



Job applications and Interview skills

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Delivering great health and care
services in our local communities



Norfolk and Waveney

**Children and Young
People's Services**

Norfolk

**Community Health
and Care Services**

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services in our local communities



Our values

Integrity

We are transparent, accountable and trustworthy. We build confidence through openness in our words, actions and decisions.

Compassion

We listen, understand and respond with empathy and kindness. We place the needs of others at the heart of what we do.

Inclusion

We create safe, respectful and welcoming environments for all. We value diversity and ensure fairness for colleagues, patients and communities.

Ambition

We are bold, aim high and innovate to improve the care we provide. We support the users of our service to achieve their potential and thrive.

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Our core ethos is underpinned by living our values and putting people first, we create a culture where the quality of our care, compassion and collaboration thrive.



How We Live Our Values

For our staff

- We foster a workplace built on integrity and trust, where accountability and openness are the norm.
- We support each other with compassion, recognising the importance of wellbeing and kindness in the workplace.
- We celebrate diversity and ensure an inclusive culture, where everyone's voice matters and everyone feels they belong.
- We support our colleagues and teams to be ambitious and innovative.

For our patients and communities

- We deliver care with integrity, ensuring transparency about services and decisions.
- We provide care with compassion, always putting patients first and responding to their needs with empathy.
- We provide inclusive services, ensuring equitable access and tailoring care to meet the needs of our diverse communities.
- We will be ambitious and will innovate to ensure that the very best care is provided.

Our ethos in action

For staff: we provide a safe, inclusive workplace where integrity, compassion, and ambition are the foundation of our teamwork.

For patients and communities: we provide the best care by being compassionate, inclusive, and ambitious, ensuring good quality outcomes and positive experiences for all.



Writing your application



Read the job advert
carefully!

Look at documents
attached: job
description and
person specification

Follow the link – ie
Trac and you can log
in or create an
account

Supporting
information – sell
yourself including
your skills

Complete all
sections, you don't
need to do these in
order!

Confirm work status
and for CCS Trust
Values

References need to
cover the last 3
years

Equal opportunities
information is for
monitoring purposes

Check your
application

‘Person Specification’ or ‘Supporting information’

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In this section you need to demonstrate how you meet the essential and desirable criteria for this particular post

Qualifications

- Educated to GCSE level English and Maths or equivalent
- Competent operator of computers and software

How do you meet these essential criteria?

*

- Knowledge of administrative procedures, software programmes and medical terminology

How do you meet these desirable criteria?

*

Experience

- Proven experience of using Microsoft Office
- Ability to use own initiative/ work to deadlines
- Experience of working in a constantly changing environment

How do you meet these essential criteria?

*

‘Person Specification’ or ‘Supporting information’

In this section you need to demonstrate how you meet the essential and desirable criteria for this particular post.

Here is an example:

Qualifications

- **Educated to GCSE level English and Maths or equivalent**
- **Competent operator of computers and software**

How do you meet these essential criteria?

I am educated to GCSE level in English and Maths and gained a level 2 in both subjects. I possess strong IT skills, with proven ability to operate computers and a wide range of software applications efficiently and accurately.

- **Knowledge of administrative procedures, software programmes and medical terminology**

How do you meet these desirable criteria?

I have a solid understanding of administrative procedures, including managing patient records, scheduling appointments, and maintaining accurate documentation in line with NHS policies. I am proficient in using software programmes such as Microsoft Office (Word, Excel, Outlook) and NHS-specific systems like ESR and e-RS for data entry and reporting. Additionally, I am familiar with common medical terminology, enabling me to communicate effectively with clinical staff and accurately process healthcare documentation.

Aspects to consider when completing the supporting information

- Confirm that you have read the Job Description
- The skills and qualities you possess
- Any relevant experience you have
- Why you are applying for this position
- Your key Strengths
- What can you bring to the role
- What sets you apart from others

Obtaining References

- You must give names and contact details of at least two referees covering a period of 3 years
- As a student, your tutor or the course lead is a good reference
- If you are currently employed, your referees should be your line manager and should be from your most recent employer
- Explain any gaps you have in employment or full-time education
- Contacting references- ask their permission first!

