

Interview Preparation Guide

Thank you for your interest in developing your career in Uisce Éireann. We are excited to learn more about you. We have big plans and are keen to see how your skills and experiences can help us realise our purpose in rising to the challenge of delivering transformative water services that enable communities to thrive. At Uisce Éireann, we live our values every day; we deliver for customers and communities, we work better together, we do the right thing, we aim high, and we keep each other safe.

Purpose of the Interview

Our interviews are designed to understand:

1. Your skills and experience, and how they align with our values and objectives.
2. How you approach challenges and contribute to team goals.
3. Your commitment to delivering quality outcomes for customers and communities.

This is your chance to showcase your experience and demonstrate how you make a difference, as well as an opportunity for you to gain a greater insight into the organisation and the role.

Interview Structure

Format: The interview will be conducted in a panel format, lasting approximately 45-60 minutes, and will focus on behavioural competency-based questions. The panel will include a representative from the hiring team and a functional expert. A HR representative may be included for certain roles.

Content: The interview will include:

- A summary of your background and experience.
- Behavioural questions to explore how you work with others, make decisions, and align to our values.
- Role-specific questions about skills and knowledge directly related to the position.

Preparing for the Interview

To prepare, consider how your experiences reflect Uisce Éireann's core values:

1. **We deliver for customers and communities** - think of times when you went above and beyond to meet customer needs or supported your community.
2. **We work better together** - prepare examples that show how you collaborated with others to achieve results, valuing diverse viewpoints to achieve team success.
3. **We do the right thing** - reflect on moments when you made ethical choices, even when challenging, to ensure the right outcomes.
4. **We aim high** - be ready to discuss goals you've achieved by setting high standards and pushing yourself, find ways to grow and improve and look for new and innovative ways to do things
5. **We keep each other safe** - consider examples where you promoted safety or acted to protect the wellbeing of others.

The STAR Technique

We use the STAR format (Situation, Task, Action, Result) for behavioural questions, and you will need to prepare your answers using this format.

Situation: The context.

Task: Your responsibility.

Action: What you did.

Result: The outcome and what you learned.

This structure helps us see how you tackle real life situations with a focus on value driven results.

For Field Force roles, the interview follows a slightly different format. The interview will focus on specific technical questions aligned to our values and behaviours. Where knowledge-based questions are asked, you should respond by drawing on your technical expertise.

Key Tips

- Preparation is key to managing interview nerves.
- Review the job description and connect it with your skills and past experiences.
- Review your CV and be ready to talk the interview panel through your relevant work and educational history.
- Prepare specific examples for each of our values.

- Ensure you clearly communicate your role in each example, using “I” to highlight your specific contributions.
- Quantify your results where possible, showing clear outcomes, measurable improvements, or customer satisfaction.

We look forward to meeting you and discovering how your experiences, skills and goals align with our values at Uisce Éireann. Thank you for preparing to join us in making a meaningful impact on the customers and communities we serve.

Uisce Éireann values

We deliver for customers and communities	We work better together	We do the right thing	We aim high	We keep each other safe
<p>The work we do impacts people's everyday lives, enabling communities across Ireland to thrive. We take pride in our local knowledge and expertise – always providing an excellent service customers can trust and rely on.</p>	<p>We combine our individual strengths to achieve what would be impossible alone. We listen. We share knowledge and learn from each other. We embrace our differences, so people feel supported to grow and be their best. We recognise and celebrate success.</p>	<p>We treat each other with respect and kindness. For the benefit of our co-workers, communities and planet, we stand up for what we believe is right, not what is easy. We're open, we speak up and know when to say no. And we trust that everyone does these things regardless of who's there to see it.</p>	<p>We never stop learning, growing and looking for ways to be better. We challenge the accepted to improve how we do things. We deliver on promises. We set a positive example. We understand that our actions today shape a sustainable future for all.</p>	<p>We own our work and know what needs to be done to make it happen safely. We're thorough and put the time in. We follow process. We think before we act. We put people and their well-being above all else. And we go home safe at the end of every day.</p>