

Apprenticeship Academy

Your interview



North
Tyneside
Council

Congratulations – you’ve got an interview

Getting through to this stage is a big achievement – well done! This means your application has impressed a manager and they want to meet you.

So, what’s next...

Prepare

Get refreshed ahead of the interview

Read through the advert, the job description, the person specification, and your application so it’s fresh in your mind.

How much do you know about the Council and what it does?

Learn more about North Tyneside Council on our website

(www.northtyneside.gov.uk). If you know where the apprenticeship will be based and in which department, then do a bit of research. Where a manager’s name is given to help you find out more, consider ringing them to ask questions. Think about asking for some work experience to get a better insight into the team you might be working for.

Plan your journey

How are you going to get to your interview?

Check which bus or metro you need to use and how long the journey will take. If somebody is driving you, make sure they know the way and perhaps do a practice run. Remember to consider rush hour traffic and weather conditions.

Always allow extra time

Better to be early than late. Keep the manager’s name and contact number in your phone in case of any delays.

Choose your outfit

You don’t need to wear expensive gear, but you should be clean, smart, and tidy. When deciding on what you’ll wear, think ‘office’ – no matter what apprentice role you’re interviewing for.

Practice interview

Everybody gets nervous in interviews and the interviewer will understand.

Consider what type of questions you may be asked

Trying out a few typical interview questions can help you feel more prepared (see examples below). Think of some questions and work out how you would answer them. Writing notes can help.

Be confident

Remember, we liked your application for a reason, and we're rooting for you to do well. Take the time to sell yourself, telling us why you could be one of our apprentices.

Being friendly, positive, and polite goes a long way. We'll be looking for signs that you'd be a great colleague to the rest of the team, and a great addition to the workplace.

Listen to each question and answer as fully as you can, focusing on what you 'can do' and 'have done' rather than the opposite. Remember to think back to what you said on your application.

Common interview questions

Here we've listed a few common interview questions and some guidance that can help you respond to the best of your ability.

Consider some relevant experiences you've had and how they can be applied to various questions (e.g., working well in a team, working to a deadline, problem solving). Be sure to mention what you've learnt from those experiences, how you would approach a similar situation again, and how you feel looking back on the experience.

Questions	Points to make in your answer
Why would you like this apprenticeship?	Why an apprenticeship? Why this role, specifically? Why North Tyneside Council?
What are your strengths/skills?	When was your skill/strength utilised? Explain why it would benefit you in this role.
Tell us about an achievement you're especially proud of.	Make sure your answer demonstrates the skills/traits you want to highlight (e.g., time-management, teamwork, positive attitude). Tell us what you've taken away from the experience.

Why is teamwork important? Can you give an example of a time when you have worked as a member of a team?	Describe a time when you worked well in a team, and what made the team work so well (e.g., respect, listening, taking accountability). Explain how teamwork creates a better workplace.
Explain how you would deal with a difficult customer?	How would you behave and speak? What would you prioritise in that moment? Who would you go to for help if things escalated?
What interests you in __ (service name) __?	Has something or someone sparked the interest? Show what you know about the job role. Talk about how it relates to past studies or work experience.
What would you do if you were given 2 free hours on your first day?	What could you do to get to know staff, the building and what goes on? What you think the employer expects you to do?
Can you give an example of when you have solved a problem?	Describe the problem. How did you solve it, and why that way? What did you learn? Could you have done something better?

Asking your questions

At the end of most interviews, you'll be asked if you have any questions. Even if you're sighing with relief because the end of the interview is in sight, don't leave things here. This is a final chance to show your interest and enthusiasm.

- What are the best things about working for North Tyneside Council?
- Where have previous apprentices gone after completing their qualification?
- What qualifications will I be working towards?
- What training will I get on the job?
- When will I know the outcome of the interview?
- What projects/departments would I be interacting with?

If you want to know more about your entitlements as an apprentice (e.g., pay, holidays), see the information given on www.Northeastjobs.org.uk regarding the position you applied for.

Useful websites

<http://my.northtyneside.gov.uk/category/119/skills-jobs-and-careers>

- Our website offers some useful information on apprenticeships, including videos of our previous apprentices talking about their experience

<https://www.northeastjobs.org.uk/>

- Here you can find our current apprenticeship vacancies or make an account to be alerted of future vacancies when they are posted

<https://www.skillsnorthtyneside.org.uk/connexions/>

- Connexions is aimed at you people, aged 13–19, and offers a range of career advice, apprenticeship information, and more. Check out their contact info for an opportunity to speak directly to a career advisor

<https://www.gov.uk/apply-apprenticeship>

- This Government website provides a useful search engine for various apprenticeships around the country. Filter by category, location, apprenticeship level, and disability confident employers