Submitting your application

Remember an application form is a legal document and it is important that you have completed it honestly and accurately.

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You can save your application at any time and come back and work on it later.



Look over documents attached: job description and personal specification



Make sure you have answered all of the mandatory fields.



When you have completed the form, double check the information.



Check your spelling and that dates etc are correct.



If possible, ask someone else to read your application.



Remember to submit your application before the closing date or it won't be accepted



Some adverts may close early due to high volume of applicants, this will be stated on the advert.



Interview date- if given put a hold in your diary.

Interview Preparation

Double check that you have 'accepted' the interview – as well as letting the potential employer know if you have any specific requirements, such as an accessible room.

Research and Prepare:

Make sure you understand the organisation's mission and aims and can talk about why these resonate with you.

What are their values, how do you demonstrate these?

Ensure you're up-to-date with their services, look on their website and social media channels for easily accessible information.

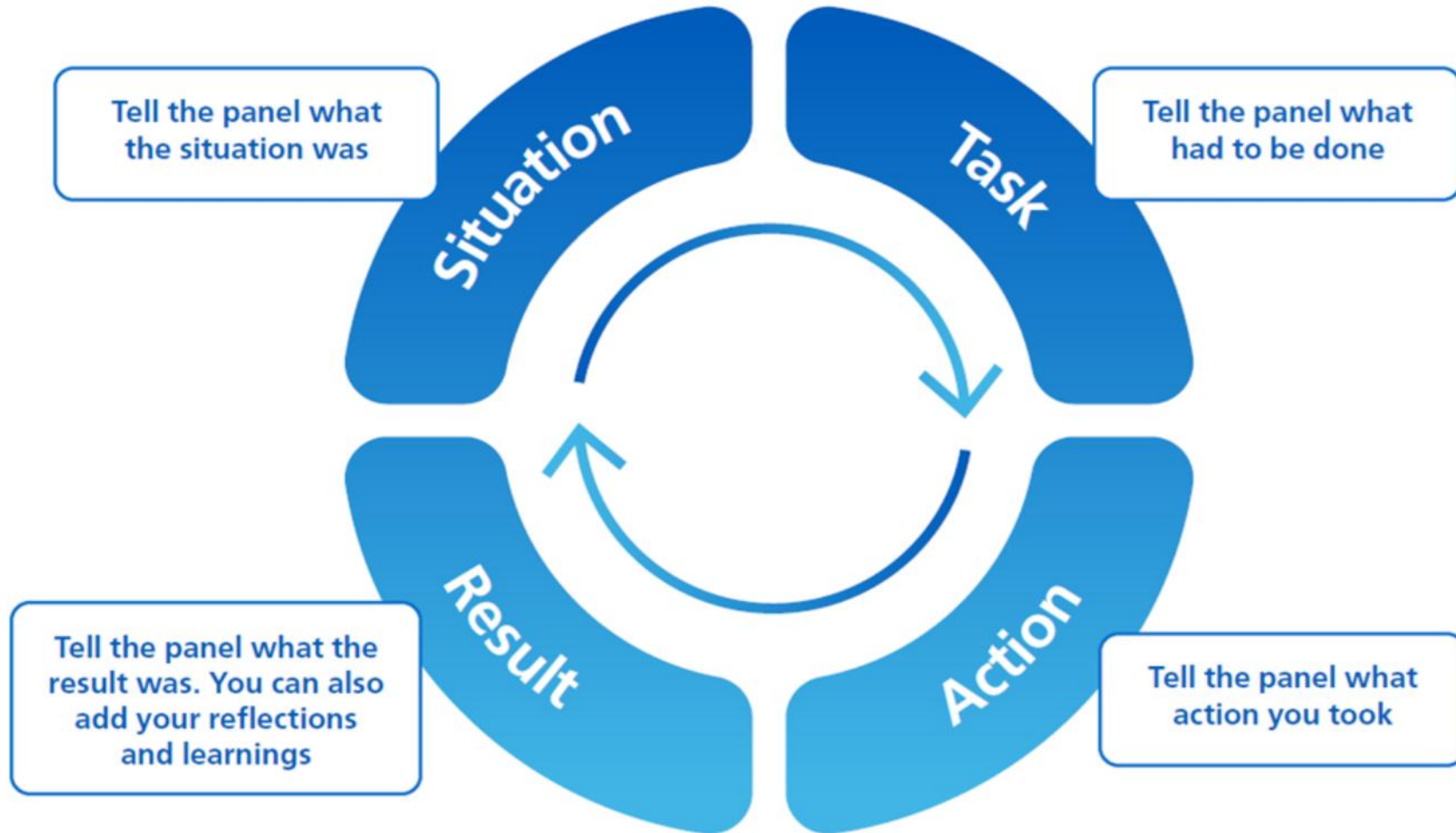
Do you need to do a presentation?

