

Introduction

Congratulations, you are now being invited to attend an on-line video interview for the role of Administration Officer. **You will be able to record your interview answers in the comfort of your own home or other suitable location.** It also means **you can do your interview when it's convenient to you, within the agreed timeframe.**

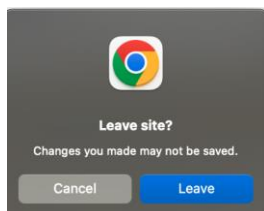
There are a few things we need you to do before the interview can take place, this includes having **the correct ID document ready when you start your recorded interview. Failure to provide valid and visible ID will result in your interview not being scored. It is the candidate's responsibility to ensure their ID is clearly visible and legible in order for the panel to verify.**

This helpful guide contains handy hints and tips to support you in preparing for your interview, advises on things you will need to have to hand and talks you through things we need from you too.

Please note that once you have chosen to view or record your response to the question(s) you must NOT navigate back, close your browser or choose to leave the page BEFORE completing your recording. If you do, the system will register the question(s) as completed and your recording will NOT be uploaded and your score for that question will be zero.

Example: If you see a prompt similar to the example below and choose not to leave the recording by selecting Cancel, the recording will continue as normal.

However if you select "Leave", then doing so automatically ends the recording and your response will not be uploaded.



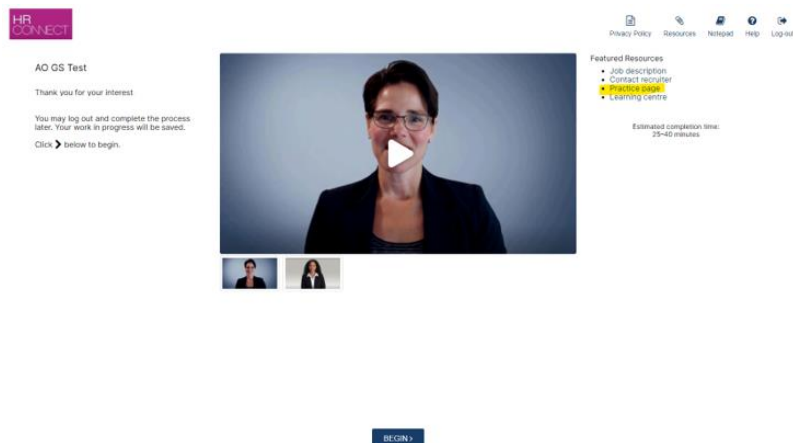
Accessing your interview

We are using a platform called 'HireVue' which you'll access via a link in your email invitation.

The email will be issued from noreply@mail.hirevue-app.eu, so please remember to check both your inbox and junk folders, we don't want you to miss an important email due to your email account settings.

Before Your Interview

It's important that you test the link ASAP, so you know your video and audio are working before you decide to record your interview. At this time you can continue past the **Consent** screen to the **Welcome** screen where there is a link under **Featured Resources** to allow you to test your microphone and camera. It is labelled **Practice Page**



You may receive a prompt to allow access to your microphone and camera(s), please ensure that this is allowed otherwise your interview may not be recorded.

Testing your IT equipment early will **NOT** start your interview but will allow you to ensure that everything is working before you proceed.

Don't worry, you can leave this page after you have tested everything and before you start your interview questions.

If you are using a desktop computer or laptop, **it is recommended that** you use the latest version of either the **Chrome, Edge or Firefox browsers**.

It is not recommended to complete the interview using a computer / device that is remotely connected to a work network as the link may be unstable.

Whatever device you are using it is best to make sure that it is fully charged before beginning the interview.

If you do not take part in your interview before the specified deadline and do not get in contact with us, your application will be withdrawn.

We understand circumstances can change so if you are no longer interested in this vacancy then please withdraw your application by contacting HRConnect at Recruitment@hrconnect.nigov.net.

The NICS is not responsible for providing equipment to enable you to complete your interview.

What documents do I need?

You will need to provide a form of photographic identification e.g.

Passport - using the page with your photograph
Driving licence with photograph
Electoral Card

It is important that we see some proof of your identity. If you cannot provide any of the ID requested, please contact us at Recruitment@hrconnect.nigov.net as we are unable to progress any interviews that do not have ID.

How will the interview work?

