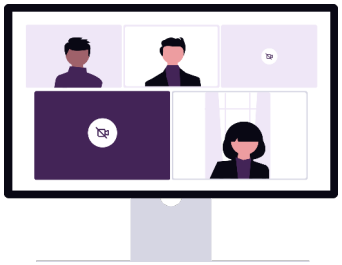
Supplied interview transcript



Candidate C13, Remote Recruitment Coordinator, Mosaic Bridge Services (fictional). Score it against your own interview scorecard from Activity 4.4.

DRAFT – partner review

Drafted by the build team from the Module 4 curriculum and Egeria's own lesson materials because this item was not in the partner delivery. Egeria (ES), as build lead, must review it before learners see it.

How to use this transcript

This is the transcript for the last part of your Recruitment Pack. Score it against the scorecard you built in Activity 4.4. If your own core question for a criterion differs from the one asked here, score the evidence the answer gives for your criterion. Use only what the candidate said. Where evidence is missing, say so rather than filling the gap.

Speaker	Transcript
Chair	Thank you for joining. This interview lasts about 45 minutes. There are two of us: I will ask the questions and my colleague will take notes. Every candidate gets the same core questions. Captions are switched on, as you asked. Is that working for you?
Candidate	Yes, thank you, the captions are fine.
Chair	First question. Tell us about a recruitment process, or a similar project, that you coordinated remotely.
Candidate	In my current job we had twelve vacancies open at the same time last spring, across three teams. We set up a shared timeline, we agreed the interview slots, and we made sure candidates were never waiting too long. It was a busy period, but we got through it and the managers were happy.
Chair	Thank you. What was your own part in that?
Candidate	Sorry, yes. I built the timeline in our tracking system, one stage per column, and I set reminders for each hiring manager two days before their deadlines. When two managers wanted the same interview slots, I proposed a rota and they agreed it. I also kept the

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	candidate records up to date every Friday. Before, booking an interview took about a week. By the end it took about two days.
Chair	Second question. A candidate emails to say she has heard nothing for three weeks and she is upset. What would you write back?
Candidate	I would apologise first, because three weeks is too long. Then I would tell her exactly where her application is and give her a date when she will hear from us. I would keep it short and plain. I would not blame the hiring manager in the email.
Chair	Is there anything you would do before you reply?
Candidate	I suppose I would check she is the only one. But mainly I would just reply quickly.
Chair	Third question. Candidates are receiving interview invitations at the wrong time. How do you find and fix the problem?
Candidate	That reminds me of when my last employer changed systems. It was chaotic, nobody was trained and we lost a week of bookings. Also, I have to say, at fifty-two I am probably older than most people who do this job, so I have seen a lot of systems come and go.
Chair	I understand, thank you. Coming back to the question: how would you find and fix the wrong times?
Candidate	I would look at the time-zone setting in the scheduling tool first, because that is usually the cause. I would make a test booking for myself to see what the candidate sees. Then I would correct the setting.
Chair	Anything else?
Candidate	No, I think that would fix it.
Chair	Fourth question. Tell us about a time you had to make sure a selection decision was fair and recorded.
Candidate	Last year a manager wanted to add a requirement for a specific degree after the advert had closed. I explained that the candidates had applied against the published criteria, and that changing them now would be unfair to everyone who applied. I suggested we note it for the next vacancy instead. He agreed. I recorded the conversation and the reason in the vacancy file. We also use scores from 1 to 4 with written descriptions, and twice I documented why the

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	panel changed a score after discussion.
Chair	Thank you. Is there anything else you would like us to know?
Candidate	Only that I am not a big personality on video calls. I am quite quiet. But I am organised and I always follow up in writing.
Chair	Thank you. We will let all candidates know the outcome by Friday 14 May, by email.

Remember

The candidate volunteered her age. It is not relevant to any criterion and must not appear in your assessment or affect any score.

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