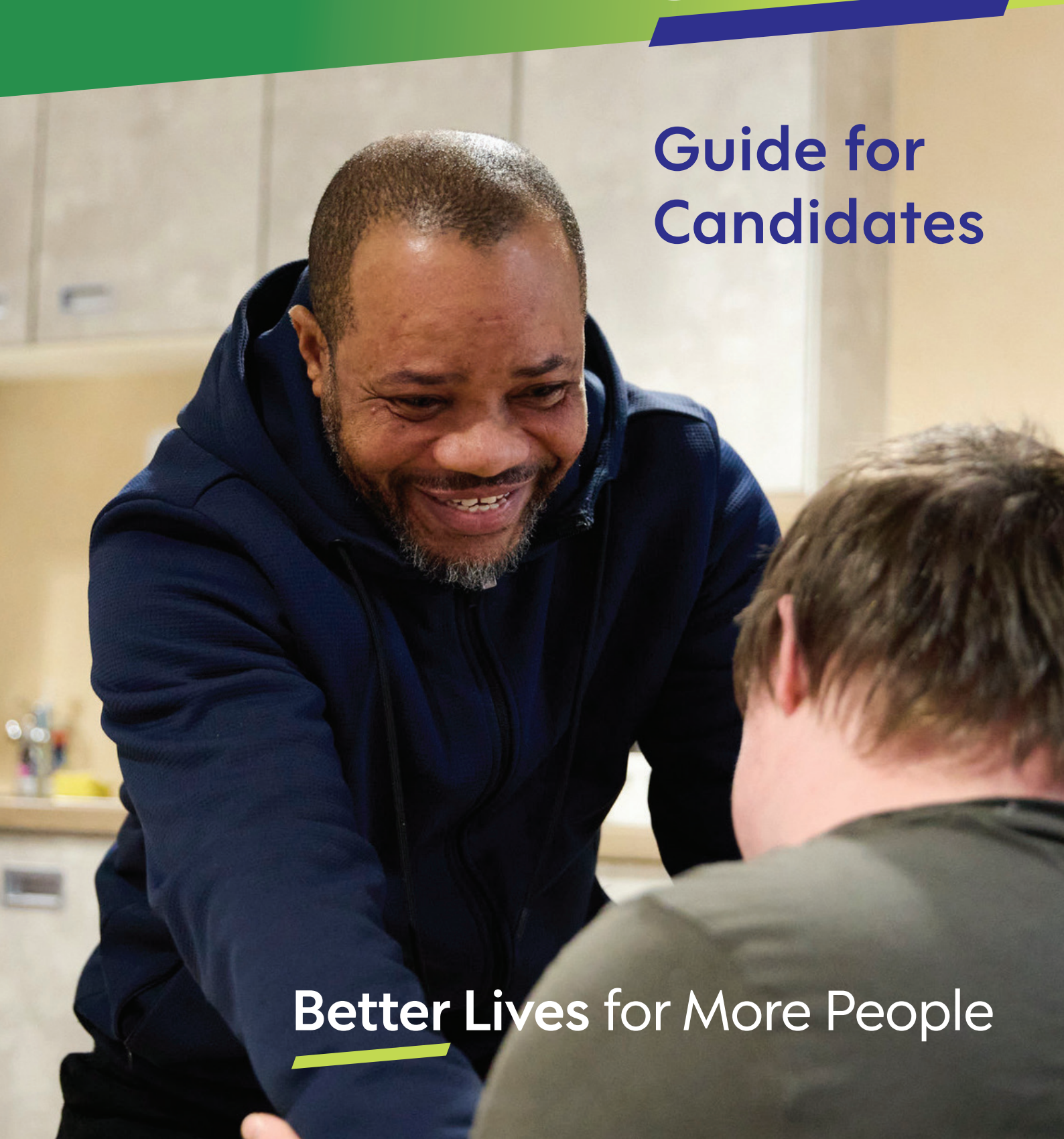
dimensions

So you can be you

Guide for Candidates



Better Lives for More People

Support every step of the way

We want every candidate to have the best possible experience. This guide will help you understand the process, prepare effectively, and feel confident throughout your application journey

Inside, you'll find clear, simple guidance to help you understand what we're looking for and how to show your strengths in a way that feels true to you.
Whether you're supporting people directly or working behind the scenes in HR, Finance, IT, Housing, or other vital teams, your work helps people with learning disabilities and autistic individuals live better, more independent lives filled with friendship, laughter, and opportunities.

