



This guide shares information on each of the Co-op behaviours as well as some helpful tips ahead of your interview.

The interview will include questions which focus on your:

- Skills
- Experience
- As well as competency-based questions on key behaviours required of colleagues at Co-op.

The interview will consist of two parts:

Part 1

Questions based on specific behaviours which have been identified to be essential in performing well in the role. You will be asked to give a recent example of a situation where you have demonstrated a specific behaviour and talk through your example.

Part 2

Questions about the role, along with a technical exercise as well as the opportunity for you to ask any questions you may have about the role or Co-op.

Tips for your behavioural interview:

It is best using the STAR method to structure your answer

S -Situation

What was the scenario or problem?

T- Task

What was the goal?

A- Action

What did you do specifically?

R- Result

What was the end result? Use metrics if possible

Driving Innovation

I develop effective, creative & practical solutions in order to meet the needs & challenges facing Co-op, its colleagues, members and community.

TIP: Think about how you encourage innovation/new ways of working within your team to deliver improved solutions

Forging Relationships

I take action to build and nurture trusted relationships in order to understand, support and guide others at all times.

TIP: Think about how you have led and encouraged your team to influence stakeholders or think about how you have built relationships across other teams

Inspirational Communicator

I communicate in a clear, concise, appropriate, memorable and inspirational manner that engages others and encourages them to trust me. I listen to others first to understand their views.

TIP: Think about how you have adapted your communications style to deliver a message. How have you motivated others through communication

Speaking Up

I speak up in meetings, at work and in my everyday interactions with my colleagues and the wider community, to champion the ways of being at Co-op. I am appropriately open about my thoughts and feelings with others to create a culture of honesty and improvement.

TIP: Think about when you've challenged someone else's opinion, or encouraged your team to do this

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Personal Growth

I am a role model for personal development within Co-op, seeking out opportunities to develop my skills and behaviours at all times to benefit me, my team and the local community.

TIP: Think about where you've captured feedback to support your personal development. Also think about how you have supported your team's development

Endless Inclusion

I welcome open and diverse views at the heart of everything I do. I am endlessly inclusive in my thoughts and actions, showing an active interest in the views, backgrounds and ways of being of my colleagues and the local community.

TIP: Think about how you invited others with different perspectives into a conversation or piece of work

Vision & Belief

I am passionate about Co-op's core vision and beliefs, using them build a Co-op culture of commercial success and helping the business grow, by ensuring that they are at the heart of everything my team and I do.

TIP: Think about where you have acted with your business values in mind. Think about how you have driven commercial success

Future Focused

I am inquisitive and drive my team to show that broad business insight, linked to future focused strategies, leads to commercial success, growth and increased opportunities, so Co-op can win for its colleagues, members and the local communities.

TIP: Think about how you have gathered insight to support you in a role/project

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Successful Transformation

I ensure colleagues hold each other accountable for delivering positive and sustainable change, measuring the success of their transformation programmes to enable the business to grow and ensure we are winning as Co-op.

TIP: Think about any change initiatives you or your team have been involved in

Co-operation

I encourage co-operation between colleagues to promote an environment of trust, mutual respect and support.

TIP: Think about when you've worked in a group to solve a problem or challenge

Championing Co-op

I actively promote Co-op, its people and its unique way of doing business in the wider community

TIP: Think about how you have been an advocate for your business and its ways of working

Developing Others

I encourage others to take personal accountability for their performance and development, creating the conditions for success in those around me, by acting as a coach and mentor where appropriate and constantly encouraging them to develop and grow into leaders of the future

TIP: Think about how you've coached or supported colleagues to develop themselves