

GSL UK Ltd
ACO/DCO Brook House Structured Competency Based Interview

Candidate: Derek Murphy

Date: 08/01/16

Interviewer: Scott Payne

Background Information

Everything typed in italics are instructions to the Interviewer or for the Interviewer's information only. The suggested probing questions are designed to elicit the evidence to grade the competency.

- *Explain to the Candidate that they are going to take part in a 'Structured Competency Based Interview'. This means that every applicant is given an equal opportunity to demonstrate their ability and allows candidates to be fairly compared.*
- *Explain that they will be given the opportunity to ask questions at the end.*
- *Observe and record below what you see and hear during the interview.*
- *Once you have dealt with any questions from the candidate, thank them for their time and immediately evaluate and rate each competence by circling **Unacceptable**, **Unsure** or **Acceptable**. Then give an overall interview rating.*

Tell me about your current job. (Or if unemployed something taken from their application form, e.g. hobby/interest, area they lived previously, etc). During this stage DO NOT MAKE NOTES, but consider how they interact, do they appear at ease, or very nervous? Do they come over as confident? Is their communication style appropriate? Assess both their verbal and non-verbal communication.

Why have you chosen to apply for this particular job?
(Have they thought about the job? Do they have realistic expectations?)

Already a DCO at Colnbrook. Enjoy the job, however would like less of a commute as live near Gatwick. G4S has a good reputation and would be a good company to work for.

Planning

How have you prepared for today? (E.g. Travel arrangements, timing, research on Company and job, completion of the forms, reading the material in the pack, confirming attendance, gathering documentation to bring along.)

Read about the job, Researched G4S on the internet. Already has clear expectations.

Positive Indicators: *Organises own work.*

GRADE

Unacceptable

Unsure

Acceptable

Contribute to the Quality of Team Working

Tell me about a time when you have worked in a team.

Work as a team daily on the units, a member of the first response team. Usually shield man in planned C+R. Works in a team of 4.

What do you like about working in a team?

The understanding you have together. Working to achieve a common goal. Seeking other peoples experiences and drawing from them.

What do you least like?

Theres nothing I don't like about working in a team.

DCO Candidates only Tell me about a time when you have found it difficult to work with someone.

How did you deal with the situation? What were the outcomes?

Went in to do a planned removal, team of 4. One of the guys stood back, didn't get involved and it compromised the operation. Reported it to manager who dealt with it. Compromised safety of the staff and detainee.

How would people at work describe you?

I get on well with my colleagues. Energetic, helpful. Firm but fair. Get on and do my job.

What would they like to change about you?

I don't know.

Positive Indicators

Supports colleagues and team members. Shares knowledge and experience. Does their fair share. Maintains good working relationships. Acts constructively when there are any issues in the team.

GRADE

Unacceptable

Unsure

Acceptable

Provide Effective Customer Service

In your previous job (or in general) can you give me an example of when you have been pleased with the way you helped a customer. What was the situation? How did you deal with this?

Member of a team at Chelsea FC - Search team. Situation where family between a very boisterous crowd. I got them moved to the family enclosure and they were so pleased they wrote a letter of thanks. What did you learn? Award for drug finds within the centre.

Vigilance and observation: The situation could have escalated. The situation could have easily been resolved.

DCO candidates only Have you ever had to deal with a difficult or disruptive/obstructive individual? Describe what happened.

There was a guy I came across on the wing who was in his room and had self-harmed. I talked to him calmly and he gave me the blade. I got medical response and he was OK after the incident.

DCO candidates only What would you do differently?

There's not a lot I would have done differently. Training kicked in.

Positive Indicators

Communicates with customers. Identifies problems and clarifies customer requirements. Responds in a timely manner to customer. Helps individuals develop and maintain relationships and find out about services.

Minimises and deals with disruptive and obstructive behaviour

GRADE

Unacceptable

Unsure

Acceptable

Maintain Knowledge and Skills (Includes Health and Safety)

How do you keep up to date with new information or skills when at work? Can you give me an example?

All of our documents are on the internet. Question managers/Other DCO's.

Attend refresher courses.

How have you complied with Health and Safety policies and practices at work? Can you give me an example?

Stick within the guidelines and not take any chances. Dynamically risk assess the situation.

Positive Indicators

Seeks feedback from others. Reviews own work. Identifies, maintains and develops own knowledge, skills and competence. Ensures own actions reduce risks to Health and Safety

GRADE

Unacceptable

Unsure

Acceptable

Promote Equality and Value Diversity

What is your experience of working with people from different backgrounds and beliefs to your own?
(Explore details)

On a daily basis. A guy was being bullied due to being gay. I reported it to managers and welfare. I spoke to the bully + victim and helped him to settle in.

DCO Candidates Only How do you feel about working with people from a variety of different countries? What challenges do you think this will present for you?

Have they thought about this aspect of the job? There are bound to be some difficulties, have they thought them through?

I really enjoy it because you get to learn about different cultures. You sometimes have to adapt your approach. Different religions + beliefs.

How have you shown your support for equality and diversity where you currently work?

I try to accommodate peoples various faiths and needs. I do this by opening the faith rooms and help with meal choices such as halal. It helps in day to day life.

Positive Indicator

Acknowledges and recognises individuals have different backgrounds and beliefs. Respects individual differences and values people as individuals. Does not discriminate. Challenges people when they are not promoting equality and valuing diversity.

GRADE

Unacceptable

Unsure

Acceptable

Communicate Effectively with People (observe throughout interview)

What aspects of communication do you believe you are particularly good at? (E.g. speaking clearly, listening, asking questions, checking understanding, using appropriate body language, even tone of voice and factual, accurate written work, effective telephone techniques.)

Variable, I talk to people alot. I try to learn 'Hello' and 'thank-you' in different languages. Be polite, shake hands.

DCO Candidates Only - What will be the challenges for you to effectively communicating with detainees? (E.g. Language, cultural differences, gender, literacy levels, experience, health/illness, familiarity with context, level of knowledge and skills, social barriers, personal space awareness, mood/attitude, antipathy, mistrust, or an unwillingness to cooperate. The fact that someone can speak English reasonably well does not necessarily mean they can fully understand or read it.)

Language barriers, mental health issues, Past trauma such as torture. You have to learn about the person.

What other barriers do you think there might be?

Detainees who may be scared of authority.
Different ethnic backgrounds.

Positive Indicators

Relays accurate information, clearly and concisely. Listens carefully. Communicates in an open and respectful way with people. Summarises, checks understanding and clarifies.

GRADE

Unacceptable

Unsure

Acceptable

General Points

What's your current work/ shift pattern? How do you feel about working shifts including nights, weekends and Bank Holidays?

Have they really considered this aspect of the job? Will they be happy to work shifts?

4 on 4 off, 13.5 hours. Every 5 weeks, 7 nights, 11.5 hours.

DCO Candidates Only - We have several specialist roles within the new Centre, one of which is to be trained as an advanced C&R specialist. (Explain what it is as needed i.e. one extra weeks training, a fitness test and pay rate is currently £18.40 per hour when called out). Are you interested?

Absolutely.

ACO Candidates Only We have some ACO roles starting in September for site security are you interested in them?

Ask if they have any questions. Check if they have had their vetting interview and if so ensure all their original documents have been returned to them.

OVERALL INTERVIEW RATING

Please circle your rating.

Unacceptable/Borderline/Acceptable