



Candidate Assessment Form

Some advice for completing the CAF

1. Use your Candidate Assessment Form to record the standard questions you are going to ask all interviewees. Having agreed those questions, interviewers must independently complete this form for each of the candidates they see.
2. Part of your role as interviewer is to clearly identify the extent to which the candidates meet the different criteria. Your information needs to be specific and, preferably, use examples from the candidate's responses.
3. Use the 'Performance Standard' column to identify what you are looking for from candidates. This column also provides space for you to note your prompt/probe questions.
4. After the interviews, the 'Meets the Criterion?' column will help you to determine if, and how closely, the candidate met each criterion.
5. Whilst trying to work towards consensus, the interview panel members must indicate their own (not the panel's) recommendation of whether the candidate should be appointed or not. They need to give their *own* reasons for this decision.
6. Tests and Qualifications. Use the form to indicate the results of 'tested' criteria (that's E3s and D3s) and how closely candidates met the criterion/criteria you were assessing. If you've asked for qualifications, note on the CAF that you've seen the certificates or that this needs to be confirmed before appointment.
7. Your clear recommendation to Accept/Reject/Hold the candidate needs to be recorded on the front of the form. Remember: if the candidate meets the person specification, they should be held.
8. As soon after the interview as possible, the Vacancy Manager should return all the Candidate Assessment Forms to the department's Personnel Team or recruitment officer.
9. If a complaint is lodged at the Council or an Employment Tribunal, we may be required to produce these notes as evidence of the way that decisions were reached.

Name of Interview Candidate	
Post Title	Estate Management Officer
Post Number	H830
Date of Interview(s)	
Section/Location	IMC - BBR
Division	Housing Services

Complete the other pages of your CAF before stating your recommendation.

Recommendation (check the appropriate box)

Accept ☐ Hold ☐
Reject ☐ Other ☐

Reasons for your decision

Please provide details, referring to the criteria of your Person Specification

Interviewer's Name	
Signature	
Date	

A= exceeds min. requirement
B= meets min. require.
C= doesn't meet min. require

Name of Interviewee	
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From Person Specification	E / D	Performance Standard for Criterion	Standard Question and Candidate's Responses	Meets Criterion? A B or C
Criterion/criteria being tested		<ul style="list-style-type: none"> Prompt areas/criteria What are you looking for? 	<ul style="list-style-type: none"> Evidence/responses followed by panel summary/discussion, where necessary Responses can be recorded on a separate sheet, if desired 	
<p>Skills/Knowledge & Experience of working in Housing Services</p> <p>-Excellent written, verbal and interpersonal skills/engage residents in meaningful consultation, to report on complex housing issues sufficient to interview customers at work & in their home</p> <p>-High level of numeracy skills</p> <p>-Experience of using wide range IT packages</p> <p>-Communication</p> <p>-Organised</p> <p>-Ability to work under pressure & meet tight deadlines</p> <p>*Bonuses to look for (just tick)</p> <p>-TSA</p> <p>-Service standards</p> <p>-reliable</p> <p>-minimum supervision</p> <p>-effective patch or caseload management</p> <p>-attending case conferences</p> <p>-training attended</p> <p>Localism bill</p> <p>Govt. cuts</p> <p>Understanding of</p>	E	<p>-Decentralised NHO's</p> <p>-Generic role</p> <p>-Specialist team</p> <p>-Achievements – i.e. award for good performance</p> <p>-patch management</p> <p>-case load management</p> <p>-utilising agencies</p> <p>-joint/partnership working</p> <p>-Using ICT packages daily</p> <p>-monitoring work Q's</p> <p>-Spot checking arrears / voids</p> <p>-monitoring voids</p> <p>-liaising with voids for RTLs</p> <p>-word</p> <p>-excell</p> <p>-groupwise</p> <p>-intranet/insite</p> <p>-internet</p> <p>-powerpoint</p> <p>GRASP</p> <p>IBS etc</p> <p>-scanning</p> <p>-prioritising</p> <p>-work as a team</p> <p>-self-starter/-motivated</p> <p>Carry out estate inspections</p> <p>Write reports</p> <p>Write back to tenants</p> <p>Create newsletters</p> <p>Anything 'maintenance'</p>	<p>Q.1 Tell us about your experience of working in Housing Services and why you want this job especially when cuts are evident & workloads are increased?</p> <p><u>*Prompt*</u></p> <p>(a) Do you have experience of attending Court?</p> <p>(b) How do you organise your own workload whilst working as part of a team?</p>	

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Criterion/criteria being tested		<ul style="list-style-type: none"> Prompt areas/criteria What are you looking for? 	<ul style="list-style-type: none"> Evidence/responses followed by panel summary/discussion, where necessary Responses can be recorded on a separate sheet, if desired 	
Highly motivated and able to take responsibility for own decisions in stressful situations, resolving difficult situations with tact & diplomacy	E	Meeting targets Meeting deadlines Tact Diplomacy Cope with pressure Cope with stress Self-reliant Manage own performance Work with min supervision	Q5 What motivates you in your work?	
Ability to work in successful partnership with all stakeholders to improve service delivery	E	Show importance Show benefits Partners: Police DRAW LASBU Money Advice DWP HB TARS Social Services Probation Education Cllrs/MPs Residents/Tenants Health Education Children's Centres GPs STAR Housing Assoc's Tenant Participation Engage Tenants	Q6 What do you see as the benefits and challenges of partnership working & how might you attract external funding from other partners to your patch? <u>*Prompt*</u> Think who your partners are/who could you work with now?	

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Ability to successfully manage a patch	E	Take ownership of decision quickly Act fast	Q.7 - Scenario question – A maintenance operative for whom you have been allocated responsibility is reported to you by another Housing colleague as being seen off the area in which they are meant to be working. This report was made to you at 8am. The Works Planner advises you at 8.30am that day that the operative has not signed onto their PDA for work at an address on your patch. At 9.30am a Cllr phones to state that they have a complaint that their constituent of the same address has taken time off work for a repair to be undertaken as the first job of the day and had been promised an 8am visit, but no-one has arrived and no materials have been delivered – what will you do?	
Ability to work under pressure	E	Cllr enquiry – contact with update Avoid further delay		
Highly motivated /take responsibility for own decisions	E	Visit Contact WP & stores Ask for assistance from colleagues Question operative quickly Look at past history Capability / Disciplinary Interview the 'whistle – blower' Apology / offer of compensation. Does it add up? Inform TL immediately Don't delay		
Ability to deliver high level of customer care	E	Gas – emergency – no lights on – no smoking etc – must ring Gas first. Invest if doors are a recharge Blocked drain / waste-pipe – organise visit	Q.8 - Scenario question – A tenant who has just completed a mutual exchange and who is in the 2 nd week of their tenancy complains that they have missing internal doors, can smell gas and cannot get rid of a very unpleasant smell from their drains – what would you advise the tenant to do ?	

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			<p>Q9.</p> <p>Tenant contacts to complain about a repair that is still outstanding. What would you do.</p>	
Other	E E E E E		<p>Q. #10</p> <p>Are you prepared to wear a uniform?</p> <p>Are you prepared to wear & use an ID Badge?</p> <p>Must have access to transport to efficiently undertake work around the city</p> <p>Are you prepared to work outside normal working hours?</p> <p>Are you able to work alone on estates in all weathers ?</p>	