**Interview Questions for Healthcare Assistant – Blood Donation Appointments**

***Candidate Name***……………………………………………………***Date*** …………………... ***Panel Member*** ……………………………………………..

General Introductory Questions

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| 1. How did you feel about the tour? Have you ever attended a donor session?
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| 1. Tell me about yourself and why you want to work for NHSBT
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| 1. What do you know about the work of NHSBT? What do you think is expected in this role?
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**Customer Care Skills (Caring)**

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| 1. What behaviours do you think are key to providing a welcoming and professional service to our donors?
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| 1. What do you think would be the outcome if we didn’t show our donors that we valued and appreciated them?
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**Customer Care Experience (Caring and Expert)**

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| 1. Please give examples of where you have taken responsibility for customer care or dealing with a difficult customer
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| 1. Give an example of when you have had to put someone at ease in a short space of time
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**Team Working (Caring)**

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| 1. What qualities are necessary to be a good team member?
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| 1. 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)
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**Following Instructions (Expert & Quality)**

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| 1. 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?
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| 1. Please give an example of when you have had to follow written instructions
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**Working under Pressure (Expert & Quality**

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| 1. At challenging times, how would you ensure you remained positive & motivated? What would you do to ensure the donors are happy?
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| 1. How would you handle frequently changing working environments and workloads?
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**Adaptability**

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| 1. How do you feel about learning new skills as we have a fairly intensive induction programme?
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**Confidentiality (Caring & Quality)**

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| 1. Why do you think that it is important to maintain confidentiality in this role? How would you ensure that confidentiality is maintained?
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**IT Experience (Expert)**

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| 1. What is your experience of working with computers and smart phones/I-pads?
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**Closing**

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| 1. Do you have any questions for the panel?
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| 1. Do you have any queries about our team information sheet
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| 1. Are you clear about the hours that we work? Do you have any concerns? *(If necessary detail the hours and days to be worked)*.
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| 1. 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
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| 1. 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
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