Once you are set up and are happy, then we recommend **you practise your video technique before you participate** (particularly if you have never done this type of interview or video before).

Find a suitable spot that's quiet, ensure your device is steady and check the lighting is good so we can see you and your ID properly when prompted.

When you are happy to start, click on the link and begin the interview questions. When recording your interview on a mobile device, please turn off any notification alerts before you start, as this can interfere with the recording and may cause technical issues.

Do I need any support?

Most people who have a disability are able to complete the interview, without needing any support. However, if you have a disability and ticked the '**Reasonable Adjustment**' box in your application, your request will have been reviewed and an adjustment already agreed with you before you start your interview.

What will I be asked at my interview?

The interview will be based on the NICS Competency Framework. Further details can be found in the Candidate Information Booklet.

In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:

- Situation – briefly outline the situation.
- Task – what was your objective? What were you trying to achieve?
- Action – what did you actually do? What was your unique contribution? and;
- Result – what happened? What was the outcome? What did you learn?

You may be asked to provide specific examples from your past experience to demonstrate the range of behaviours associated with the competences being assessed. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each competence area. You may draw examples from any area of your work/life experiences.

The Civil Service values honesty and integrity and expect all candidates to abide by these principles. The NICS take any incidences of cheating very seriously. Please ensure all examples provided are of your own experience. **Any instances of plagiarism or other forms of cheating will be investigated and, if proven, the relevant applications will be withdrawn from the process.**

You are **not** permitted to read from notes in the interview unless previously agreed as part of a reasonable adjustment.

Frequently Asked Questions

What will happen if I fail to attend and record my interview?

If you fail to take part in your interview, then your application will be withdrawn.

What if I experience any technical difficulties during my interview?

If before or after you start your interview you find you are experiencing technical difficulties, then please seek out advice and guidance from HireVue at <https://hvinterviews.zendesk.com/hc/en-us> where there are a number of resources, guides, FAQs and HireVue Technical Support chat available.

However, if after this you feel that your interview has been impacted by any technical issues please email HRConnect at Recruitment@hrconnect.nigov.net

Can I bring / use notes to the interview?

No, you cannot bring or use notes to refer to during the interview or make notes during the interview unless previously agreed as part of a reasonable adjustment. It is important that you listen to the specific question and provide the best answer you can from your own experience.

If I'm successful, when can I expect to start?

If you are successful at interview, we are hoping to start making offers for the roles very soon. This will be in merit order, starting with the applicants that have scored the highest first. If we can't make all the offers in one go, you may be placed on a Merit List and we could be in contact with you regarding a role as they become available, for up to 24 months.

When will I know if I have passed my assessment/interview?

Once you have completed your interview, we will send it to an independent panel, and it will be viewed, assessed and scored against the NICS marking framework.

Interview results will be released once assessments for all candidates have been completed.

How long will my video be kept?

Video recordings of assessment will only be held for the purposes of scoring and for a maximum of 30 days. These videos will not be available for release to candidates.

Who else might see my video?

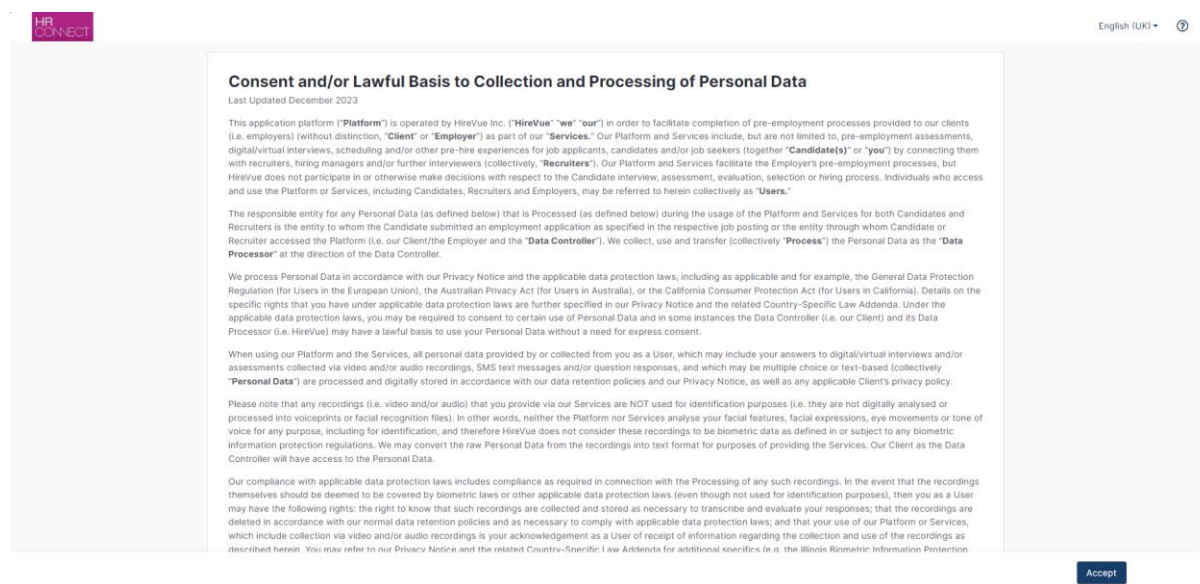
Your video will only be seen by the independent panel, NICSHR staff and our administrators.

