



Llywodraeth Cymru
Welsh Government

Video Interviews

A guide for external candidates using
Microsoft Teams



Please read this guide **completely**
to ensure you are well **prepared** for your interview,
even if you are used to using **Microsoft Teams**.

Mae'r ddogfen yma hefyd ar gael yn Gymraeg. This document is also available in Welsh.

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MS Teams Interviews

This guide is designed for candidates who are external to the Welsh Government.

Interviews are conducted using Microsoft Teams which can be done without installing anything when using a laptop or PC, but a free App will need to be installed when using a smartphone or tablet.

If you have any problems please contact PriorityResourcing@Gov.Wales for alternative instructions.

Joining the Meeting / Interview

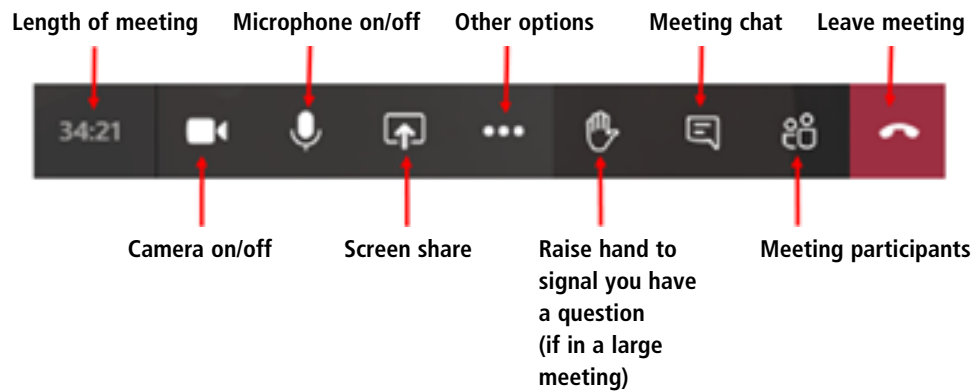
- When your interview timeslot is confirmed you will receive an invite for a Teams meeting via the email you provided in your application, this is your interview invitation.
- The Welsh Government use **Microsoft Teams** as our chosen platform for video Interviews as it is available on a variety of devices.
- Depending on the device you use you will either be able to join the Teams meeting via your browser or you may need to install the free Teams app. You do not need to have an account. For a full explanation of how to join a Teams meeting without an account, please [click here](#).

- Once you have joined the meeting you should be able to hear, speak to and see the video of anyone on the interview panel. If at this point something isn't working please do let us know as soon as possible, either in the meeting if possible, or by contacting the Line Manager.

During the Meeting / Interview

- Once you are in the meeting you will see various controls on the screen that allow you to perform different actions and control your microphone/ video etc. For those that do not use Microsoft Teams regularly, a full explanation of these buttons and controls for meetings can be found on the next page:

Once you are in the meeting room the following tool bar will be visible:



You can toggle your camera and microphone on or off just by clicking and re-clicking on the appropriate button on the toolbar. To adjust you're the volume of your meeting, please use the volume button on the bottom right of your screen near the date and time.

If you want to check the names of people on your interview panel, click on the 'meeting participants' button. It will open in a separate windows so you can keep it open whilst the meeting is taking place if you wish.

If you are experiencing any problems with sound during the meeting you can use meeting chat to alert the panel.

To leave a meeting just click the red 'Leave meeting' button.

The most common error is that people have muted the microphone, so please ensure this is switched on or we won't be able to hear you.

Hints & Tips

Before your Microsoft Teams interview

- Ensure you have a contact number for the chair of your panel.
- Conduct a test run to check your technology and kit are working well in advance of your interview. This includes installing the Team App if your device requires it.
- Check your appliances are adequately charged and that you will be undisturbed throughout the interview. Typically interviews last between 45-60 mins and using Microsoft Teams may drain your battery more quickly, so remaining on charge during the interview may also be useful.
- Please ensure confidentiality can be maintained throughout the call so that you cannot be overheard by anyone not involved in the interview – that includes others in your household or colleagues in near proximity to you.
- Be aware of what may be seen behind you on video calls and that your face is well lit. Using 'background effects' will hide anything behind you. Do not position yourself with bright light behind you where possible. If you choose to be in front of a window please draw blinds/curtains – the darker the background the better.
- For the interview please dress as you would for office-based interviews. Please sit or stand up in one location and do not move around.
- Refer to the recruitment guidance for candidates (www.gov.wales/sites/default/files/inline-documents/2019-10/external-candidate-recruitment-guidance-en.pdf) as well as the description of the interview elements in your invitation email. The panel chair will explain the full process at the start of the interview.
- Prepare as you would for a face-to-face interview.
- Presentation preparation – No different to a normal interview where no technology is available – so no slides, just a verbal presentation. If you have been asked to do a presentation please think about this so you can present it smoothly.

During your interview

- Check your devices are adequately charged.
- Join your call about 5 minutes before it is scheduled so we can check with you that your connection is working.
- Make sure you have a bottle of water to hand to drink as necessary during the interview.
- Make sure your microphone and video camera are connected and also turned on within Teams. If things go wrong, stay calm. The panel will have been advised of what to do to fix certain things.
- If your connection drops or fails to connect you will see a prompt on screen to rejoin, if you can't then please contact the Panel Chair.
- If it is not possible for you to be in a quiet room, please let the panel know so they can expect some background noise. However, a quiet room is a good idea so that you have no distractions and that the panel can also concentrate on your answers.
- Your panel should introduce themselves, confirm the length and format of the interview and that they will be taking notes.
- Please ask your panel to repeat anything that is unclear this includes any questions they ask you.
- Your panel should confirm when you are likely to hear the outcome of your interview, if they don't then please ask.

Contact

If you have any concerns with regards to how your interview was conducted or any issues with technology that your interviewers are unaware of then please contact Recruitment at: SharedServiceHelpdesk@gov.wales

Anyone who believes they have been treated unfairly, or has a grievance or complaint, about how the process was conducted should either write to:

**Head of Resourcing
Welsh Government
Cathays Park 2
Cardiff
CF10 3NQ**

or email: sharedservicehelpdesk@gov.wales

If you are unhappy with the outcome of the complaint raised with the Welsh Government and feel that the principles of appointment on merit through fair and open competition have not been met you have the right to pursue your grievance with the Civil Service Commission at 3rd Floor, 35 Great Smith Street, London SW1P 3BQ.