

# Recruitment FAQ

8 Frequently  
Asked Questions



## Q1: How do I apply for the role?

**A:** Visit [Our Vacancies](#) to discover current opportunities and apply directly. Your application goes straight to our Recruitment Manager, Jenny Smith. Or, if you'd like to find out more, please call Jenny direct. If you don't see a vacancy of interest, please take a look at [Our Roles – Speculative Applications](#).

## Q2: What is your recruitment process?

First, we review CVs and may call to discuss your application further. We then select people who meet the criteria for the role to interview. The process will then depend on which role you have applied for; it will include at least one face-to-face interview with both competency and technical based questions. You may also be asked to present to a small panel of interviewers, carry out tests, practical exercises or take part in an assessment centre.

## Q3: How do I prepare for an interview?

As a rule, it is always a good idea to review the company website and the profiles of the people or the department you may be working in. This will help you answer any questions we might have and may help you highlight some of your own. Make sure you know which office your interview is at and how to get there (directions will be included with your interview confirmation). Review the job description and [Our Values](#) prepare for questions around your experience, approach and the key responsibilities detailed. Make sure you write down any questions you have prepared.

## Q4: What are competency based questions?

These questions provide a structure for a behavioural interview. You will be asked to provide specific work based examples of when you have been in certain situations. We will be keen to understand what actions you took, what led you to make those decisions and what the outcome was.

## Q5: I applied for a role, but haven't heard anything back, what's the next step?

We will respond to all candidate applications within 1 week of the closing date, if not sooner. If we have a lot of applications, it may take a little longer. Please call Jenny if you would like to discuss your application. You will only be contacted with individual feedback on your application if you have attended an interview.

## Q6: I'm an agency recruiter, how can I work with you?

We operate a PSL system across our business. Please refer to the [Recruitment Agencies](#) section for more information.

## Q7: I want to work with you but can't find a vacancy which matches my skills. How can I make sure I don't miss out on upcoming opportunities?

We are always interested in hearing from talented people who are passionate about delivering great client service. So if you're thinking about a move now, for the future, or simply want to find out more about working with us take a look at [Our Roles – Speculative Applications](#), contact Jenny or connect with us on social media.

## Q8: I require some reasonable adjustments to be made for my interview. Who do I contact?

You can call, text or email Jenny to discuss any requirements regarding applications or interviews. Our offices in Liverpool and Chester are fully accessible by wheelchair. If you do have any other requirements or are planning to visit our Birkenhead office, please contact Jenny to discuss your requirements in confidence.



## Want to know more? Contact Jenny

Jenny Smith, Recruitment Manager

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