If you have any further questions not covered above, please email us at Recruitment@hrconnect.nigov.net

Online Interview Overview

Consent Screen

When you click on the **Get Started** link within your invitation email you will initially receive a consent screen.



Consent and/or Lawful Basis to Collection and Processing of Personal Data
Last Updated December 2023

This application platform ("Platform") is operated by HireVue Inc. ("HireVue" "we" "our") in order to facilitate completion of pre-employment processes provided to our clients (i.e. employers) (without distinction, "Client" or "Employer") as part of our "Services." Our Platform and Services include, but are not limited to, pre-employment assessments, digital/virtual interviews, scheduling and/or other pre-hire experiences for job applicants, candidates and/or job seekers (together "Candidate(s)" or "you") by connecting them with recruiters, hiring managers and/or further interviewers (collectively, "Recruiters"). Our Platform and Services facilitate the Employer's pre-employment processes, but HireVue does not participate in or otherwise make decisions with respect to the Candidate interview, assessment, evaluation, selection or hiring process. Individuals who access and use the Platform or Services, including Candidates, Recruiters and Employers, may be referred to herein collectively as "Users."

The responsible entity for any Personal Data (as defined below) that is Processed (as defined below) during the usage of the Platform and Services for both Candidates and Recruiters is the entity to whom the Candidate submitted an employment application as specified in the respective job posting or the entity through whom Candidate or Recruiter accessed the Platform (i.e. our Client/the Employer and the "Data Controller"). We collect, use and transfer (collectively "Process") the Personal Data as the "Data Processor" at the direction of the Data Controller.

We process Personal Data in accordance with our Privacy Notice and the applicable data protection laws, including as applicable and for example, the General Data Protection Regulation (for Users in the European Union), the Australian Privacy Act (for Users in Australia), or the California Consumer Protection Act (for Users in California). Details on the specific rights that you have under applicable data protection laws are further specified in our Privacy Notice and the related Country-Specific Law Addenda. Under the applicable data protection laws, you may be required to consent to certain use of Personal Data and in some instances the Data Controller (i.e. our Client) and its Data Processor (i.e. HireVue) may have a lawful basis to use your Personal Data without a need for express consent.

When using our Platform and the Services, all personal data provided by or collected from you as a User, which may include your answers to digital/virtual interviews and/or assessments collected via video and/or audio recordings, SMS text messages and/or question responses, and which may be multiple choice or text-based (collectively "Personal Data") are processed and digitally stored in accordance with our data retention policies and our Privacy Notice, as well as any applicable Client's privacy policy.

Please note that any recordings (i.e. video and/or audio) that you provide via our Services are NOT used for identification purposes (i.e. they are not digitally analysed or processed into voiceprints or facial recognition files). In other words, neither the Platform nor Services analyse your facial features, facial expressions, eye movements or tone of voice for any purpose, including for identification, and therefore HireVue does not consider these recordings to be biometric data as defined in or subject to any biometric information protection regulations. We may convert the raw Personal Data from the recordings into text format for purposes of providing the Services. Our Client as the Data Controller will have access to the Personal Data.

