

J

ob Interviews

Job interviews are a critical step in the employment process in which a potential employee is evaluated by an employer for prospective employment in their company, organisation, or firm. During this process, the employer hopes to determine whether or not the applicant is suitable for the job.

As well as applying for jobs as candidates, facility managers will need to carry out or be involved in many job interviews during their career because of the labour intensive nature of the FM remit. After all the effort expended on advertising and sifting through CVs, it is important that both the employer and candidates invest the right level of effort and diligence in achieving a successful interview.

Issues like qualifications, experience and professional standing will have been addressed at the CV stage. It is normal to review these at interview to cover any questions that may arise around interpretation or clarity. However these will be validated by references and other due diligence vetting or in 1st round interviews in a staged procedure.

The most important aspect of recruitment to be covered at interview is that of attitude, behaviour and personality. Psychometric testing may be used to assist in the analysis but anyone recruiting in facilities management recognises the importance of face to face impact and behavioural questioning.

Preparation for interviews is vital. With so much information easily accessible on the internet there is no excuse for either candidate or interviewer not spending time carrying out research on the people, companies and industries involved. This will provide useful subject matter for questions and answers during the interview itself. In FM a great deal can be learned from LinkedIn, Facebook and the archives of the FM trade press.

There are a number of legal areas to be aware of in the interview process. Interviewers need to be very careful about asking certain questions because they might contravene anti-discrimination laws. It is perfectly understandable that companies want to use a job interview to find out as much as they can about the applicant but questions about ethnicity, marital status, children, age, health, criminal records or lifestyle can all lead to problem areas and are best avoided during interview.

The Equality and Human Rights Commission provides guidance for employees and employers on all aspects of discrimination in the recruitment process.

Visit www.equalityhumanrights.com