



How to Interview Like A Pro: Creditsafe's Guide to Job Interviews

POWERING BUSINESS DECISIONS



We know that interviews can be nerve-wracking, but with the right preparation and mindset, they can also be an exciting opportunity to shine. My name is Shelley Moore and I'm the Creditsafe Group's Talent Acquisition Manager. Now this may be a coincidence, but one of my humblebrags is that I've been offered the job for every interview I've attended!

In this guide, I'm going to share with you how to make the most out of every interview. Whether you're interviewing for a position with us or elsewhere in the job market, this guide is here to help you to hold yourself with confidence, convey why you're the right hire with clarity, and ultimately, do yourself full justice when it comes to interviews.

First, let's start with the basics.

Preparing for your Interview

The outcome of an interview is shaped before you set foot in the meeting room (or log onto the video call!). Preparation really does pay off, and blagging your way through an interview is like shooting from the hip. To prepare, make sure you cover all these aspects:

- **Know the Company:** Research the organisation—understand its mission, values, recent achievements, and culture. At Creditsafe, we love candidates who are curious about our business and ask thoughtful questions.
- **Understand the Role:** Read the job description closely. Think about your skills and experiences that align with what's required. Be ready to talk about specific examples that demonstrate your suitability.
- **Review Your Application:** Make sure you're familiar with what you've supplied—your CV/resume, cover letter, and any other supporting documents. Interviewers often refer to these as a starting point for their questions.
- **Prepare Questions:** Interviews are a two-way street. Prepare a few insightful questions to ask your interviewer—this shows engagement and genuine interest.
- **Logistics Matter:** Double-check the interview time, format (in-person, phone, or virtual), and what's expected of you. Test your tech if it's a virtual interview!

The Five Cs in Interviews: Behavioural Questions

At Creditsafe, we centre our interviews around five key values—the Five Cs. These guide not only our questions but also what we look for in successful candidates and their behaviours at work. They're equally valuable for interviews in any organisation too:

Collaboration	Virtually every employer is going to care about how you get on with people. Can you work effectively as part of a team? We want to hear about times you've worked across different groups or functions to achieve a common goal.
Customer Focus	Any business worth their salt will be looking out for their customers. So you'll want to show how you put customer first! Share examples where you've gone the extra mile to help a customer—internal or external.
Communication	Are you able to communicate complex ideas clearly? We value open, honest, and timely communication, and so do most companies.
Commitment	All good things happen with commitment. How do you show dedication to your work and your team? Tell us about times you took ownership and delivered on your promises.

Continuously Challenge and Improve

We love people who are always learning and looking for ways to improve. Can you share a story of when you challenged the status quo or learned something new to make a process better?

Technical Interview Process

For more technical roles at Creditsafe, there are some differences in the process.

Depending on the role you're applying for, there may be a technical element to the interview. We want you to feel prepared, so you'll always be informed ahead of time about the format and what to expect.

Typically, the process looks like this:

First Interview (usually 30 minutes)

This is a relaxed "get to know you" session. We'll introduce ourselves, tell you a bit about the company, the team, and the role. It's also your first opportunity to share your experience and knowledge. You can expect some straightforward questions about your background and how you would work in the role!

Second Stage (60 minutes)

You'll be invited back for a more in-depth interview, focused on *both* behavioural and technical aspects. This stage usually lasts around 60 minutes and, where possible, takes place face-to-face.

The technical part — job dependent — often involves a series of questions or a practical test relevant to the role. Either way, you'll have plenty of notice and a clear outline of what the process will entail, so you can approach it with confidence.

Use the STAR Technique

A great way to structure your answers in an interview is by using the STAR method. It helps you tell your story clearly and concisely, focusing on the details interviewers care about most:

- **Situation:** Briefly explain the context or background.
- **Task:** Describe your responsibility or goal in that scenario.
- **Action:** Share the specific steps you took to address the situation.
- **Result:** End with the outcome—what happened, what you learned, and what you might do differently next time.

I'd recommend practicing the STAR technique before the interview. We understand too that AI is helping job applicants with their search; one thing you can do is give your CV, the job specification, and some company information to an AI tool like Claude or ChatGPT, and ask it to come up with questions for you.

You can then practice those questions yourself using the STAR technique. With that, you'll be knocking the questions out of the park!

Using AI In The Interview Process

We understand that AI can be a handy and accessibility-enabling tool for applicants here at Creditsafe. To see our AI use policy for applicants, click [here](#). Just bear in mind that organisations will have varying views on if and how much AI should be used, so always be careful to check with them to make sure you get the best from the process.



How to Excel in Your Interview

Beyond the basics, there are a few things that truly make candidates stand out:

- Be yourself and let your personality shine through. Employers appreciate genuineness and honesty.
- Listen attentively. Pay close attention to the questions, and don't be afraid to take a moment before answering. Clarify if you're unsure.
- Passion is contagious, show your excitement for the role and the company; show that you care and understand.
- Be engaging! Make eye contact, smile, and use positive gestures and open body language. It makes a good impression but also, if you feel nervous, it will help you feel relaxed. We want candidates to feel comfortable and present themselves at their best. For virtual formats, look into the camera and sit up straight.
- Follow Up: After the interview, send a polite thank-you note or email. It's a simple gesture that leaves a lasting impression.

Practice, Practice, Practice!

Interviewing is a skill, and like any skill, it gets better with practice. Whether you're looking to join Creditsafe or looking to land a role elsewhere, preparation, self-awareness, and great storytelling are your friends. Remember the Five Cs, use the STAR technique, and above all—believe in yourself.

Every interview is a learning opportunity, and with each one, you are getting closer to your goals, even if it feels like you're not at times. Best of luck in your job search—and maybe I'll see you at Creditsafe soon!

Shelley Moore

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