# Appendix L - Interview Plan and Questions template

# Interview Plan and Questions

Volunteer role:	
Applicant name:	
Date of interview:	

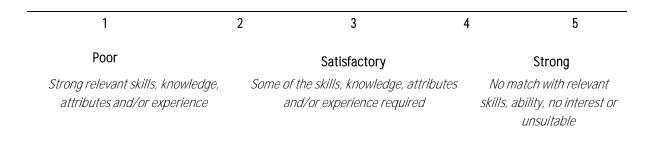
## Instructions for the interview panel

- Use the *Volunteer Task Description* as a prompt to decide the role and tasks that are applicable to this volunteer position.
- Select the interview questions that most match your role and tasks and adapt them to fit your organisation.
- Decide who will welcome the applicant, introduce the interview panel, provide information and ask each question before the interview starts.
- Have copies of the Volunteer Task Description to give to the applicant.

#### How to rate the applicant's answers after the interview

When the interview is finished and the applicant has left, interview panel members rate each answer using this rating scale. Each panel member should write down their ratings before discussing the applicant with other panel members. The panel should then attempt to reach consensus about whether to accept or decline the applicant and/or decide the roles and tasks the applicant may be best suited to. You do not tell the applicant about the ratings.

#### The rating scale



## Start the interview

#### Explain the interview purpose and format to the applicant.

Thank you for coming today and for your interest in volunteering for us.

Let me introduce the interview panel. This interview is to get an understanding of your interests, strengths and skills that are relevant for the volunteer role. It is also to give you a chance to ask questions and tell us about what you'd like to be involved in doing. I expect it will last xx minutes.

Have you got a copy of the Volunteer Task Description? If not, here it is. Before we start the interview, do you have any questions about our organisation's activities or the role?

During the interview we will ask you questions about your past experience and situations you have been in as a way to highlight your skills and understand how your skills match the tasks in the volunteer role. Take your time to think about your past experiences and situations and to explain what you did.

We would like to take notes as you talk. Is that okay with you?

Do you have any questions on the process?

We would like to start by asking you about your interest in being a volunteer.

- 1. Interest in the organisation and role
  - What do you know about our organisation and volunteers' role and tasks?
  - Do you have any questions about the role and tasks?
  - Which of the roles/tasks interest you most?
  - What motivates, interests, attracts you to become a volunteer?
  - Do you have any goals for your volunteering?

1	2	3	4	5
Poor		Satisfactory		Strong

2.	Volunteering ar	nd other experi	ience		
•	Have you had	experience in vo	lunteer roles before?		
•	Can you tell us or similar tasks		vious work, volunteering	or other experi	ences doing these
•	Would you pre questions?	fer to work behi	nd the scenes, or to be g	reeting people	and answering
_					
	1	2	3	4	5
	Poor		Satisfactory		Strong
•	What is your be What knowledgexample, knowletc.) Can you tell me and guidelines Volunteers nee	e about a situation est experience was ge and experience was leading of the column about a situation and rules?	on when you worked as porking as part of a team ce do you have of the collection, art form, venue, on when you needed to use to seek support. Can you	? What made it ntent for the ro systems, safety understand and	a good experience le and tasks (for y procedures, exits d follow processes
	1	2	2	1	F.
	1 Door	2	3	4	5 Channa
	Poor		Satisfactory		Strong

4.	Ougotions	about front	of house	ralaa	and +aal(a
4			$OI \cap OI \cap O$	10114	ann $iack c$

Example introduction: In our front of house roles you can expect up to xx visitors an hour/day. The physical demands of the role include standing for up to xx hours.

- Can you tell us about situations where you have welcomed or hosted people?
- What knowledge and experience do you have with different cultures?
- Can you tell us about any knowledge or experience you have of health and safety or emergency procedures?
- How comfortable would you be managing crowds of people?
- What do you think you would be like in an emergency situation?
- Can you tell us if you have any experience using booking systems?

