



**DORSET & WILTSHIRE
FIRE AND RESCUE**

Interview - GUIDANCE

This guidance has been developed to help you prepare for your interview.

Preparing for the interview

- Refer to the Job Description and Person Specification (in particular, the criteria that will be assessed as part of the interview process) and think about the questions you might be asked.
- Consider the examples you might use which best demonstrate your skills, knowledge, and experience relevant to the role.
- Familiarise yourself with the [Code of Ethics](#) on our website.
- You may bring 1 side of A4 brief notes to act as support prompts into your interview if you wish. These could be short bullet points from your application and work history, challenging or noteworthy situations you've previously encountered at work reflecting on how your actions affected the outcome of these situations, and questions you wish to ask. Please note you cannot use a device such as a phone or laptop for your notes.

The interview

The interview panel is made up of one operational and one Fire Control member of Dorset & Wiltshire Fire and Rescue (DWFRS) staff. Your interview will last approximately 45 minutes, and the questions will typically be job-related or competency based.

Initially your interviewers will introduce themselves to you and talk you through the process of the interview. The main aim of the interview is to gather examples of when and how you have used skills that are important for potential Emergency Call Handlers. The areas that will be assessed relate to your knowledge of the role and are also drawn from the information provided on the Person Specification being closely linked to the behaviours outlined in our [Code of Ethics](#).

Structuring your answer

When structuring your answer try to use the **STAR** interview method:

- **Situation** - Describe the context/background of the situation.
- **Task** - Describe the task or problem you faced and clarify your role in relation to it.
- **Action** - Explain the actions you took to handle the situation or overcome the challenge.
- **Result** - What was the outcome? What results did you achieve in the process?

After you have given your example, your interviewers may ask follow up questions to clarify their understanding.

What to wear

- Aim for smart and professional.

Additional information

If you require any adjustments to enable you to fully participate in the interview process, please contact recruitment@dwfire.org.uk as soon as possible to ensure we have time to support and facilitate any requests.

If you are unable to attend the interview or have any additional queries, please telephone 01722 691444 or email recruitment@dwfire.org.uk the HR Resourcing and Workforce Planning Team as soon as possible.



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