**How to arrange and conduct a video interview**

Video interviews are a tool that hiring managers will be using increasingly to assess talent from around the world as we seek to bring the brightest and best colleagues to our University.

Arranging the video interview:

* Make sure in advance that the arrangement is going to work for the candidate. This includes thinking about the local time for international candidates.
* Allow a little extra time in your interview slot than you usually would, for any technical hiccups.
* As always, check if there are any special arrangements needed e.g. for candidates with disabilities.
* Make sure that the arrangements for dialling in are provided in advance to the candidate and those on the interview panel, and everyone has received clear instructions on how the interview will work.
* Have a plan B to fall back on i.e. a telephone interview if a video interview fails.

Prepare in advance:

* There’s a Knowledge Base article on [using Skype](https://manchester.saasiteu.com/Modules/SelfService/#knowledgeBase/view/82DA7E30FC464B38BBCA6D6005F80816), which you might find useful. Contact IT Services if you need more support (<http://www.itservices.manchester.ac.uk/help/> or ext. 65544).
* Test your computer’s webcam and audio in advance
* Select an appropriate room in which to conduct the interview; make sure it looks professional, is well lit, and free of background noise.
* Be aware that small, empty rooms can cause echoes that might distract your candidate – give your equipment a test run from the room you intend to use if you can.
* Make sure there will be no unexpected distractions or interruptions while you are conducting the interview, e.g. phone calls or people needing access to the room you’re using. Put a sign up to avoid this.
* Make sure you have circulated this document to the rest of the panel.

Before you start:

* Dress appropriately – just as you would if interviewing in person.
* Read through the candidate’s application form or CV and note anything you wish to discuss or ask questions about; check you have all the necessary paperwork so you don’t have to bring these up on the device you’re using to Skype.

During the interview:

* Greet everyone warmly once connected, introduce the interviewee to anyone else who may be participating in the interview, and make sure everyone can see and hear and is happy to proceed.
* Speak clearly, but don’t shout.
* As with any interview, the candidate is likely to have some nerves. Take some time to explain the format and provide some background while they relax.
* After each question, allow a little longer before the candidate responds with an answer. There may be a slight delay due to their connection. For this reason, avoid jumping in with an explainer or follow up question comment too soon.

Think about your body language:

* As with any interview, the interviewer’s body language is important to help put candidates at ease, and send out the right message about the University as an organisation.
* Lots of movement on screen can be distracting, but use hand gesture when appropriate.
* Smile, nod and make plenty of eye contact to show you are genuinely interested in what they have to say.
* It can be helpful to appoint a note-taker, or rotate note-taking duties throughout so at least one person can maintain eye contact with the interviewee.
* Avoid folded arms, looking down, yawning, and slouching – just as you would if the person was in the room.

At the end of the interview:

* Thank the interviewee for their participation.
* Make sure they know what the next stage in the process is, and when they will hear from you next.
* Most importantly – make sure you have ended the call before you start discussing them or other candidate with the panel.