

# Your NatWest Group interview



We've created this interview guide so you know:

- What to expect
- How to prepare
- How to contact us



Our purpose is to champion potential, helping people, families and businesses to thrive. It allows us to build deep, lasting relationships with our customers and that's the best way for us to help them succeed.

As a purpose-led learning organisation we need to recruit people with the right capabilities, knowledge, skills and experience, but also with a learning mindset. This ability and motivation to continually learn, reflect, share and collaborate will make sure we can upskill and reskill to help our customers and communities, and each other, to thrive.

To help us do this, you'll be taken through a structured interview. Here's what we'll cover:

## What to expect

### Motivation and Fit

We want to find out more about you - if you're external why you want to work for NatWest Group, and if you're internal what you know about the business area or function. We also want to know what it is about the job that appeals to you. You'll find lots of information on [NatWest Group Careers](#) and [NatWest Group application advice page](#), news websites and social media. As an internal candidate you can also find information on our internal intranet.

### Knowledge, Experience and Technical Skills

We'll ask you some questions specific to the job, exploring your relevant knowledge, skills and experience.

### Critical People Capability (CPC) questions

We'll also ask questions to help us understand your behaviour in the work environment, using our CPC skills and behaviours. These are outlined on the last page of this guide.

We'll be looking for examples of past experience that demonstrate your typical behaviour at work. This is because past behaviour is a good predictor of future behaviour. Your interview will cover the two CPCs that are most important to the job, together with 'Connected'.

Here's an example – if the job you've applied for involves working with others, we might ask a question such as **“Talk to me about a time when you supported another team member who was struggling to meet a deadline?”**. You'd then tell us about your experience and what you did, and we'll ask some follow-up questions to make sure we've fully understood your example.

### Questions for us

The interview isn't just an opportunity for us to get to know you better; it's your opportunity to see if we're right for you. You can ask us more about the job, culture, team, training, progression, or anything else you'd like to know.



## Attending a Zoom Interview

### What to expect (cont'd)

#### What is Zoom?

You may have been asked to complete your interview remotely via Zoom. Zoom is a video-conference tool, and can be used via mobile, tablet and desktop.

#### How do I join a Zoom meeting?

You don't have to have a Zoom account to join a Zoom meeting. You can join a Zoom meeting by:

- Downloading the app on your mobile or tablet ([iOS](#) and [Android](#) support) and entering the meeting code sent to you.
- Going to <https://zoom.us/join> and entering the meeting code sent to you.
- For more help go to [Zoom Help](#)

#### Hints and tips for joining a Zoom meeting

- When joining a video-conference meeting make sure your device has a camera function
- Make sure you have **good internet connectivity** and that your **device is fully charged**, so you'll be able to complete your interview without disruptions
- Make sure you find a quiet room where you'll be able to hear your interviewer and they'll be able to hear you
- Treat the Zoom interview the same as you would a face-to-face interview

Spend time thinking about previous or current experiences that you could use as examples. These could be experiences from work, at school or university, voluntary work or personal life. Think about the skills and knowledge you will need and what examples you could provide, as well as examples relating to the CPCs.

Try to think of different examples; this will help show the breadth of your experience, rather than using the same example for many questions. Ideally, use examples from the past 18 months so you can remember them clearly. It's a good idea to prepare by making a list of your examples, summarising the key points you want to make.

You're welcome to refer to notes in the interview but we'll be looking to have an engaging conversation with you, so try not to rely on them too much.

We'll encourage you to take your time, thinking about your answers before giving them. You'll also be allowed to go back to previous questions if you remember something important.

**The STAR Technique** – a well known way to prepare and answer competency based questions:

<b>Situation</b>	Or background to the example.
<b>Task</b>	Task you had to complete.
<b>Action</b>	The specific actions you took to complete the task.
<b>Results</b>	The result of your actions. It's important you focus on your own role and what you did – Try to resist the temptation to talk about 'we', 'us' and 'the team'.

Some interviews include a practical exercise. We'll let you know if you're going to be asked to complete a practical exercise, case study or role play. You'll have a full brief on the day, with time to prepare.

External? You'll find more interview hints and tips on our [NatWest Group application advice pages](#).

Internal? You'll find lots of great information to help you prepare on [Insite > Recruitment > Career > Interviews](#)

### How to prepare



## After the interview

If you meet us face to face, you'll need to show us your proof of right to work in the UK.

If your interview is virtual, if you're successful we'll let you know how to show us after you've had your job offer (external candidates only).