At Dimensions, you'll find more than a job – you'll find purpose, belonging and the support to thrive. Guided by our values, our commitment to inclusion, and as a Disability Confident Leader and Mindful Employer, we're committed to creating an inclusive, rewarding environment where your voice matters, your wellbeing is prioritised, and your growth is celebrated.

If at any point you have difficulties completing the application process or require any reasonable adjustments, please contact **applications@dimensions-uk.org**. We are here to help make the process accessible, supportive and fair for everyone.

"Together, we'll make a real difference – for the people we support and for you.

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Showcasing your skills and experience

Skills & experience assessment

Some roles require you to complete a Skills and Experience Assessment as part of the application process.

This gives you the opportunity to demonstrate your knowledge, skills, and experience relevant to the role.

This applies to:

- **Lead Support Worker**
- **Assistant Locality Manager**
- **Locality Manager**
- **Business Support roles**

If you are applying for a Support Worker role, you will instead be asked to complete a Care Character Assessment, which will be sent to you via email – **click here for more details**

We use the Skills and Experience Assessment as part of our shortlisting process. It helps us understand how your knowledge, experience and strengths match what the role needs.

Tell us what matters to you and what you can bring. Detailed answers give you the best chance to progress.



We recommend using the Job Description and Person Specification as a checklist when completing your assessment.

For each question, ask yourself: "Do I have an example that demonstrates this skill, experience, or requirement?"

If the answer is yes, be sure to include that example in your response and clearly link it to the relevant skill or requirement outlined in the job description.

A great way to structure your answers is by using the STAR method (Situation, Task, Action, Result). This approach helps you provide clear, specific examples that demonstrate your experience and achievements.

Example:

> Please explain in detail how you meet the **"Skills requirements"** as set out in the Person Specification?

In my current role, I work closely with colleagues and manager balancing being clear and approachable. This is especially important when I need to give guidance. Strong communication skills have helped me build positive working relationships and ensure that people understand our processes in a respectful and supportive way."

Why this works:

- **Mentions the required skill**
- **Shows alignment with Dimensions' values**
- **Clear, structured example**

You'll find more information on how to use the STAR method on the next page.

Using the STAR method to share your experience

The STAR method is a helpful way to answer experience-based interview questions. It gives you a clear structure, so you can share your experience in a way that is easy to understand.

Using STAR can help you feel more confident and prepared when interviewing for jobs.

What STAR means:

S – Situation

Explain the background or context of your example.
Tip: Keep it simple—just describe where you were and what was happening.
Example:"In my role as a Support Worker in a supported living service, one of the people we support became increasingly distressed during evening routines, which was leading to disrupted sleep and impacting their wellbeing."

T – Task

Describe what you needed to do or what your responsibility was in that moment.

Example:"I needed to identify what was triggering the distress and work with colleagues to create a calmer, more person-centred routine that helped the individual feel safe and settled."

A – Action

Explain the steps you took. Focus on your actions, even if you were part of a team.
Example:"I reviewed the person's support plan and recent daily notes, spoke with colleagues and the family, and observed patterns in behaviour. I noticed that noise and rushed transitions were increasing anxiety. I introduced small changes such as using a visual timetable, reducing background noise, and allowing extra time for each step. I also shared these strategies with the team to ensure consistency"

R – Result

Share the outcome. If you can, include numbers or positive feedback—but simple, clear results are fine too.
Example:"Within two weeks, the person was noticeably more relaxed during the evening routine. Incidents of distress reduced from several times a week to once a week, and the individual began sleeping through the night more regularly. The family provided positive feedback, and the team adopted the adjusted routine as standard practice."