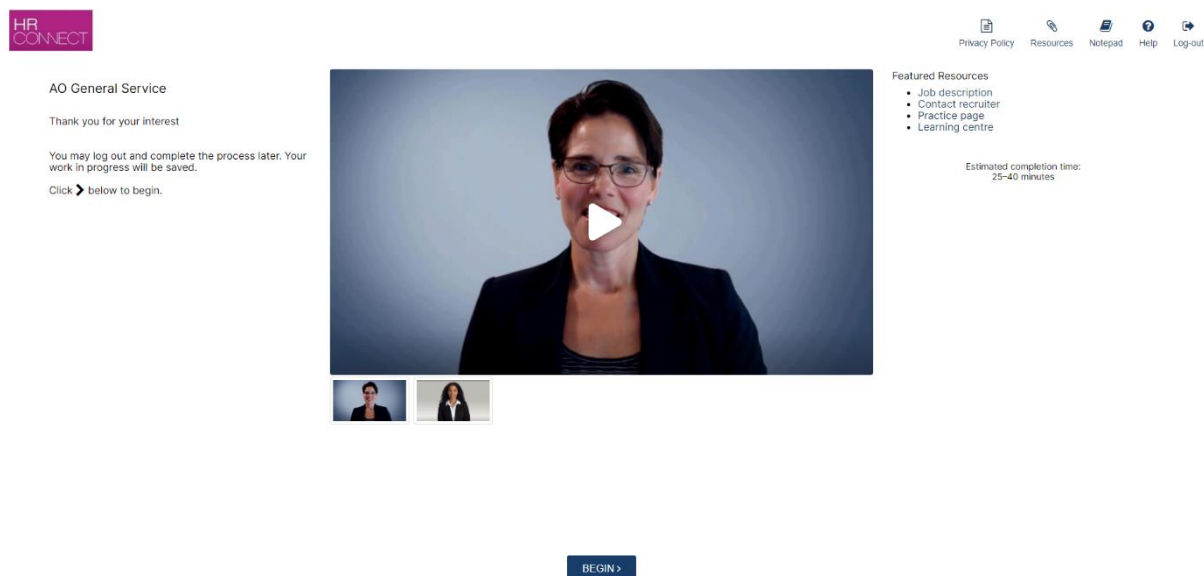
Our compliance with applicable data protection laws includes compliance as required in connection with the Processing of any such recordings. In the event that the recordings themselves should be deemed to be covered by biometric laws or other applicable data protection laws (even though not used for identification purposes), then you as a User may have the following rights: the right to know that such recordings are collected and stored as necessary to transcribe and evaluate your responses; that the recordings are deleted in accordance with our normal data retention policies and as necessary to comply with applicable data protection laws; and that your use of our Platform or Services, including collection via video and/or audio recordings is your acknowledgement as a User of receipt of information regarding the collection and use of the recordings as described herein. You may refer to our Privacy Notice and the related Country-Specific Law Addenda for additional specifics (e.g. the Illinois Biometric Information Protection

Accept

To continue press **Accept**

Welcome Screen

After the **Consent** screen you will be presented with the **Welcome** screen, you will have the opportunity at this point to test your video and audio by selecting the [Practice Page](#) option (located in the top right hand corner of the screen under the Featured Resources heading).



This will open the Practice Page in a new tab.

Practice Page

On this page you can practice, record, and test your camera & microphone and recording until you wish to proceed. Once you are satisfied the Practice Page tab can be closed.