### For UK citizens, acceptable proof of right to work documents include:

- Current passport photo page, OR
- Expired passport photo page AND current proof of identity (e.g., driving licence), OR
- Full A4 size birth certificate AND proof of National Insurance number AND current proof of identity (e.g., Driving licence)

### For all other citizens, acceptable proof of right to work documents include:

- Current passport photo page AND
- UK Government Share Code (so we can conduct an online check) AND
- other Visa details if required (e.g., from within passport), OR
- For EU Nationals we'll need their passport and UK Government Share Code (so we can conduct an online check)

## How to contact us

- If you've any questions about your interview, please reply to your interview confirmation email. Internal candidates should contact their Talent Acquisition Consultant or Recruiting Manager
- At NatWest Group we want to champion your potential by enabling you to demonstrate your best self. Therefore, if you have a disability, health or mental health condition that may impact the interview, please contact your interviewer.

We'll have a confidential discussion and work with you to put in place any physical or non-physical adjustments you may need. This information is only used to make adjustments for your assessment(s) and we won't share this information wider.

- Best of luck, and we look forward to meeting you!



# Critical People Capabilities

Having the right people with the right capabilities will help us be successful now and in the future. Our Critical People Capabilities enable us to champion everyone's potential, which also helps our customers and communities to thrive.

## Definitions

## Themes

<b>Connected</b>	<p><b>To be Inclusive, we need to be Connected</b> – communicating and collaborating with others, valuing the differences we all bring and delivering great things for our communities.</p>	<ul style="list-style-type: none"> <li>Working with others internally and externally to achieve great things</li> <li>Contributing to high performing and effective teams, where everyone has the opportunity to participate</li> <li>Respecting everyone's differences and valuing the strengths that they bring</li> <li>Demonstrating our Purpose by delivering great things for our communities</li> <li>Communicating in a clear and effective way, flexing style to match the situation and audience</li> </ul>
<b>Improver innovator</b>	<p><b>To be Curious, we need to be Improver Innovators</b> – generating ideas, continuously improving and re-using the best of what we have across the bank.</p>	<ul style="list-style-type: none"> <li>Generating ideas and different ways of doing things through creative and innovative thinking</li> <li>Using digital tools and technology to support and improve our work</li> <li>Simplifying and improving things through testing and experimentation</li> <li>Balancing the pace of work, whilst maintaining quality in delivery</li> <li>Using Agile frameworks, practices, and principles to drive improvements in our work</li> <li>Operating and thinking as one bank, re-using ideas and solutions where we can</li> </ul>
<b>Critical thinker</b>	<p><b>To be Robust, we need to be Critical Thinkers</b> – using data and information to make informed decisions, solve problems and keep ourselves and others safe and secure.</p>	<ul style="list-style-type: none"> <li>Gathering data and information to understand problems and deliver the best outcomes, whilst always considering risk</li> <li>Applying tools and techniques that help us solve problems and make informed decisions</li> <li>Constructively challenging each other to ensure that our decisions align to our Purpose and customer needs</li> <li>Connecting and prioritising our work to our Purpose and strategy</li> <li>Using data in a smart, safe and effective way to deliver the best outcomes</li> <li>Striving to keep ourselves and others safe and secure online to help prevent Fraud and Financial Crime</li> </ul>
<b>Trusted advisor</b>	<p><b>To be Sustainable we need to be Trusted Advisors</b> – using our expertise to make sure we build strong relationships, do the right thing and are considerate of others.</p>	<ul style="list-style-type: none"> <li>Building credible, trusted relationships with customers and stakeholders</li> <li>Taking ownership and accountability for our actions and delivery of work</li> <li>Acting in a caring way where we are considerate of others' situations and perspectives</li> <li>Understanding the needs of our customers, identifying how these may change over time</li> <li>Acting with integrity and having high ethical standards</li> <li>Demonstrating and maintaining the right knowledge and skills for our jobs</li> </ul>
<b>Change ready</b>	<p><b>To be Ambitious, we need to be Change Ready</b> – delivering personal and organisational growth, continuously learning, and focusing on our resilience and wellbeing.</p>	<ul style="list-style-type: none"> <li>Building personal resilience and wellbeing, helping us bring the best of ourselves to work</li> <li>Adapting to changing priorities and delivering successfully during times of uncertainty</li> <li>Continuously learning, committed to finding and making the most of development opportunities</li> <li>Reflecting on our experiences, applying these learnings to future work</li> <li>Regularly giving and receiving feedback to support both personal and organisational growth</li> <li>Using tools and techniques to support others in their development</li> <li>Working to high standards to deliver and achieve results for our customers</li> </ul>