Helpful tips for using STAR in interviews

- **Keep your answers focused.** Give just enough background to help the interviewer understand the example.
- **Choose strong examples.** Pick times when you showed problem-solving, teamwork, responsibility, or adaptability.
- **Practice speaking your answers out loud before the interview.** This can help you structure your thoughts, feel more confident and ensure your answers sound natural.
- **Use real experiences.** They don't have to be big or dramatic—everyday work examples are valuable



Preparing for your interview

Preparing in advance can help you feel more confident and ready to showcase your skills and experience.

This section is designed to support you before, during, and on the day of your interview, helping you make the most of every stage of the process.

For additional guidance, you can also visit our Careers Site and watch our interview tips video by **clicking here**.



Getting ready for your interview

Understanding us, the role and your experience

Taking time to prepare can help you feel more confident and ready for your interview.

Before your interview, we recommend exploring our website to learn more about who we are, what we do, and the values that guide our work: Ambition, Courage, Integrity, Partnership and Respect.

Make sure you carefully review the Job Description and Person Specification, paying particular attention to the skills, knowledge, and experience required for the role. Think about how your own experience matches these requirements and prepare examples that demonstrate your strengths.

Be ready to talk about:

- Who you are and what interests you about the role
- Your skills, experience, and achievements
- What matters to you and how this aligns with our values
- How your experience has prepared you to be successful in the role

It's also a good idea to prepare a few questions about the role, team, or organisation. Asking questions shows your interest in the opportunity and can help you decide whether the role is right for you.

Getting ready for your interview

Preparing your answers

Good preparation can help you feel confident, relaxed, and ready to showcase your skills and experience. Take some time to reflect on your achievements and think about examples that demonstrate what you can bring to the role.

Use real-life examples from your work, volunteering, education, or personal experiences to illustrate your skills and strengths. The STAR method (Situation, Task, Action, Result) can help you structure your answers clearly and effectively.

You may find it helpful to prepare examples of times when you:

- **Overcame a challenge or solved a problem**
- **Took initiative or introduced a new idea**
- **Made a mistake and learned from the experience**
- **Worked successfully as part of a team**
- **Achieved something you are particularly proud of**

Remember, there are no perfect answers. Focus on being honest, clear, and specific about the part you played, the actions you took, and the impact you made.

> “Remember, there are no perfect answers.

Support and reasonable adjustments – So you can be you

We want every candidate to have the opportunity to perform at their best throughout our recruitment process.

If you have a disability, health condition, neurodiversity, or if there is anything else that would help you fully participate in the interview, please let us know.

We are committed to making reasonable adjustments wherever possible to ensure the process is fair, accessible, and supportive.

Our goal is to create an environment where you feel comfortable, confident, and able to be yourself, so you can focus on showcasing your skills, experience, and potential.

If you require any support or adjustments, please speak to your recruiter or hiring manager, who will be happy to help.



Getting ready for your interview

Getting organised

Taking a few moments to prepare before your interview can help everything run smoothly on the day.

Before your interview, make sure you:

- Complete any tasks or assessments you've been asked to prepare in advance
- Bring any relevant documents or materials you may need
- Review your interview invitation and any instructions you've been sent

Check Your Plans

If your interview is in person:

- Double-check the interview location and start time
- Plan your journey in advance
- Aim to arrive 10 to 15 minutes early so you have time to settle in before the interview begins

If your interview is online:

- Ensure Microsoft Teams is installed and working on your device
- Test your camera, microphone, and internet connection beforehand
- Choose a quiet, comfortable space where you can minimise distractions
- Have any notes or documents you'll need easily accessible

> **If you experience any technical difficulties or need support before your interview, please contact the Internal Resourcing Consultant Team, who will be happy to help.**

What to wear

Choose an outfit that is both smart and comfortable. The most important thing is that you feel confident, relaxed, and able to focus on the interview.

We encourage you to wear something that feels right for you while remaining appropriate for a professional interview setting.

During the interview

Remember, the interview is an opportunity for us to get to know you and your experience.

