

## **APPENDIX A**

### **Ministry of Defence Police - Competency Interview Guidance**

Your interview will be conducted by two trained panel members and will last for approx. 30 minutes and one or more of the panel members may be in police uniform.

They will ask you 5 competency-based questions drawn from the Ministry of Defence Police Competency and Values Framework. These questions will ask you to give an example of how you have dealt with specific situations in the past.

Each of the questions will be related to the competency areas relevant to the role of a Police Constable in the Ministry of Defence Police, a description of which can be found in Appendix B.

The competencies of a Ministry of Defence Police Officer are:

- We deliver, support & inspire
- We are innovative & open-minded
- We analyse critically
- We are emotionally aware
- We take ownership
- We are collaborative

The questions are straight forward:

For example, in relation to “We are emotionally aware” you could be asked a question such as “Tell me about a time when you had to deal with a sensitive or emotional situation?”

There are different ways of preparing for this, but many applicants find using a method such as the **STAR** principle useful in structuring their answer.

**S** Situation – give a short introduction about the situation you were dealing with

**T** Task – what was your task in this situation?

**A** Action – What action did you personally take? This part is important and where you will score most points

**R** Result – What was the result of your action?

Oral Communication will also be assessed throughout the interview. We will give you up to five minutes to answer each question. The person interviewing you will stop you if you go over the five minutes. They may ask you further questions to help you to give a full response. When you consider your responses to the interview questions, please only choose examples that you feel comfortable discussing with the person interviewing you.

Points for Candidates to note regarding interview questions and answers:

- Candidates should look to use the STAR format (Situation, Task, Action Result) when delivering their response as detailed above.
- The content for the Situation and Task should set the context of your example. You do not score any points for this part of your evidence so make it as brief as possible.
- Your Actions/Result are the main content and where you will score against the competencies being assessed, mostly your actions.
- In the evidence provided you should avoid making reference to what “we” did. The interview process is designed for the MOD Police to understand more about you, what you did, what you said to people, how you influenced situations, how you affected the outcome, what kind of person you are.
- You should prepare examples for all of the Competency Areas. Your interviewers will ask for examples against five of the six available competencies.
- You should be familiar with the Positive Indicators in the competencies and ensure that your evidence aligns with these.

**Example interview question for the competency: ‘We are collaborative’**

‘Tell me about a time when you have had to work as part of a team to get a task completed?’

**Example Answer**

The Situation was – The supermarket I work for was changing the location of products in the aisles.

My task was – I had to help facilitate this task.

My actions were – I was acting supervisor on a shift I don’t normally work. I had volunteered to work as supervisor when required as I wanted to develop my experience and take on more responsibility.

I was told what aisles had to be changed but it was up to me to decide when best to carry out the change. I checked with the tills supervisor to work out what are normally the quietest periods of the day when customer footfall is at the lowest.

I weighed up when the best time was to carry out the task and although there were no guarantees of low volume footfall, I made my decision on all the information I had. I wanted to change the aisles when the supermarket was quietest. I decided on a four-hour window then informed all department heads what would be happening and at what time and checked this did not clash with any plans they had.

I gathered my floor team of six staff together introduced myself and asked all their names and wrote them down so that I would not forget them, and I informed them of the plan. I was open and honest with them and told them I usually worked on another shift but had volunteered to act as supervisor when the store was short staffed.

I wanted to broaden my experience and gain some career development and I needed them to help me achieve a good result today. I detailed all the meal break times to not clash with the task and checked with the team that the times were acceptable to them.

I stated that the team would work in three pairs and I would work with each pair throughout the task to help them and to get their feedback on how the plan was going and to ensure they had

everything they needed. I informed them I wanted a smooth transition of aisle changes with minimum disruption to the customers. I didn't want customers annoyed or confused.

I reminded them the store policy is always to put the customer first. We must be ready to answer customer questions and show customers where items are or have been moved to and be patient and understanding and respectful if customers are a bit short with us because items have been moved. Remember we are the face of the company.

When the operation began, I worked closely with each pair in the team, made sure they had a bottle of water and all the equipment they needed. I got to know them better and had recorded their names so I could call them by their first name. There was so much happening in such a short time some of the team were a bit confused, so I wrote out on paper what was required at what time and what items were being moved to new locations, photocopied it and gave each pair a copy. This instantly clarified the situation.

The result was – The task was carried out successfully on time. I did ensure that customers were not inconvenienced too much. I did ensure customers who required assistance were treated politely and professionally.

I personally dealt with most enquiries to allow the team to keep working and was thanked every time by the customers as I apologised for the inconvenience and personally took them to the items they were after.

The team on the day thanked me for organising everything so well, working hard alongside them and explaining everything patiently to them.

A team member asked me what the process was for applying to be a temporary supervisor as after watching the way I had organised the task and the way I had dealt with everyone they felt they had learned a lot were ready to step up to temporary supervisor.

The supermarket manager thanked me for a job well done and stated when a supervisor's post becomes available, I should apply as I was capable to be a floor supervisor.