

INTERVIEW GUIDE

At Child Helpline International, we understand that interviews can be stressful. We've created this guide to help you know what to expect and feel more relaxed during our recruitment process. Our goal is to create an environment where you can comfortably showcase your skills and talents.

Important Note: While this guide provides a general overview, the specific process may vary for different roles. We reserve the right to adjust the interview process as needed to ensure the best evaluation of candidates. We will always provide you with the most accurate, role-specific information via email prior to your interview.

Our recruitment process typically includes two to three interviews:

First Interview (45-60 minutes):

- Participants: One person from our Operations team and one from the relevant team (occasionally, the line manager may join).
- Focus: your motivation and relevant skills/experience.
- There will be time for you to ask questions.

Second Interview (up to 45 minutes):

- Participants: Line manager for the role and another assessor (usually someone from the Management Team).
- Focus: In-depth discussion about the position and required skills.
- There will be time for you to ask questions.

Optional Third Interview (approximately 30 minutes):

- For senior/leadership roles if needed.
- Likely with a senior leadership member (e.g., Executive Director or Director of Operations).
- There will be time for you to ask questions.

We strive to limit our process to two interviews, but if a third is necessary, we'll provide as much advance notice as possible.



Additional Assessments

Depending on the role, we may conduct a technical test or assessment as part of the evaluation process. If this applies to your application, we will inform you in advance and provide all necessary details.

Interview Format:

Interviews are conducted remotely via Zoom.

To minimize unconscious bias and ensure fairness:

- We limit small talk at the beginning.
- We follow a consistent format with the same questions in the same order for all candidates.
- Our approach may seem scripted as we follow a predetermined structure.
- Interviewers will take notes during the interview, which may cause brief pauses or moments where they look away from the screen.

You are always welcome to:

- Ask for clarification or repetition of a question.
- Take a moment to gather your thoughts before answering.
- Start over or amend your answers.
- Request a break at any point.

Please note: we don't provide feedback or make final decisions during interviews.

Tips and Recommendations:

- Wear something you feel good and comfortable in - formal attire isn't necessary unless that's what you prefer.
- Have a glass of water or another beverage nearby.
- Keep the job description and your CV close for easy reference.
- Prepare a pen and paper for note-taking.
- Consider writing down questions as they're asked to ensure you address all points
- Test your setup before the interview to avoid last-minute issues
- Be yourself and remember that our goal is to get to know you and your capabilities.



Reasonable Adjustments:

We're committed to providing equal opportunities for all candidates to demonstrate their abilities. If you require any adjustments to fully participate in the interview process, please email kasia@childhelplineinternational.org. We'll do our best to accommodate your needs.

Post-Interview Process

If you are selected as the final candidate, we will request references to ensure a comprehensive evaluation. Please note that this step only occurs when we are preparing to make an offer.

Good luck!