To learn more about our recruitment process, please visit the Recruitment Process page on our website:

<https://www.eastofenglandcommunityhealthandcare.nhs.uk/working-with-us/job-application-process/>

STAR model:

Use this to prepare examples to demonstrate how you have succeeded before and will do it again.



Interview Day

- Take with you any photographic identification documents
- Take your presentation with you if required
- Give yourself plenty of time to get there
- Review your application before going in
- Think about what points you might want to expand on
- Remember to smile, be polite, friendly, and make eye contact
- If there are several people in the room, look at the person who asked you a question, but try to glance at others to check that they are following you.
- Don't interrupt the person asking the question, but it's fine to ask them to repeat the question or ask for clarification
- Ask questions at the end, as it helps demonstrate that you are keen and want the job.

Topics and Questions

Presentations

Ice breakers

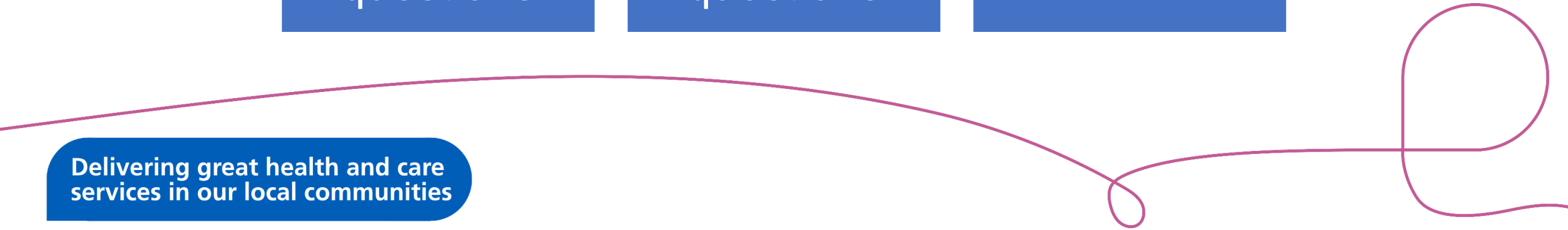
Involving
others or
teamwork

Technical
questions

NHS values-
based
questions

Competency
based
questions

Exercises

A decorative pink line that starts from the left, curves upwards, then loops back down and to the right, ending in a small circle.

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After the interview

Breathe, relax and reflect:

What went well and what could have gone better

Were there any questions you could have answered differently

Were there any questions you forgot to ask

If you haven't heard back from the employer within two weeks, give them a call.
Don't panic and assume you have not been successful.

When you join us

At EEC, we recognise that starting a new role can feel both exciting and challenging, which is why our 6-month probationary period is designed to be a positive and supportive experience. During this time, employees are encouraged to build confidence in their role with guidance and encouragement from managers and colleagues to help them succeed.

The purpose of the probationary period is to provide a structured opportunity for both the employee and their manager to assess how the role is developing, while offering ongoing support, feedback, and development to help the individual reach their full potential and feel settled within the Trust