

TfL Interview Guidance



Preparing for your interview at TfL

To ensure the very best people join the TfL team, we use a "competency" based interview process (also known as structured interviews). Such interviews are based on the idea that past behaviour and experience is the best indicator of future performance. In other words, your history tells a story about you: your talents, skills, abilities, knowledge, values and actual experience in handling different situations.

Competency interviewing questions can look like this:

- Give an example of a time when you had to make a quick decision.
- Tell us about a time when you faced a problem at work, and tell me how you solved it.
- Describe the most creative work related project you have completed.

Through your examples, assessors will be looking to see if you can demonstrate what is required for the position. Generally they will focus on your competencies and behaviours. They may also assess your technical skills. Information on Our Competencies, Our leadership frameworks and Our Values is in this document. If technical skills are assessed these will be determined by the hiring manager based on the requirements of the job.

Useful tips to prepare for your interview:

1. Research the position. Take time to understand the competencies and technical skills required. You will be notified of these in your invite to assessment.
2. Think about a range of examples based around your accomplishments. Be aware of the specific skills / competencies each example illustrates and remember to include the positive outcome or lessons learned from each experience. Use your resume / CV to jog your memory.
3. Structure your answers using the STAR approach
 - **SITUATION:** briefly describe the background to the situation
 - **TASK:** describe what you had to achieve
 - **ACTION:** tell us how you achieved it
 - **RESULT:** let us know what the outcome was
4. The assessors are interested in what you did, how you did it and the end result of your actions, so make sure you are specific and focus on your part rather than what the team did.

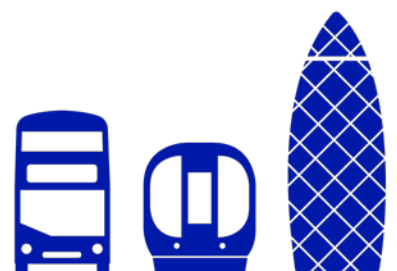


Preparing for your interview at TfL (cont.)

5. Ensure your examples provide evidence of “how” you went about things (i.e. the values you demonstrated).
6. Don’t assume that the interviewer knows how things are done where you work at the moment.
7. Learn as much as you can about TfL and think about how you could contribute to the specific position you are applying for.
8. Practice, Practice, Practice. You might find it helpful to run through some examples with a friend, family member or colleague prior to your interview; they will help you ensure your responses are clearly understood (e.g. without jargon).

On the day

1. Listen carefully to the interviewer’s questions. Make sure you answer the question. Don’t reel out your prepared example, as it may not always fit the specific question you are asked.
2. If you don’t understand the question, don’t be afraid to ask the interviewer to repeat or rephrase it. They will be happy to.
3. Remember there is also an opportunity at the end for you to find out information about the role and the business area, so come prepared with your questions.
4. Finally remember to be yourself. You’ve got this far and the interviewer will have liked what they have seen so far. They would just like to see that in more detail.



Our Competency Framework

	Competency	Definition
1	Building Capability	Building own and others capability through feedback and learning or development opportunities to ensure that TfL has the required capabilities to meet business needs.
2	Change & Innovation	The ability to respond to, manage or lead business improvements or change in TfL, in order to meet its strategic priorities and realise benefits from change. Within the context of a continuously changing organisation the individual will demonstrate resilience and flexibility.
3	Commercial Thinking	The ability to view situations from a commercial perspective. At lower levels there should be an understanding of the importance of cost and efficiencies to TfL, developing to a level where commercially focused decisions are made
4	Communication and Influence	An individual's ability to engage, persuade, convince or influence others (individuals or groups), through their communication style and approach, in order to get them to go along with or to support their agenda. Incorporated into this, is the individual's ability to understand and anticipate their audience's position or response and adapt their message in order to gain their commitment
5	Customer Service Orientation	Focusing one's efforts on providing good customer service. At higher levels this involves balancing customers' needs alongside other priorities / constraints (e.g. budget, resource).
6	Managing Business Performance	Taking responsibility for business performance; setting the standards, reviewing performance against these, anticipating issues and responding appropriately to drive and improve business performance.
7	Organisational Awareness	The ability to understand the organisation, its customers, stakeholders and critical relationships within and outside TfL. This includes the ability to recognise the impact of individuals / groups, interactions and how decisions are made in TfL.
8	Planning and Organising	The ability to establish a course of action for self and/or others, and manage time, resources and surrounding circumstances to deliver to their objectives. Planning and Organising should be seen in the context of taking action and not simply thinking about future actions.
9	Problem Solving & Decision Making	Identifying and interpreting various sources of information/evidence to understand a situation or problem in order to reach conclusions / make effective decisions or recommendations.
10	Responsiveness	The ability to adapt to and work effectively within a variety of situations, individuals and/ or groups. Responsiveness entails being flexible and adapting one's approach as the requirements of a situation change, and responding in a time conscious way.

	Competency	Definition
11	Results Focus	Delivering business / performance results in TfL to time/budget/quality. This includes looking for ways to improve performance and add value to TfL.
12	Safety Awareness	Taking the safety of customers, employees, suppliers and the public seriously and understanding own and others' responsibilities. At higher levels this involves establishing and promoting a safety culture.
13	Stakeholder Management	Managing stakeholder relationships in order to support delivery of objectives. Primary focus is on the activities aligned to stakeholder management that support managing stakeholder relationships.
14	Strategic Thinking	Understanding, developing and implementing concepts, plans and ideas which are aligned to TfL's long-term plans. This includes developing and translating the overarching vision and direction for the local business area and/or wider organisation and setting out plans to deliver TfL's strategy.

Our Values

Below are Our Values which apply to all roles across TfL. Putting people at the heart of how we work starts with these.

To make us a truly values-led organisation, these three simple Values will be woven into everything we do and all our processes; including recruitment.

Most importantly, we must all strive to live and breathe them every day.



Caring

about our colleagues, our customers and our work

- We're considerate of others and what they're experiencing
- We consider all of our customers when making decisions
- We look after our environment
- We work hard to get the best value for every pound spent



Open

to each other, to new ideas and to working together

- We collaborate to find solutions
- We're always learning
- We openly and honestly share information and feedback
- We keep an open mind and respect diverse perspectives

Adaptable

to diverse needs and willing to innovate

- We learn from what's worked and what hasn't
- We're always improving and seeking simpler, better solutions
- We make changes to be more inclusive and meet people's needs
- We prepare for the future



Contact

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