



SGN

Interview preparation guide

EXTERNAL APPLICANTS

Updated August 2025

About SGN

24 hours a day, 7 days a week, 365 days a year, our teams are working behind the scenes and out on the streets to keep you safe and the gas flowing to around six million homes and businesses across Scotland and in the south of England.

How it works

We look after all the pipes underground and up to your gas meter.

While all the pipes and appliances inside your home are the responsibility of you or your landlord.

The gas that flows through all the pipes belongs to your supplier, as well as your meter. If you have any questions about your bills or meter, they're the best people to help.

Where we operate





Before the interview

Key preparation

Research SGN

- Familiarise yourself with SGN's website, key personnel, mission, culture and values
- Stay informed about recent news or developments involving SGN
- Find out about the person who will be interviewing you - LinkedIn might help with this

Understand the Role

- Understand the job description and the key responsibilities of the role
- Prepare examples of your skills and experience that match the role requirements
- Research the skills and experience that the company values

The interview

Practical tips and best practice

You should always ensure the following when attending an interview:

- Arrive punctually
- Select and prepare appropriate interview clothes
- Confirm the date, time, and exact location of the interview
- Plan your journey in advance and make sure you have clear directions, allowing extra time in case of delays
- Be aware of who you are meeting and their position within the company
- Switch off your mobile phone before the interview
- Bring a notepad and pen to write down key points

Be prepared to talk through your CV

While this may not always be the first stage of your interview, it is common for interviewers to ask you to talk through your career history before progressing to more structured, competency-based questions.

It is important to approach this in a focused and relevant way. Consider the following:

- Highlight the parts of your experience most relevant to the role you are interviewing for
- Place the greatest emphasis on your most recent position, particularly your responsibilities and achievements
- Draw clear connections between your previous responsibilities and how they would add value in the role you are applying for

Common interview questions to prepare for

- Tell me about yourself
- What have been your key achievements to date?
- Describe a challenging situation at work and how you handled it.
- What is it about this role that appeals to you?
- What do you enjoy most and least about your current role?
- What would you consider to be your strengths, and which areas are you looking to develop further?
- What has led you to consider leaving your current employer?
- Are you currently interviewing with other organisations?
- What are your long-term career aspirations?



Competency interview questions

The STAR technique

The STAR technique is a widely recognised method of communication, designed to help you deliver clear, structured, and comprehensive responses to questions that require examples from your experience. It offers the advantage of being straightforward and easy to apply in interview settings.

Situation - describe the background or context

Task - explain what you needed to achieve or the challenge you faced

Action - detail the specific actions you took to address the task

Result - share the outcome and what you learned from the experience

Competency interview questions

Adaptability

- Tell me about a time when you had to adapt quickly to a significant change at work. What was the outcome?
- Describe a situation where you were asked to take on a task outside of your usual responsibilities. How did you approach it?

Planning and organisation

- Describe a recent instance when you were unable to meet a deadline and how you handled it.
- Have you ever had to adjust a plan part-way through a project? What triggered the change and how did you manage it?

Communication

- Give an example of how you have adapted your communication style to suit different audiences.
- Tell me about a time when you had to listen attentively and make a conscious effort to fully understand someone else's perspective or message.

Critical thinking

- Can you describe a time when you had to quickly learn something new to solve a problem?
- Tell me about a decision you made that required analysing complex information.

Relationship building

- Describe a situation where you successfully established a mutually beneficial relationship with a stakeholder or client. How did you approach building this relationship?
- Tell me about a time when you had to influence someone without having formal authority. How did your relationships help you achieve your goals?

Analytical

- Describe a challenge or opportunity you identified through your industry expertise and explain how you developed a strategy to address it.
- Provide an example of when you formulated a strategy to achieve a long-term business goal.



Virtual interviews

- Conduct thorough research on SGN and the role, just as you would for an in-person interview
- Dress professionally, as if attending the interview in person
- Test all necessary software, equipment, and internet connectivity well in advance of the interview
- Make sure you have a quiet, comfortable, and distraction-free environment with a tidy and uncluttered background
- Listen attentively before responding, remain mindful of your body language, and maintain appropriate eye contact via the camera
- Switch off your mobile phone, email notifications, and any other potential distractions
- Speak clearly and at a measured pace, smile naturally, and allow your personality to come through
- Conclude the interview on a positive note by preparing a few thoughtful questions to ask the interviewer



Final questions and close

An interview is a two-way process - a chance for us to get to know you and, equally, an opportunity for you to learn more about SGN. This enables you to assess whether the role and our company align with your career aspirations and values.

Questions for the interviewer

- Can you tell me more about the team I would be working with and the company culture?
- Why do you (the interviewer) enjoy working for SGN?
- What does success look like in this role, and how is it typically measured?
- How has SGN developed over the past few years?
- If I was offered this position, what kind of training would be provided?



In-house recruitment

Utilise the in-house recruitment team for best practice, tips and guidance

Our in-house recruitment team is a valuable resource throughout the hiring process. They possess deep knowledge of SGN's culture, values and role requirements, and can provide you with tailored best practices, practical tips, and insider insights to help you prepare effectively.

Don't hesitate to reach out to them for advice on interview preparation or clarifying any part of the recruitment journey. Their expertise is there to support you, ensuring you present yourself in the best possible light and gain a clear understanding of what working at SGN entails.

If you require any support, please do not hesitate to reach out to recruitment@sgn.co.uk