

Appendix L – Interview Plan and Questions template

Interview Plan and Questions

Volunteer role:

Applicant name:

Date of interview:

Instructions for the interview panel

- Use the *Volunteer Task Description* as a prompt to decide the role and tasks that are applicable to this volunteer position.
- Select the interview questions that most match your role and tasks and adapt them to fit your organisation.
- Decide who will welcome the applicant, introduce the interview panel, provide information and ask each question before the interview starts.
- Have copies of the *Volunteer Task Description* to give to the applicant.

How to rate the applicant's answers after the interview

When the interview is finished and the applicant has left, interview panel members rate each answer using this rating scale. Each panel member should write down their ratings before discussing the applicant with other panel members. The panel should then attempt to reach consensus about whether to accept or decline the applicant and/or decide the roles and tasks the applicant may be best suited to. You do not tell the applicant about the ratings.

The rating scale

1	2	3	4	5
Poor		Satisfactory		Strong
<i>Strong relevant skills, knowledge, attributes and/or experience</i>		<i>Some of the skills, knowledge, attributes and/or experience required</i>		<i>No match with relevant skills, ability, no interest or unsuitable</i>

Start the interview

Explain the interview purpose and format to the applicant.

Thank you for coming today and for your interest in volunteering for us.

*Let me introduce the interview panel. This interview is to get an understanding of your interests, strengths and skills that are relevant for the volunteer role. It is also to give you a chance to ask questions and tell us about what you'd like to be involved in doing. I expect it will last **xx** minutes.*

Have you got a copy of the Volunteer Task Description? If not, here it is. Before we start the interview, do you have any questions about our organisation's activities or the role?

During the interview we will ask you questions about your past experience and situations you have been in as a way to highlight your skills and understand how your skills match the tasks in the volunteer role. Take your time to think about your past experiences and situations and to explain what you did.

We would like to take notes as you talk. Is that okay with you?

Do you have any questions on the process?

We would like to start by asking you about your interest in being a volunteer.

1. Interest in the organisation and role

- What do you know about our organisation and volunteers' role and tasks?
- Do you have any questions about the role and tasks?
- Which of the roles/tasks interest you most?
- What motivates, interests, attracts you to become a volunteer?
- Do you have any goals for your volunteering?

1	2	3	4	5
Poor		Satisfactory		Strong

2. Volunteering and other experience

- Have you had experience in volunteer roles before?
- Can you tell us about your previous work, volunteering or other experiences doing these or similar tasks?
- Would you prefer to work behind the scenes, or to be greeting people and answering questions?

1	2	3	4	5
Poor		Satisfactory		Strong

3. General questions

- Can you tell me about a situation when you worked as part of a team to complete a task? What is your best experience working as part of a team? What made it a good experience?
- What knowledge and experience do you have of the content for the role and tasks (for example, knowledge of the collection, art form, venue, systems, safety procedures, exits etc.)
- Can you tell me about a situation when you needed to understand and follow processes and guidelines and rules?
- Volunteers need to know when to seek support. Can you tell us about a time when you asked for advice and support?

1	2	3	4	5
Poor		Satisfactory		Strong

5. Question about supporting and hosting artists roles and tasks:

Example introduction: In our supporting and hosting artists role you can expect to spend xx days with the artist for up to xx hours a day. Because you will need to collect them from the airport you will need a car and drivers licence.

- Can you tell us about situations where you have welcomed and/or hosted people?
- Can you tell us about a situation where you have had to use your organisational skills to make sure things went to plan and were on time?
- Can you tell us about any knowledge or experience organising xxxx equipment?

1	2	3	4	5
Poor		Satisfactory		Strong

6. Questions about planning and administration roles and tasks

Example introduction: In our planning and administration roles we use these computer systems and this equipment.

- What do you know about using computers and MS Word and Excel? What software and functions do you regularly use?
- Using printers? Photocopiers? How often do you use them? What do you use them for?
- What do you know about using social media?
- Can you tell us if you have any experience using booking systems?
- Can you tell us about any experience you have writing letters?

1	2	3	4	5
Poor		Satisfactory		Strong

10. Reference checking

We would like to do character/skills and experience reference checks. Do we have your consent to check the referees you listed on your Application Form?

11. Wrap up

Thank you again for meeting with us. It has been a pleasure to meet you and to hear about your experience and interests.

The next steps in the process will be...

We will get back to you by...

Interview ends

