

# Your NatWest Group interview



We've created this interview guide so you know:

- What to expect
- How to prepare
- How to contact us



Our purpose is to champion potential, helping people, families and businesses to thrive. It allows us to build deep, lasting relationships with our customers and that's the best way for us to help them succeed.

As a purpose-led learning organisation we need to recruit people with the right capabilities, knowledge, skills and experience, but also with a learning mindset. This ability and motivation to continually learn, reflect, share and collaborate will make sure we can upskill and reskill to help our customers and communities, and each other, to thrive.

To help us do this, you'll be taken through a structured interview. Here's what we'll cover:

## Engagement and fit

We want to find out more about you - if you're external why you want to work for NatWest Group, and if you're internal what you know about the business area or function. We also want to know what it is about the job that appeals to you. You'll find lots of information on [NatWest Group Careers](#) and [NatWest Group application advice page](#), news websites and social media. As an internal candidate you can also find information on our internal intranet.

## Knowledge, experience and technical skills

We'll ask you some questions specific to the job, exploring your relevant knowledge, skills and experience.

## Critical People Capability (CPC) questions

We'll also ask questions to help us understand your behaviour in the work environment, using our CPC behaviours. These are outlined on the last page of this guide.

We'll be looking for examples of past experience that demonstrate your typical behaviour at work. This is because past behaviour is a good predictor of future behaviour. Your interview will cover the two CPCs that are most important to the job, together with 'Connected'.

Here's an example – if the job you've applied for involves working with others, we might ask a question such as **“Talk to me about a time when you supported another team member who was struggling to meet a deadline?”**. You'd then tell us about your experience and what you did, and we'll ask some follow-up questions to make sure we've fully understood your example.

## Questions for us

The interview isn't just an opportunity for us to get to know you better; it's your opportunity to see if we're right for you. You can ask us more about the job, culture, team, training, progression, or anything else you'd like to know.

## What to expect



# Attending a Zoom Interview

## What to expect (cont'd)

### What is Zoom?

You may have been asked to complete your interview remotely via Zoom. Zoom is a video-conference tool, and can be used via mobile, tablet and desktop.

### How do I join a Zoom meeting?

You don't have to have a Zoom account to join a Zoom meeting. You can join a Zoom meeting by:

- Downloading the app on your mobile or tablet ([iOS](#) and [Android](#) support) and entering the meeting code sent to you.
- Going to <https://zoom.us/join> and entering the meeting code sent to you.
- For more help go to [Zoom Help](#)

### Hints and tips for joining a Zoom meeting

- When joining a video-conference meeting make sure your device has a camera function
- Make sure you have **good internet connectivity** and that your **device is fully charged**, so you'll be able to complete your interview without disruptions
- Make sure you find a quiet room where you'll be able to hear your interviewer and they'll be able to hear you
- Treat the Zoom interview the same as you would a face-to-face interview

Spend time thinking about previous or current experiences that you could use as examples. These could be experiences from work, at school or university, voluntary work or personal life. Think about the skills and knowledge you will need and what examples you could provide, as well as examples relating to the CPCs.

Try to think of different examples; this will help show the breadth of your experience, rather than using the same example for many questions. Ideally, use examples from the past 18 months so you can remember them clearly. It's a good idea to prepare by making a list of your examples, summarising the key points you want to make.

You're welcome to refer to notes in the interview but we'll be looking to have an engaging conversation with you, so try not to rely on them too much.

We'll encourage you to take your time, thinking about your answers before giving them. You'll also be allowed to go back to previous questions if you remember something important.

**The STAR Technique** – a well known way to prepare and answer competency based questions:

<b>Situation</b>	Or background to the example.
<b>Task</b>	Task you had to complete.
<b>Action</b>	The specific actions you took to complete the task.
<b>Results</b>	The result of your actions. It's important you focus on your own role and what you did – Try to resist the temptation to talk about 'we', 'us' and 'the team'.

Some interviews include a practical exercise. We'll let you know if you're going to be asked to complete a practical exercise, case study or role play. You'll have a full brief on the day, with time to prepare.