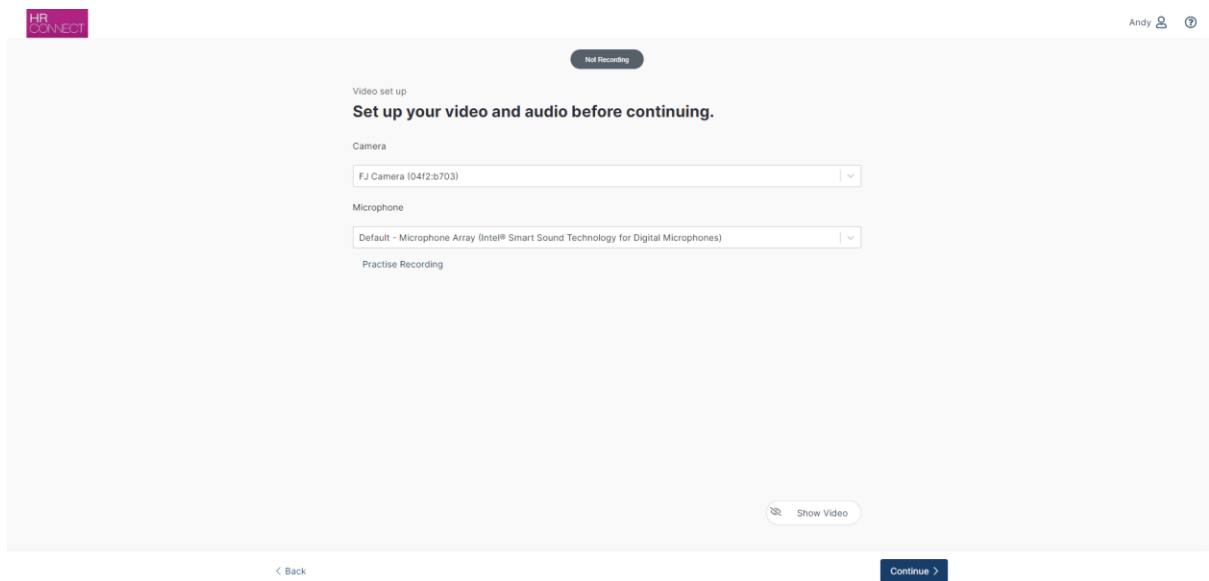
When you are ready to begin your interview press the **Begin** button at the bottom of the screen.

Job Preview

You will next be presented with 8 pages providing some information on the job role, and some additional information in relation to the interview.

Once you have read these and pressed **Next** you will be presented with the video setup screen (see below)

Recording Setup



HR CONNECT

Andy

Not Recording

Video set up

Set up your video and audio before continuing.

Camera

FJ Camera (0412:b703)

Microphone

Default - Microphone Array (Intel® Smart Sound Technology for Digital Microphones)

Practise Recording

Show Video

< Back

Continue >

You may receive a prompt to allow access to your microphone and camera(s), please ensure that this is allowed otherwise your interview may not be recorded and will not be scored by the panel.

When you have connected your camera and microphone and are ready to start click on the **Continue** button.

This is the point where you will begin your interview.

Question 1 – Identification Recording

This question is required to record your identification, it has unlimited attempts which means that you can record and review the recording of your identity document as many times as needed. Note: Only the final recording will be uploaded. This is the only question in the process where you will be allowed to re-record your response.

When you have your identification available and are ready to test / record press the **I'm Ready** button.

You will see the following screen where in the bottom right-hand corner you will see a small window with a preview of what your camera is seeing and what will be recorded.

When ready to record your identification hold it right up to the camera so that the details on your id can be clearly seen.

Press **Start Recording**

The **Start Recording** button will change to a red **Stop** Recording button.

When you have completed the recording press **Stop Recording**.

At this point you will be given the opportunity to review your recording, re-record it or move to the next question.

If you are happy press the **Next Question** button.

If you want to re-record your identification press the **Re-Record** button and go through the process of showing and recording your identification again. Note: It is the candidates responsibility to ensure their ID is clearly visible and legible in order for the panel to verify.

Questions 2 to 5

The remaining questions follow the same format, where you will initially be presented with the question overview screen. At this point you will see:

1. The **View Question** button. Do **NOT** press this until you are ready to begin as this will display the relevant interview question and start the Think Time countdown.
2. Under **Response** you will see the Think Time and Response Time that you have been allocated for each question. Note: The Think Time is the maximum time that you are allocated to consider your response to the question. This is **not** recorded. The Response Time is the maximum length of time that you will have to record your response and **will** be recorded.
3. There is also a **Next** button. Do **NOT** press this as this may cause you to move to the next question without recording a response.

The screenshot displays the HR Connect interface during a recording session. On the left, under 'Question 2 of 4', users are informed that an immediate response is required and that they have 120 seconds to review the question and prepare a response. A 'VIEW QUESTION' button is prominently displayed. Below this, instructions state that re-recording is disabled and responses must be captured in a single take. On the right, the 'Response' section shows allocated times: 'Think Time: 02:00' and 'Response Time: 03:00'. The main area is a large black rectangle with the text 'Not Recording' in the center. At the bottom, navigation controls include a '< Previous' button and a 'NEXT >' button. The top right corner contains utility links: Privacy Policy, Resources, Notepad, Help, and Log-out.

