

## Guidance for Candidates

The job you are applying for requires you answer a questionnaire below. It is an important part of your application as it will be used during shortlisting to assess whether you meet the essential requirements for the role that are set out in the job profile and employee specifications. These responses will determine if you are invited for interview. We feel we can be much better informed about a candidate's suitability if they can draw on their personal experience to answer these questions, rather than by writing traditional 'supporting statements.'

Top tips to help you answer these questions:

- Think carefully about how you can answer the questions by considering what you have done in the past
- If you do not have relevant work experience, think about skills and knowledge you developed at school, home, college, through voluntary work or in a hobby that you can transfer to the workplace
- Provide practical examples of real-life situations of when and how you used your skill, knowledge, or experience
- If you do not have an example in which you participated, try to find an example which you observed, and illustrate your skills through analysis
- Use the questions as a guide and the STARR model below to help structure your answers.

### STARR Model

The model below may help you structure your answers.

Situation	Briefly set the context for the activity you are describing and make it relevant to the job you are applying for
Task	Briefly describe what you did or observed
Action	Explain what was done, how and when it happened. Tell us about the processes used, the reasons for the choices made and the key things done to deal with the situation
Result	Tell us what the outcomes were and what difference they made. Were all the desired outcomes achieved?
Reflection	Be self-analytical. Do not be afraid to use examples where it could have been done better, so long as you can explain, in hindsight, how you think it might have been completed more successfully.

You should use no more than 250 words for each answer if you can. *(To give you an idea, the first two paragraphs of the guidance above is 208 words.)*

## Candidate Questionnaire

Question 1	Please give us an example of great customer service you have experienced. It could be customer service you have given or that you have received, but you need to tell us what actions and behaviours were displayed that made it such good service.
Question 2	Please tell us how you have used computers and other IT equipment to complete documents and forms, and particularly how you have helped others. It does not have to be in a work setting, you may have been helping a relative, young person or even a stranger. Please demonstrate how you explained what might have seemed technical to this person.
Question 3	In the Library Service we work with colleagues, volunteers, and partners from within the Council and the Community. Please describe a situation when you have worked as part of a team to achieve something and what made it successful.
Question 4	Kirklees Libraries are a truly diverse workplace. In your opinion what is the most challenging aspect of working in a diverse environment? Please give us an example of where you have been part of a diverse group of people. What were the challenges and outcomes?
Question 5	We require our staff to be positive, flexible, and supportive. Our staff work in more than 1 location on a regular basis, working varied shift patterns alongside different colleagues on a daily and weekly basis. What skills do you think are necessary for the role and please give us an example of how you demonstrate these.