•	Can you tell us abo calculate change?	out a time when you	u had to take m	noney (such as sellir	ng tickets) and
	1	2	3	4	5

Satisfactory

Strong

Poor

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	,	•	rining and administration		rese comparer		
	Questions abou	· -	administration roles a		hese computer		
	Poor		Satisfactory		Strong		
	1	2	3	4	5		
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			and were on time?		ulua ma am tO		
•	,		n where you have had to				
	Can you tell us about situations where you have welcomed and/or hosted people?						
•	Example introduction: In our supporting and hosting artists role you can expect to spend adays with the artist for up to xx hours a day. Because you will need to collect them from the airport you will need a car and drivers licence.						
•	days with the art	ist for up to <mark>xx</mark> h	ours a day. Because you				

- 7. Questions about marketing and sales roles and tasks
  - Example introduction: In our marketing and sales role you may need to speak to groups of up to xx people. If you are on a promotional stand this may involve standing for up to xx hours.
- Can you tell us about situations where you have had to make presentations or speak publicly?
- How do you prepare?
- Can you tell us about your experience writing proposals, grant applications, letters or reports? Can you tell us about a time where you got a positive response to a proposal or application you have written?
- Can you tell us about your experience using social media?
- Can you tell us about your knowledge or experience using ticket or computer booking systems, or similar?
- Can you tell us about a time when you had to take money (such as selling tickets) and calculate change?

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How do you fee	el about the physic	cal demands and cha	allenges of this w	ork?
1	2	3	4	5
	<b>-</b>		•	
Poor		Satisfactory		Strong

8.	Questions for	backstage ro	les

Example introductions: In our backstage roles there is work involving equipment such as ladders, nail guns, other tools and painting sets. Or: Our backstage roles involve assisting with props, lighting and sound equipment. Or: The physical demands of our back stage work include working from xx-xx and lifting these boards.

- Can you tell us about your experience of working on ladders, using nail guns, painting etc?
- Can you tell us about your experience working with this lighting/sound equipment?
- Are there other things you have done (e.g. working with computers, cars) that is similar to these tasks, or this equipment?
- How do you feel about the physical demands and challenges of this work?
- Are there any physical limitations for you (for example health or tiredness)?
- Can you tell us about which tasks you feel very familiar with and which tasks you would like guidance?
- What is your availability to be involved in these tasks?

<ul> <li>Do you have yo tools, safety cl</li> </ul>	our own tools and lothing?	l personal protective e	quipment or sho	ould we provide the
1	2	3	4	5
Poor		Satisfactory		Strong

- 9. Questions for food and drink preparation and service roles and tasks

  Example introduction: In our food and drink preparation and service roles you can expect to serve up to xx meals/drink an hour/day. The physical demands of the role include standing for up to xx hours, bending to load the dishwasher and lifting and carrying boxes of wine from the storeroom to the bar.
  - Can you tell us about your experience serving food, serving drinks and/or taking food or drink orders?
  - Can you tell us about a situation where you have had to use your organisational skills to make sure a lot of people were served in a short space of time?
  - Can you tell us about any knowledge or experience you have of the alcohol laws or food hygiene requirements?

Can you tell us calculate chan-	about a time whe ge?	en you had to take mor	ney (such as sell	ing tickets) and
1	2	3	4	5
Poor		Satisfactory		Strong

## 10. Reference checking

We would like to do character/skills and experience reference checks. Do we have your consent to check the referees you listed on your Application Form?

## 11. Wrap up

Thank you again for meeting with us. It has been a pleasure to meet you and to hear about your experience and interests.

The next steps in the process will be...

We will get back to you by...

#### Interview ends

# **Applicant Evaluation**

Strengths			Weaknesses	
Note any particular intere	sts:			
Add up total ratings point	s:			
Overall Rating:				
1	2	3	4	5
Poor		Satisfactor	у	Strong
Applicant suitable?		Yes	No	
Interviewer's name:				

Instructions for the interviewer panel

Each interviewer should make notes and complete ratings, which are collected by the panel leader at the end of the interview. Ratings are collated to rank applicants.

This Interview Plan and Questions form should be kept in a secure place for 12 months as evidence of the selection process for the role.