External? You'll find more interview hints and tips on our [NatWest Group application advice pages](#).

Internal? You'll find lots of great information to help you prepare on [Insite > Recruitment > Career > Interviews](#)

## How to prepare



## After the interview

If you're successful you'll need to show us your proof of right to work in the UK (external candidates only).

### For UK citizens and EU members, acceptable proof of right to work documents include:

- Current passport OR
- Expired passport AND proof of identity e.g. driving licence OR
- Full A4 birth certificate AND proof of National Insurance number and proof of identity e.g. driving licence

### For non EU members, acceptable proof of right to work documents include:

- Current passport AND EITHER
- Visa details (found in passport) OR
- Visa biometric card

## How to contact us

- If you've any questions about your interview, please reply to your interview confirmation email. Internal candidates should contact their Talent Acquisition Consultant or Recruiting Manager
- At NatWest Group we want to champion your potential by enabling you to demonstrate your best self. Therefore, if you have a disability, health or mental health condition that may impact the interview, please contact your interviewer.

We'll have a confidential discussion and work with you to put in place any physical or non-physical adjustments you may need. This information is only used to make adjustments for your assessment(s) and we won't share this information wider.

- Best of luck, and we look forward to meeting you!



# Critical People

## Capability Behaviours

Having the right people with the right capabilities will help us be successful now and in the future. Our Critical People Capabilities enable us to champion everyone's potential, which also helps our customers and communities to thrive.

	Definitions	Themes
 <p>Improver Innovator</p>	<p>Generates and progresses new ideas, ways of working, and improvements for customers. Learns from experience. Has a desire for NatWest to do the best for our customers. Has a digital mind-set and makes the most of technology.</p>	<ul style="list-style-type: none"> <li>Idea generation and innovative ways of thinking and working for customers</li> <li>Learns from experience and experiments</li> <li>Digital/technological mind-set</li> <li>Continuous improvement</li> </ul>
 <p>Change Ready</p>	<p>Active participation in change, comfortable with ambiguity and self-aware. Focused on wellbeing and resilience. Adaptable, curious, and open to learning. Works at pace when required.</p>	<ul style="list-style-type: none"> <li>Resilience and wellbeing</li> <li>Learning Organisation: Develops self, curious to learn, shares learning</li> <li>Positive orientation towards change and ambiguity; shows adaptability</li> <li>Working at pace, and still delivering quality work</li> </ul>
 <p>Critical Thinker</p>	<p>Understands the bigger picture, uses information, data and insight to solve problems and make decisions with colleagues and customers in mind. Attention to detail, and simplifies complexity.</p>	<ul style="list-style-type: none"> <li>Information and data gathering, researching and using insight</li> <li>Problem solving and decision making</li> <li>Challenging decisions of others appropriately, and openness to challenge</li> <li>Focus on detail – balances attention to detail, and broader thinking</li> <li>Strategic thinking and makes connection to bank purpose, goals and risk appetite</li> </ul>
 <p>Connected</p>	<p>Collaborates across boundaries. One-bank thinking with highly effective team working. Shares knowledge, supports others, values differences and inclusivity, and promotes fairness. Supports and serves the community.</p>	<ul style="list-style-type: none"> <li>Positive about collaboration, collaborates purposefully</li> <li>Values Differences, Inclusion and diversity</li> <li>Coaching &amp; feedback</li> <li>Communication, sharing knowledge and information, and influencing</li> <li>Supports/serves community</li> </ul>
 <p>Trusted Advisor</p>	<p>Credible and knowledgeable. Keeps expertise up to date, and brings outside thinking in. Has high ethical standards. Builds trusted relationships underpinned by warmth, empathy and emotional intelligence. Looks to deliver the right outcome for customers.</p>	<ul style="list-style-type: none"> <li>Relationship building and Trust</li> <li>Empathy and Emotional Intelligence</li> <li>Ethical standards, doing the right thing</li> <li>Building expertise and demonstrating credibility</li> <li>Environment scanning with the customer in mind</li> </ul>