**Interview Matrix Example**

A scoring matrix is used to determine the relative score made by matching two characters in a sequence alignment. A matrix is an effective tool used throughout interview review processes, to assess the suitability of the candidates against the elements within a job description. The matrix is comprised of the following sections:

1. **Assessment Criteria** – What it is you are assessing through the interview question.
2. **Question Number** – The interview question number to keep organised.
3. **Interview Question** – A question which enables the interviewee to answer in a way which will assess against the assessment criteria.
4. **Score** – To grade how well they have responded to the question and a reflection on their performance against the assessment criteria. In this example we will use a scoring system from 1-4 to grade the candidates on each interview question.
   1. 1- Limited evidence of assessment criteria.
   2. 2- Partially meets assessment criteria (requiring development).
   3. 3- Meets the assessment criteria.
   4. 4- Exceeds the assessment criteria.
5. **Reason** – A note to justify grading the candidate with a specific grade to ensure it has been evidenced.

**Example**

| **Candidate No.** |  |
| --- | --- |
| **Job No.** | 83746 |

| **Assessment Criteria** | **Question No.** | **Interview Question** | **Score** | **Reason** |
| --- | --- | --- | --- | --- |
| *Understanding of Business* | *1* | *What is your understanding of our business?* | *3* | *Demonstrated a sound understanding of the business, however, did not give any additional details.* |
| *Experience* | *2* | *Can you tell us about a time you provided excellent customer service?* | *4* | *Gave a great example of when they worked as a Front of House member for a restaurant and catered for the needs of their guests excellently. Received commendation from their General Manager for this specific service.* |
| *MS Office Competency* | *3* | *How competent are you in MS Office, particularly Word and Excel?* | *2* | *Has had experience with MS Office although only familiar with Microsoft Word, not familiar with Excel.* |
| *Resourceful and proactive* | *4* | *Can you tell us about a time you have been resourceful and proactive when something hasn’t gone your way?* | *4* | *Gave detail about how adaptive they have had to be once working within a group environment at university. A member of their team dropped out and they took on the responsibility to pick up extra tasks under the same time constraints. To manage this extra workload, they put together a time management schedule and made sure to get all tasks done on time with a reduced level of stress due to organisation.* |
| *Knowledge of Office systems and procedures* | *5* | *What do you know about office systems and procedures?* | *3* | *Demonstrated an awareness for office procedures due to their experience doing work experience with a law firm. Part of their responsibilities were to manage the case file database.* |
| *Attention to detail* | *6* | *Where have you needed to pay close attention to detail, and how did you manage this?* | *4* | *The candidate talked about their final year dissertation project which involved conducting and critically analysing primary research. They demonstrated an awareness of the importance of attention to detail and why it is necessary for success. They mentioned how they separated the data into different sections to be able to focus on certain sections at a time, maximising concentration and precision.* |
| *Togetherness* | *7* | *Can you tell us about a time you demonstrated effective teamwork and what you did specifically to help that team succeed?* | *3* | *Gave an insight into the voluntary work the candidate does with an animal shelter. They worked as part of a team who ran a fundraising project. The candidate was responsible for organising the fundraising events and made sure to communicate with the treasurer and project manager of the team to ensure budgets and schedules were adhered to.* |
| - | - | - | **TOTAL: 23/28** | - |