



Walsall Council

Video Interview (Guidance for Managers)

Conducting a Video Interview – A Friendly Guide for Hiring Managers

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Video interviews are now a regular part of our recruitment process. To help you run them smoothly and professionally, here's a simple guide covering everything from preparation to post-interview steps.

Preparation

Sending the Teams Interview E Mail - remember to send the candidate the TEAMS invite (recruitment team do not do this).

NOTE - Walsall ICT do not support the use of Zoom. Video interviews should be arranged using TEAMS software.

- Send the invite and any instructions at least 2–3 days before the interview. If you're including a task or test, outline the process clearly (e.g., how long they have, how to return it). You can tailor this message to suit your interview style.
- In the Teams invite, adjust the meeting options so only people from Walsall Council can bypass the lobby. Admit the candidate only once all panel members have joined.
- Allow time between interviews for writing notes, taking a screen break, and handling any tech issues (10–15 minutes is usually enough).
- Provide a phone number in case of technical issues, and ask the candidate to do the same.

Running The Interview – Best Practice Tips

- Use a Walsall Council Teams background or blur your background. Minimise distractions and background noise.
- Even if you're working from home, dressing as you would in the office helps set the tone and reflects our organisational culture.
- Make eye contact, sit up straight, smile, and show you're actively listening. These small things make a big difference to the candidate's experience.
- If interruptions happen (on either side), acknowledge them with empathy. Life happens, and a little patience goes a long way.
- Movement can be distracting for candidates, so try to stay seated and focused.



After The Interview – Next Steps

Right to Work and ID Checks

If the candidate is successful, you'll need to verify their identity and right to work. You can:

- Meet them in person to compare scanned and original documents
- Ask them to post documents to you for verification and return

Useful Links:

How to Join a Microsoft Teams Interview – Candidate Guide:

[View Guidance- How to Join Microsoft TEAMS Interview](#)