

Interview checklist and sample questions

1. Interview checklist

- Arrange a venue. (Consider at your home address, the interviewee gets to see their working environment). If you do not feel comfortable with then consider an alternative location.
- Think about a trial run; interviewing is just as stressful as being interviewed.
- If required, arrange assistance with interviewing.
- List interview questions.
- Ensure that you ask the candidate to bring any relevant documents such as proof of identity, confirmation of right to work in the UK, confirmation of qualifications etc if appropriate
- Plan the length of interview.
- Think about how formal or informal you want to make it.
- Prepare information to conclude the interview.

2. The interview

An interview is an exchange of information; therefore, it is important to listen and give the person a chance to speak and ask clear questions.

Don't assume anything, whether in terms of giving or receiving information.

Example interview questions

- Do you have any questions about the job description?
- I see that you don't have direct experience of this kind of work, but people often have other experience. For example, some people have members of their family, or friends, or maybe neighbours who are disabled in one way or another. What experience of working with disabled people do you have?
- If you were out with me and someone persisted in ignoring me and spoke only to you, how would you react?
- I will need to tell you how to do things in the way I want them done. How do you think you would cope with this?
- How would you react if you have done something and I want it done again in another way?
- What if I ask you to do something, and you think there is another way to do it that you would prefer – what would you do?
- If we did have a difference of opinion, how do you think you would deal with this?
- What qualities and experience do you have that you think would make you a good personal assistant?
- Would you be interested if there is any training available?
- Have you been on any relevant training courses? If so, what and when?
- Would you be prepared to consider being called on at short notice to do more than your usual hours, e.g. if another personal assistant goes off sick?
- What shifts would you prefer, e.g. days, nights or a mixture?
- What are your hobbies/interests?
- Do you have a car? Would you be prepared to use it for work?
- Would you be prepared to consider part-time or relief work?

- Any questions you'd like to ask me?

If you have pets you might want to mention them. Some people have allergies and could not work with pets.

If relevant you should consider asking why they are leaving, or have left, their current or last job.

You should mention any other things you enjoy doing such as gardening, socialising and ask if the personal assistant would be prepared to do this as part of their job.

3. Concluding the interview

You should also explain the following:

- Pay and conditions and any rota system you have worked out in advance.
- Contract of employment.
- When/how they will hear if they have been successful or not.
- If they are successful you will take up relevant pre-employment checks as appropriate, will include
- References
- Confirmation of right to work in the UK
- Confirmation of any relevant qualifications
- Tell them that if they are successful relevant Disclosure and Barring Service (DBS) check may be carried out before they can start work. Ask the Direct Payment Support Service for clarification.