



Preparing for interview at Parks Victoria

Interview Tips

Source: careers.vic.gov.au

Congratulations! You have been selected for an interview. While preparing for an interview may be a little daunting, here are some simple tips to help you prepare:

Before the Interview

- Preparing for the most likely questions (based on the Position Description's Selection Criteria) can help you significantly reduce your nervousness. Consider performing a mock interview with a friend to practise your responses.
- Dress appropriately for the interview. How formal it is will depend on the type of job, however, it is preferable to be a little over-formal than too casual.
- Arrive at least 15 minutes before your allotted interview time, so allow plenty of time for travel and to find the venue.
- Bring your application and relevant documents with you, so you can refer to them if needed. Stay focused on the job requirements by referring to the Position Description.
- If your interview is held online, ensure your device is set up comfortably with enough battery and good internet connection.

During the Interview

- Introduce yourself to the interview panel members with a firm handshake and look them in the eye.
- Show interest and enthusiasm when responding to questions, and answer in a clear and concise way. Think about your answer first - there is no need to rush.
- Allow the interviewer to finish talking before you answer the question. If you do not understand a question, ask the interviewer to repeat or rephrase it.
- Be prepared to talk about your understanding of what the organisation does, why you applied for the job, and how your skills and achievements meet the criteria. These are often covered in interview questions.
- Don't forget to mention any skills you have gained in another field of work, through projects at school, or as a volunteer. These often provide important information about your transferable skills.

After the Interview

- The panel will give you an opportunity to ask any final questions. Use this opportunity to show an interest in the organisation. You could also ask when you are likely to hear about the interview outcome.
- Thanking the panel for inviting you, before you leave, provides a good last impression.
- Though they may not yet be required, keep in mind a minimum of two references to contact.

Use the STAR model for success in job applications and interviews

Source: La Trobe University

The STAR model provides a framework for presenting information in response to Key Selection Criteria. It is also a useful framework for preparing answers to behavioural questions in an interview. It's a way of providing clear examples or evidence of your skills, knowledge and approach to work. For each criterion, use the following elements to structure your answers:

Steps	Description
Situation	Describe the situation/environment you were in.
Task	What did you need to accomplish to deal with the situation? What was your role concerning the problem, issue or assignment?
Action	What did you do? Set out the steps you took to resolve the situation. Provide details.
Result	What was the outcome? What did you accomplish? What did you learn? Promote yourself and your achievements.

Here is an example of preparing a question for the Key Selection Criterion of '**Excellent planning and organisational skills**':

Steps	Description
Situation	I have developed excellent planning and organisational skills through my part-time job as an event assistant at Acme Events. In this role I am responsible for booking staff to set up marquees at private functions.
Task	To perform this job I need to identify all jobs booked for that day; calculate how many staff will be needed to set up each event, and ensure that there is sufficient time to set up each event by the time required.
Action	Recently, I had a problem with 2 staff members reporting in sick on the day of a big event. Fortunately, I had developed a back-up plan to cater for unexpected situations and I was able to call on un-rostered staff to come into work.
Result	As a result, there was no disruption to the setting up for the event, and my supervisor commended my actions in responding to the situation promptly and efficiently.

By the way, you don't need to include reference to the STAR model. Just be sure to cover all aspects of the model in your answer.

Using STAR in interviews, when answering behavioural questions

When you are preparing for an interview, take some time to research likely interview questions and rehearse how you might respond using the STAR model. Here's an example.

Interview question	Response
Can you give me an example of a time when you were able to solve a problem using your planning and organisational skills?	<i>"In my part time job as an event assistant I am required to plan and organise event bookings, including scheduling staff and equipment. Recently, I had a problem where 2 staff reported in sick on the day of a big event. Fortunately, I had developed a backup plan for unexpected situations and I was able to call on un-rostered staff to come into work. As a result, the event was able to proceed without disruption and my supervisor was very positive about my efficient response to the problem."</i>

Video Resources

[YouTube video on Interview Techniques - First Impressions \(from Curtin University\)](#)

[You Tube video on using the STAR method in interviews \(from Curtin University\)](#)