

Gwasanaeth Tân ac Achub  
De Cymru



South Wales  
Fire and Rescue Service

# BE MORE



AR-ALWAD | FIREFIGHTER  
ON-CALL | INTERVIEW BOOKLET

This document is also available in Welsh

**This short booklet has been designed to assist you in your preparation for the interview process for the position of On-Call Firefighter within South Wales Fire and Rescue Service (SWFRS). We are committed to recruiting the best people to work with us and support our communities. In order to recruit the best, we know that we need to give you every opportunity to showcase your skills to us.**

**Please invest some time reading this as it has been written to help you give your best at the interview. It explains the structure of the interview and will provide you with some helpful tips on how to prepare. It also includes some practice questions.**

## GUIDANCE

The aim of the interview process is to look at your skills, knowledge and experience in relation to the requirements of the role.

Part of your preparations should also involve planning to get to the interview on time. Here are some considerations which may be useful:-

Check your invitation to ensure that you have the right date, time, location and route.

It's always useful to take the invitation letter with you to the interview. This letter will contain the name and telephone number of the person you are meeting. If you get stuck in traffic, you are then in a position to pull over and make a call to let the panel know.

Your invitation will also say if the panel want you to bring anything with you. We usually ask that candidates bring proof of identity.

## PREPARING FOR THE INTERVIEW

Do some research surrounding the role of the On-Call Firefighter and the Organisation.

Spend some time thinking about examples you would use and the way that you would answer prospective questions. It is important that all candidates invest time preparing for their interview. Things that you might like to do as part of your preparation include:-

Reading over your CV – this helps you to remember all of the positive things that you have achieved. If you have just left school and haven't had any work experience, focus your energies on your achievements in school and any clubs that you may be a member of.

Practice talking about your experiences. It can be very helpful to practice talking out loud about what you have done. When you are asked to give examples of your experiences in the interview, this practice will help you to talk confidently.



## ON THE DAY

Leave plenty of time to get there, always plan to be 10 minutes early.

If you think that you're going to be late, telephone and let the panel know as soon as possible, as you may not be allowed to enter if late.

## WHAT TO WEAR

You will not be assessed on your standard of dress, however it is important that you are clean and smart and consider what is suitable for an interview, if you look good you tend to feel good. Remember that you are entering a disciplined environment and should you be successful in the process you will be required to adhere to strict standards of appearance and dress.

# THE INTERVIEW STRUCTURE

There will be two or three people on the interviewing panel. Their role is to help you to relax and encourage you to give your best – you will not be asked anything to trip you up.

The panel members will start by introducing themselves and explaining the process.

Your interview will take no longer than 35 minutes and you will be asked 5 questions. Questions will be asked in turn, taking full notes of the interview to capture what you say. This ensures the panel get a complete record of your responses which they will then use to score against the set criteria.

Everyone is asked the same set of questions to ensure fairness to all candidates. It is important that we stick to these questions and we will try and help you answer them as fully as you can.

Do not be tempted to make up information to make yourself look good at the interview! The panel will ask you a lot of questions to help you explore your experiences and build a picture of how you have reacted in a situation - someone who has constructed information is likely to become unstuck.

The style of the questions will vary. Your ability to demonstrate a positive approach is far more important than where you have gained your experience. With this in mind, if you have not had any formal work experience this will not count against you - focus on giving examples of experiences that you are proud of from your school, college, university, home or social life.

To help you to convey a detailed account of your experience, choose a recent example. If it is recent, you are more likely to be able to remember the details and be able to talk confidently.

At the end of the interview you will get the opportunity to ask any questions that you might have in relation to the process, the job or the Organisation.

All information shared during the interview is treated as confidential and used solely for the selection process.

# PRACTICE INTERVIEW QUESTIONS

Below you will find some practice questions that you may wish to use in your preparation for the interview. While the specific questions below are not likely to be asked in your interview, they will help you to explore some of the experiences that you have had and get used to the style of questioning that is likely to be used. You might like to ask a friend or family member to listen to your examples and give you feedback.

## Your commitment to working to high standards

- Give me an example of when you have completed a task or project to a high standard.
- Tell me about a time when you have been unhappy with the standard of work being produced.

## Identify your approach to learning new things

- Tell me about the last time you learned something.
- Give me an example of when your colleagues or team mates have learnt from you.

## Identify how you work with people who are different to you

- Tell me about a time when you have acted with consideration of someone's needs that were different to your own, e.g. working with a different age group, ethnicity, religion etc.

- Give an example of when you have had to change your communication style to deliver information to someone.

## Identify how you work with other people

- Give me an example of a time when you have built new relationships with team members.
- Tell me about a specific time when you have worked as part of a team to achieve a goal.

**These questions could then be followed by a number of probing questions which encourage you to give a full and honest account, such as:**

'What was the situation?'

'What role did you play?'

'What did the team have to achieve?'

'How did you approach the task?'

'What considerations did you make?'

'What support did you have?'

'What was the outcome?'

'What did you learn?'

'How have you used this since?'



# EVALUATION

We will consider the interview information by using the following method:

- Evaluate the level of research, skills, competencies and knowledge i.e limited, some or clear evidence
- Understanding of the types of work conducted with our diverse communities within the SWFRS area and the importance of treating all people fairly and ethically
- Understanding the expected behaviours and why these are important
- Evidence of taking a proactive approach to building an effective working relationship
- Understanding the requirements for standards

From the scores awarded during your interview, we will determine whether or not you can be considered for an offer of employment with SWFRS.



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South Wales Fire and Rescue Service

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