

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE

4 PANEL INTERVIEW

45 minutes (plus 5 minutes scoring and 10 minutes preparation for next)

QUESTIONS, NOTESHEET and SCORESHEET

Candidate Number _____ Scorer Name _____

1. Prepared Question :			
How will you undertake the planning, prioritising, organising and reviewing of group care for young people resident in the unit?			
Max 2 per capability		Capability	Notes
	7a	Relates positively to young people, colleagues and others	
	7c	Positively negotiates, represents, advocates and challenges for young people	
	9m	demonstrates ability to plan, prioritise, organise and review the progress of own and others work	
	19a	looks ahead and anticipates what needs to be done	
	11j	awareness of the team in relation to the organisation as a whole	
	11b	Demonstrates skills and techniques in influencing change and the acceptance of change	
	12b	Prepares competent proposals to meet organisation's objectives, and productively responds to opportunities and problems	
	12d	Makes productive use of wider policy, legislation and research to inform planning and work practice	

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2. What is it about Secure Care that has influenced your decision to apply for this post? What is your motivation to work with this client group in this environment?

How would you respond to negative criticism of Secure Care, both specifically and generally?

Max 2 per capability	Capability	Notes
	7a Relates positively to young people, colleagues and others	
	7c Positively negotiates, represents, advocates and challenges for young people	
	3b Demonstrates sympathy for the concerns of others	
	4f Welcomes variety and change in work patterns	
	4d Understands and has a constructive approach to change	
	6f seeks responsibility and freedom to act in own area	
	20h Willingness to work in a Secure Unit	
	30f has ability to see the whole as well as the parts, is flexible and open to new ideas	

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2. Can you please elaborate on what you think the biggest professional and personal challenges will be for you, and what you expect to learn in this new job?

Please describe events or significant learning opportunities of the last 3 years, which have impacted on your working practice.

What difference did these experiences make in your current job?

- **What professional knowledge gaps do you have coming into this post?**
- **How do you plan to overcome them?**
- **How would you expect the organization to support you in acquiring an early attainment of the necessary knowledge and confidence?**

Max 2 per capability	Capability	Notes
6e	Understands the limits of own ability, requests assistance and takes constructive criticism	
15	Reflects on own practice Continually monitors and evaluates:	
	own knowledge and skills own attitudes and behaviours own beliefs which might affect work own quality of practice and how it could be improved the outcomes from own work	
15g	Identifies actions to develop and enhance practice	
16a	Seeks and positively uses appropriate supervision and support	
16b	Prioritises aspects of practice which need to be enhanced	
16d	Takes positive action to use CPD opportunities	
30a	Is curious and attentive, uses networks, written sources, observation, sound out opinion	

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3. Given your previous experience, how will you help develop the Unit team in the secure unit?

- **You will be assisting in the management of a team which is likely to be made up from trainees and experienced staff.**
- **What do you think will be the main differences between staff experience and expectations?**

Max 2 per capability		Capability	Notes
	11a	Enables and motivates others to make best use of their individual abilities towards team objectives	
	11b	Demonstrates skills and techniques in influencing change and the acceptance of change	
	11d	Makes productive use of performance management for individuals	
	11e	Assesses and effectively supports individual learning and development	
	11f	Promotes a learning organisation	
	11g	Leads delivery through productive relationships and partnerships	

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4. Describe a conflict that you were involved in within the workplace, how did you resolve it?

If no example, ask **how they would resolve a conflict between staff** (the unit manager is away on holiday)

How do you deal with a parent refuses to leave the visitor room?

Max 2 per capability	Capability	Notes
	6a	Demonstrates confidence and assurance in transactions with others
	6b	States own position clearly and confidently in conflict situations
	6c	Judges accurately when to stand ground and does so
	6d	Able to confront people with unpopular decisions
	7a	Relates positively to young people, colleagues and others
	11c	Possesses sufficient conflict resolution skills
	19a	looks ahead and anticipates what needs to be done
	19c	seeks appropriate assistance when limit of own capabilities are reached

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Is there anything from your previous employment history you wish to comment on or make the panel aware of?

Candidate to ask questions of panel (Not scored)

NOTES

Score the candidate on the following capabilities from the interview exercise:

Generic Capabilities	Did the candidate:	max 5
Communication (7)	Communicate appropriately and professionally	
Knowledge – Residential Child Care Task (20)	Understand what's involved in residential child care	
Leadership Skills (11)	Demonstrates skills and techniques in influencing change and the acceptance of change	