When you are ready to proceed, press the **View Question** button. You will be presented with a further **Notice** in relation to what occurs once you press **Start Think Time** button.

Notice

When you are ready to respond to the question, click **Start Think Time**.
Once you begin, you will have:

- 120 seconds to review the question and prepare your response
- One chance to record (no re-recording permitted)

Do not close your browser or navigate from the recording page until you have finished recording. Doing so automatically ends your recording and submits your response.

If you are not ready to begin, click **Cancel**.

START THINK TIME

CANCEL

Press the **Start Think Time** when ready to proceed. Note: Pressing **Cancel** closes the Notice and takes you back to the previous screen.

The question will then appear in the top left-hand corner and the read time counter will start counting down. Once it reaches 0 your recording will automatically start and the Response Time will start counting down.

You can begin your response at any time before the Think Time finishes by pressing the blue Record button.

Once the recording automatically starts or you start it you will see yourself in the recording window and will see the banner below in the recording window

REC

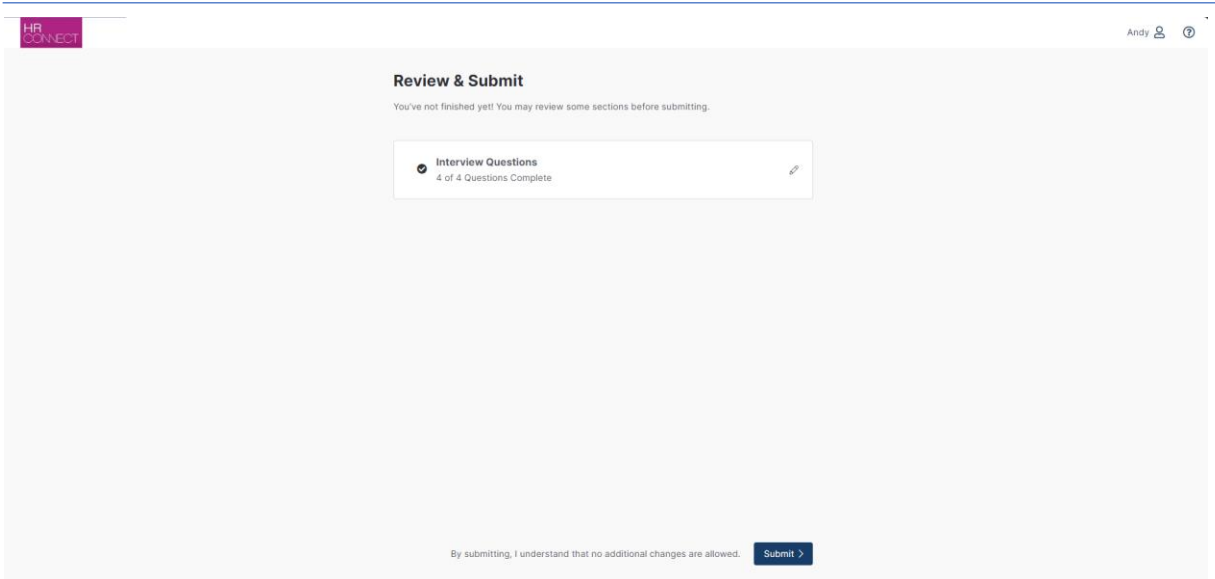
When you have reached the end of your recording time or choose to finish your recording early by pressing the **Stop** button, you will see a “Not Recording, Uploading...” message.

Not Recording
Uploading...

Once you see the preview of your recording this will confirm that your recorded response has uploaded and you can press the **Next** button. This will take you to the start of the next question.

Note: At the end of each recorded response you can review your response. However you cannot re-record it.

Once you have finished all the questions you will be presented with the final Review & Submit screen which shows a summary of your interview.



Review & Submit

You've not finished yet! You may review some sections before submitting.

Interview Questions

4 of 4 Questions Complete

By submitting, I understand that no additional changes are allowed. [Submit >](#)

To finalise your interview, press the **Submit** button.

When presented with the Survey screen after submitting your interview you can close the browser window.

We wish you every success at your interview.

Disclaimer: This publication is a general guide.