Competency based interview question examples

The example interview questions below are based on the Civil Service Competency Framework competencies.

Managing a Quality Service

• How do you and your team understand what the standards required by your customers are?
• Give me an example of how you have demonstrated an understanding of customer needs?
• What steps have you taken to understand how you and your team perform against performance/customer standards?
• How do you respond to customer feedback?
• Can you describe a time when you have been proactive in finding a solution to a problem encountered by your customers?

Leading and Communicating

• When communicating to staff how have you ensured your communication is clear, well structured and tailored to your audience?
• Can you give an example of how you have engaged your team in discussions about changes taking place in your unit, business area or Department?
• Tell me about a time when you have had to influence a senior manager, stakeholder or partner and how you went about this?
• Tell me about a time when you have had to use written communication to successfully influence someone? How did you go about structuring your written communication?

Collaborating and Partnering

• How have you created a good team spirit within your teams?
• Tell me about a time when you have been faced with resistance or negativity and how you have responded to this?
• Give me an example of how you have motivated others to do their job better?
• Tell me about a time when you have collaborated with individuals or teams outside of your business area in order to deliver a positive outcome?

Seeing the Big Picture

• How have you ensured a team understands how its work connects into the work of the Department?
• Tell me how your current role fits into the overall objectives of the Department?
• Tell me about a time when you have developed and updated good practice in your area of work?
• Give me an example of when you had to make a change in your work area. How did you ensure it fitted with the strategic direction of the Department or your business area?
Building Capability for All

- Can you describe a time when you have had to address underperformance and how you went about this?
- Can you give me an example of how you have nurtured a talented member of your team?
- How do you increase your own knowledge and expertise and that of your team?
- What are your own development areas and what are you doing to address these?

For more hints and tips on competency based interviewing, refer to your Departmental/Agency guidance.