

Video Interviewing - Top tips and Guidance for Hiring Managers

1. Be prepared – Know your job description and re-read your candidate's application before their interview. It will be distracting if you are looking down and reading the candidate's CV while speaking with them.
2. Setting – You may be at home, but you can still conduct a professional interview.
 - a. Ensure you're sitting in an appropriate place (at a table, not on the couch) with an appropriate backdrop (clean/uncluttered) and good lighting;
 - b. Ensure your webcam is at appropriate level and angle (at eye level, centred, not too close or far away)
 - c. Ensure you can be heard clearly (wired headset is better than Bluetooth which could lose connectivity) and limit background noise;
 - d. Ensure other members of the household know when you are conducting an interview and will not interrupt you;
 - e. Wear appropriate clothing as if this was a face to face interview (not too casual,);
 - f. Remove distractions and notifications (no emails popping up and make sure your phone is on silent).
3. Test the technology – Have a test call with a colleague before you start your interviews checking if the connection and sound are OK. In case of the video failing, have your candidates' phone numbers to hand.
4. Opening the call – Start by building some rapport with the candidate, ask a few questions to ease the tension, e.g. how are you doing today or is this your first video interview, smile, be welcoming. The candidate is likely very nervous, so help them to feel more at ease and able to perform at their best for the interview.
5. The interview – As well as your main questions, be prepared to ask probing and clarifying questions to get the full details of your candidate's example. Try to reveal the **STARR** information:
 - **Situation**: What was happening in their team/organisation
 - **Task**: What was their job/responsibility in the situation
 - **Action**: What actions did they take
 - **Result**: What was the outcome their actions
 - **Reflect**: What did they learn from this experience
6. Active listening is important – A good strategy is to summarise information the candidate has told you, repeating it back to them to check that you've heard and understood what they've said correctly. Make sure you also look engaged – nod, "mmhmm", etc, to give the candidate confirmation they're on the right track and to keep talking and giving you more of the details you need.
7. Taking notes – Ensure you are taking factual notes all throughout the interview. It shows you're attentive and allows you to be capturing all the data to refer back to later. It's OK to ask candidates to repeat themselves.

8. Ending the call – Ask candidates if they have any questions, having allowed enough time at the end of the interview to be able to fully answer any questions. Thank them for their time, let them know when they should hear back from us.
9. Additional points:
 - a. Remember you are a representative of Imperial College and likely to be the first person your candidates have ever met or spoken to from Imperial. You should leave them with a positive impression of the College.
 - b. There will inevitably be some awkwardness around cutting each other off and it can be hard to find a good flow from a conversation standpoint. Just accept this and watch for cues where you can, let candidate finish their entire thought.
 - c. Keep body language active – facial expressions/smiles, head nods and hand gestures will show you are engaged.
 - d. It is very easy to accidentally talk over each other during a panel interview. Make sure you take your time to ensure people have finished talking and if you interrupt someone give them the chance to finish their point.
 - e. Video interviews can take longer than a face to face interview so allow more time to accommodate this e.g. an additional 10%
 - f. Don't forget to consider how the panel will discuss the interviews and the outcome e.g. a debrief session the next day
10. Right to Work Checks and further HR Advice:
 - a. During the Coronavirus situation the way we are undertaking Right to Work checks has changed. Candidates must now scan and email the relevant documents to the recruiting manager who must verify this is the person who they video interviewed and forward to HR.
 - b. Please see the link below for further guidance on Right to Work checks and the latest news on the College's HR policies in the context of the current circumstances:
<https://www.imperial.ac.uk/human-resources/procedures/guidance/covid/>