

Interview Questions for Healthcare Assistant – Blood Donation Appointments

General Introductory Questions

1. How did you feel about the tour? Have you ever attended a donor session?
2. Tell me about yourself and why you want to work for NHSBT
3. What do you know about the work of NHSBT? What do you think is expected in this role?

Customer Care Skills (Caring)

4. What behaviours do you think are key to providing a welcoming and professional service to our donors?
5. What do you think would be the outcome if we didn't show our donors that we valued and appreciated them?

Customer Care Experience (Caring and Expert)

6. Please give examples of where you have taken responsibility for customer care or dealing with a difficult customer
7. Give an example of when you have had to put someone at ease in a short space of time

Team Working (Caring)

8. What qualities are necessary to be a good team member?
9. Please give an example of when you have worked as a member of a team to achieve an outcome (could be a goal, objective or task)

Following Instructions (Expert & Quality)

10. We place a lot of importance on working to procedures (standard operating procedures) and checking work. Why do you think that this is important to us?
11. Please give an example of when you have had to follow written instructions

Working under pressure / (Expert & Quality)

12. At challenging times, how would you ensure you remained positive & motivated? What would you do to ensure the donors are happy?
13. How would you handle frequently changing working environments and workloads?

Adaptability (Expert & Quality)

14. How do you feel about learning new skills as we have a fairly intensive induction programme?

Confidentiality (Caring & Quality)

15. Why do you think that it is important to maintain confidentiality in this role? How would you ensure that confidentiality is maintained?

IT Experience (Expert)

16. What is your experience of working with computers and smart phones/i-pads?

Closing

- Do you have any questions for the panel?
- Do you have any queries about our team information sheet
- Are you clear about the hours that we work? Do you have any concerns? *(If necessary detail the hours and days to be worked).*
- For this role you will be required to undertake an extensive 6 week induction programme. We will discuss this the arrangements for this with you if you are offered the role
- We have a number of interviews so would hope to get back to you within the next week via your NHS Jobs account so please keep checking this.

