the battery doesn't run out during the interview.
- **Dress smartly.** You need to wear what you would to a face to face interview.
- **Sit up straight in a proper chair.** It really does makes a big difference to your voice projection.

- **Read the paper/listen to the news in the few days before the interview.** You may be asked about a current news story. You should prepare your thoughts on the news story – why is it of interest to you, what key points were surprising to you, what did you learn from reading it etc.
- **Make sure there is good lighting in the room.** You need to have the lighting in front of you, not behind you. Do not sit in front of a window with bright sunshine – it will make it hard for the interviewers to see you. Do make sure you have tested this in advance – definitely call a friend using the technology you will be using for the interview (if possible) and ask them to feedback on your background. Can they see you properly?
- **Check technical connections.** Practise calls with friends first, making sure you know how to do basic things first such as adjusting volume.
- **Consider what is in the background...**tidy up, remove anything too personal that you wouldn't want the interviewers to see, etc.

Make sure you have in front of you

- A note book and pen
- A glass of water
- Key facts about the company (you may be asked what you have found out about the organisation)
- The job description (JD)
- Examples of your experiences that correlate to the skills on the JD
- Your CV (you could be asked questions on your CV)
- A list of questions to ask the interviewer at the end of the interview (see slide 16 for tips)

During a real time interview

- **Answer the video call professionally – first impressions count.** Say “**Good morning/afternoon, nice to meet you, I’m <Insert your name>.** Make sure you are smiling too when you speak!
- **Speak slowly.** People have a tendency to talk quickly when nervous. This can result in your words getting muddled. The interviewers will be taking notes – make their job easier by speaking at a steady pace. The more they can hear of your response, and the more great notes they get to make, the better it is for you.
- **Give the interviewer sufficient time to complete the question before you respond.** Do not speak over the interviewer. Give a couple of seconds at the end of the question to make sure they have finished before you respond. This also allows time for technology or connection to lag.
- **If you need to, ask them to repeat or clarify the question.** You will never be marked down for gaining clarification.

It's important to ask questions. These should be insightful and interesting questions – along with any process questions about the recruitment process - see slide 19. Some example questions include:

- How does the culture and values of (firm name) reflect in how clients are managed?
- What are the biggest opportunities ahead for the (department name)?
- What are the drivers for change for (firm name)?
- How has COVID-19 changed investment strategies of (firm name)?

At the end of a real time interview

- Confirm the next step.
- Find out who to contact if you require further information after the interview.
- During COVID-19, find out what plans there are for successful candidates to visit the premises before a start date.
- Ask if you could speak to a Investment20/20 Trainee or Apprentice before the next step in the process. It will help you get an insight into a 'day in the life', and shows you are keen.
- Thank the interviewers for their time, and finish off with saying 'I look forward to hearing from you'.
- Make sure you have disconnected the video call properly.

AND FINALLY.....PRACTISE!

Ask a friend to conduct a video interview for you. Make it as realistic as possible.

Ask another person to listen in and feedback on areas where you did well, and the ways in which you can improve.

There are three rules to getting great at interviews:

- Prepare well
- Practise lots
- Take on feedback to help you improve

Good luck!

For further support please contact the
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