- Take your time. It's perfectly okay to pause and think before answering a question.
- Listen carefully to each question before responding.
- If you're unsure about a question, don't be afraid to ask for clarification.
- Where possible, use examples from your experience to help structure your answers and demonstrate your skills.

Focus on sharing your experiences, achievements, and what you can bring to the role.

We understand that people communicate in different ways.

There is no need to present yourself in a certain way. What's most important is that you feel comfortable being yourself.

Final Reminder

Most importantly, take a deep breath and be yourself.

We want you to feel supported throughout the recruitment process and to have the opportunity to show us your skills, experience, and potential.

Good preparation can help, but remember that the interview is also a chance for you to learn more about us and decide whether we're the right fit for you.



What to expect: expert panel interview

At Dimensions, the people we support play an important role in our recruitment process, particularly for Business Support roles. This is something we value highly, as it helps us ensure our values are reflected throughout our organisation.

As part of your interview, you will meet one of our Quality Consultants. Quality Consultants are people with lived experience of receiving support from Dimensions, bringing a unique and valuable perspective to the recruitment process.

During the interview, the Quality Consultant will ask a number of values-based questions designed to help us understand how your approach, behaviours, and attitudes align with our values.



Are you ready?

Why this matters

Our Quality Consultants play an important role in shaping what good support looks like.

Some are involved in reviewing homes, training new staff, or working with the Dimensions Council on important topics such as health and safety or tackling hate crime.

Their involvement helps us make fair, informed decisions and ensures we hear directly from people with lived experience.

How to approach this part of the interview

- **Be yourself and take your time**
- **Listen carefully to each question**
- **Focus on your values and how you would treat people with respect**
- **Share honest examples where you can**

There is no “right” way to answer — we are interested in how you think, what matters to you, and how you would support others.

“You can hear directly from some of our Quality Consultants on the Dimensions YouTube channel.

What happens after your interview

At the end of your interview, the panel will let you know when you can expect to hear from us regarding the outcome.

If you're successful, a member of the Resourcing Team will contact you to congratulate you and guide you through the next steps, including any pre-employment checks that need to be completed before you can start with us.

If you're unsuccessful, we understand that this may be disappointing. We are committed to helping candidates learn and develop, so feedback is available upon request. You can ask for feedback when you receive your outcome, or contact us at a later date if you would prefer to request it then.



Interview Preparation Checklist

This checklist is designed to help you feel prepared, confident, and ready for your interview. It brings together the key steps to consider before, during, and after the interview, so you can focus on showcasing your skills, experience, and strengths.

Use it as a simple guide to make sure everything is in place, helping you approach your interview feeling organised, informed, and ready to be yourself.

Before Your Interview

- ☐ Read the job description and understand the role
- ☐ Do your research about the company and our values
- ☐ Prepare examples for the interview
- ☐ Prepare questions to ask
- ☐ Complete any tasks asked to be completed
- ☐ For Online interview, install Microsoft teams and find a quiet area
- ☐ For in person interviews, check the location and arrange your travel
- ☐ Choose something comfortable and smart to wear
- ☐ Request adjustments if needed

On the day of the Interview

- ☐ Take time and pause before answering
- ☐ Listen carefully to each question
- ☐ Ask for clarification if needed
- ☐ Give clear and honest examples
- ☐ Focus on what was done, not just the outcome
- ☐ Stay true to personal values
- ☐ Remember there is no "right" way to present
- ☐ Feel comfortable and supported to do your best

After Your Interview

- ☐ For Online interview, close teams once the call has ended
- ☐ Know when to expect the outcome
- ☐ Ask for feedback or know how to request it
- ☐ Reflect on how the interview went
- ☐ Think about next steps
- ☐ Feel confident strengths were shared

Better Lives for More People

At Dimensions, you'll find more than a job – you'll find purpose, belonging, and the support to thrive.

Guided by our values, we promise to create an inclusive, rewarding environment where your voice matters, your wellbeing is prioritised, and your growth is celebrated.

Together, we'll make a real difference – for the people we support and for you.

Find out more

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