

Behaviour Based Interview Questions

These questions are an example of what may be asked during your interview and not an exhaustive list.



Preparing for behaviour based competency interviews

Our interview questions have been designed in line with our Behaviours – these are applicable to everyone, regardless of role. Examples of typical interview questions & the following tips, have been provided to help you prepare for your interviews:

- ✓ You won't need to prepare answers to all questions but consider and plan how your experience aligns to each of our behaviours.
- ✓ When thinking of examples, try to provide a variety of scenarios from your career or education history and consider how they are relevant to the role. A copy of the job description will be provided to you ahead of your interview.
- ✓ We suggest to prepare examples for each of our behaviours in the STAR interviewing format.
- ✓ In addition to this, you will be asked questions on your understanding of Post Office, the role and your motivations for applying.
- ✓ Dependant on the role you have applied for, you may be asked further questions related to the key skills and experience required for the job.
- ✓ There will also be an opportunity for you to ask questions to the team, at the end of the interview. Prepare your questions in advance about what you would like to find out more about i.e. regarding the role, team, company or culture of Post Office.

Situation - What is the situation or scenario you are describing?

Task - What was your specific task or key role in this situation?

Action - What specific actions did you take to complete the task or to demonstrate your skill?

Result - What was the result of your actions? What did you achieve? Where possible try to use metrics.

Non-Managerial Interview Questions

These questions are typical for positions such as Advisor, Administrator, Co-ordinator, Analyst or entry level roles.



Be Curious



Move it Forward



Own the Outcome



Back Each Other

Provide an example of when you encountered a problem that you did not know how to solve, and what steps you took to try and resolve this.

Provide an example of when you have overcome a problem that was preventing you from completing a task.

Tell us about a time when you had to work to a tight deadline. How did you handle it?

Describe a time when you have worked collaboratively within a team/with another function to complete a task.

Tell me about a time you taught yourself a new skill to support your development.

Tell me about a time when you have received feedback and used this to improve ways of working.

Describe a time when you have sought out a solution to overcome a problem.

Share an example of when you set aside your own priorities to help a colleague.

Describe a time when you have identified an opportunity to improve a process or way of working.

Share an example of how you have supported a team member to achieve their goal or deliverable.

Provide an example of the biggest change you have been a part of at work. How did you manage this?

If you and a colleague disagree on how to proceed on a group project, how do you come to a decision?

Describe a time when you went above and beyond your duties to learn something new.

Describe a time when you identified an area for improvement and successfully implemented a solution.

Tell us about a time when you went above and beyond for a customer.

Describe a time when you have been supported by a colleague and the effect that this had on you.

Middle Manager Interview Questions

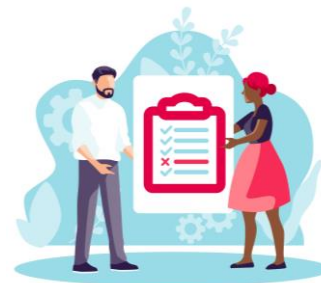
These questions are typical for positions such as Team Leader, Specialist, Partner or Associate level roles.



Be Curious



Move it Forward



Own the Outcome



Back Each Other

Provide an example of when you encountered a problem that you did not know how to solve, and what steps you took to try and resolve this.

How do you stay updated with industry trends and developments to effectively fulfill your duties?

Tell me about a time when your curiosity led you to discover something new.

Describe a time when you have identified an opportunity to improve a process or way of working.

Describe an occasion where you have decisively changed direction when something wasn't working.

Share an example of how you have supported a team member to achieve their goal or deliverable.

Describe a time when you have overcome a problem that impacted on your delivery.

How do you ensure that problems are resolved permanently and do not recur?

Describe a time when you have had to rapidly change or adapt your approach in response to unforeseen external changes.

Tell us about a time when you had to work to a tight deadline. How did you handle it?

Describe a time when you successfully resolved a complex problem that involved multiple stakeholders.

What steps do you take to ensure a continuous improvement mindset in your work?

Describe a time when you have worked collaboratively within a team/with another function to complete a task

Can you share an example of when you set aside your own priorities to help a colleague.

If you and a colleague disagree on how to proceed on a group project, how do you come to a decision?

Tell me about a time when you have had to deliver difficult feedback.

Senior Manager Interview Questions

These questions are typical for Manager or 'Head of' level roles, with people management responsibilities.



Be Curious



Move it Forward



Own the Outcome



Back Each Other

Provide an example of when you encountered a problem that you did not know how to solve, and what steps you took to resolve this.

Share an example of how you have invested in coaching a colleague through an issue to get to a solution, instead of doing it yourself.

Describe a time when something went wrong, how you took responsibility for it, and how you resolved it.

Share an example of when you set aside your own priorities to help a colleague.

Describe a time when you have identified an opportunity to improve a process or way of working. What was the outcome?

Describe an occasion when you have decisively changed direction when something wasn't working.

Provide an example of when you have managed a team through a period of change.

What do you do to manage mistakes made by your team, to maintain trust and support?

How do you contribute to innovation and creativity within your team?

How do you ensure that problems are resolved permanently and do not recur?

How do you reflect on your performance and identify areas for improvement?

Describe a time when you have had to put trust in others to deliver a shared outcome.

How do you stay updated with industry trends and developments to effectively fulfill your duties?

Tell me about a time when you have received feedback and used this to improve way of working.

Describe a time when you successfully resolved a complex problem that involved multiple stakeholders.

Tell me about a time you have challenged behaviour that wasn't inclusive

Director Interview Questions

These questions are typical for Director level roles, that demonstrate extensive leadership responsibility.



Be Curious



Move it Forward



Own the Outcome



Back Each Other

Describe how you would seek and act on feedback from stakeholders. Provide a recent example of where you have done this and how you measured the impact.

Describe a time when you have actively sought to reduce costs, prioritise investments and resources against a clearly defined business case.

Provide an example of when you have led a function/ large team, through a period of significant change.

Explain how you create a safe environment where colleagues can feel free to share opinions openly and honestly.

Share an example of a time you have challenged something that you felt strongly about, to protect the integrity of the business or your team.

Share an example of how you have invested in coaching a colleague through an issue, to get to a solution, instead of doing it yourself.

Share a time when you proactively contributed to the development and delivery of a functional strategy?

Describe a time you have lead teams, to work in collaboration towards a common goal or objective. How did you foster engagement and break down silos?

Describe a time where you have used your previous experience and knowledge, to drive a new practice or way of working across your teams.

Tell me about a time when you have shared feedback with a team member who was under performing and what methods you used to improved performance.

Provide an example of when you have taken appropriate action to mitigate risk and drive compliance across internal regulatory, or legal requirements.

Describe how you effectively lead and manage your team, and have been accountable for their performance, development, and well-being.