

# Interview Guide for Candidates



A Zuora Company

Throughout the interview process, we want to make sure that you feel **well-informed** and have a **positive experience** from start to finish. After each stage, we'll let you know the outcome and/or next steps.

These stages can vary role-to-role so our talent acquisition team will make sure to provide you with some more specific information on the first call.

In general, we aim to complete interview processes within **1 to 3 weeks** from the first call you have with us.

## Apply Online

30 mins

*We always love to see a personalised note on why you've decided to apply for Zephr, so we encourage you to include that.*

When you see a vacancy pop up at Zephr, make sure to apply through our **careers page** or via LinkedIn as soon as you can.

Our team will review your application and let you know promptly if we've decided to move forward or not.

Generally, we provide you with a calendar link where you can book a call to meet our recruiter.

## Introduction Call

30 mins

*Location: Zoom*

Your first meeting is an **introductory call** with a recruiter to make sure the role is aligned with the next steps you're looking to take in your career.

### We'll tell you about:

- The company (product, size, team, stage)
- A high-level overview of the role
- The interview process

### We'll ask you about:

- Your career journey so far
- Your motivation to join Zephr
- A couple of high-level role specific questions
- Your salary and benefit expectations

### Tips:

- Familiarise yourself with the job description
- Research our company
- Find a quiet spot to interview
- Double check your internet connection

If we find your profile suitable for the role, we will invite you to meet the **hiring manager**.

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## Meet the Hiring Manager

30-45 mins

Location: Zoom  
or in person

The hiring manager is a subject matter expert for your given field and will likely be the person you report to when you start working at Zephr.

The hiring manager is generally the person with the final say on making a hire so this call is particularly important!

### Hiring Manager tells you about:

- Themselves and their background
- The role and function in more detail

### Hiring Manager asks you about:

- Your specific experience relevant to the role
- Some relevant examples of previous work
- Your expectations for your next role

### Tips:

- Prepare some good questions to ask that will help you to understand the role and the company better.
- Be yourself! This is your most important stakeholder so make sure they get to know you.

## Task

1-3 hours

Location: Zoom

For some roles, we're interested to understand your skills through a technical assessment or task.

Sometimes, the task is completed in your own time. Other times, you'll complete the task on a call with a Zephr team member. In either case we will let you know in advance.

### Examples of tasks:

- Create a 30/60/90 plan
- Paired programming
- Create a small app
- Take part in a mock feedback call
- Design task
- Copywriting task

### Tips:

- Answer the question(s) set out in the task and avoid going off on a tangent
- For collaborative programming, speak your thoughts out loud
- With any given task, keep it simple and play to your strengths
- If there's anything you're unsure of, ask the hiring manager or a relevant contact before you begin
- If in doubt ask, there are no silly questions!

## Meet the team

30 mins-2 hours

Location: Zoom or in  
person at our office

A panel stage gives you the opportunity to meet with some of the people you'll have the chance to work cross-functionally with.

### Panel tells you about:

- Their roles in the company
- How you can expect to work with them

### Panel asks you:

- Behavioural interview questions
- How you would collaborate with other functions
- Culture add questions

### Tips:

- Prepare some answers around examples of situations
- Be yourself! We love to see your personality shine
- Have some more insightful questions prepared



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## Final Interview 30 mins

For some roles, we include a final interview stage where you meet with one of the senior Leaders at the company.

### Senior Leader asks you about

- Team structure
- Company culture from an upper management perspective

### Hiring Manager asks you about:

- Your expectations going into the job
- Why you feel you'd be a good fit for the role following the interview process

### Tips:

- Show the final interviewer that you fully understand the role and that it's aligned well with the next step you'd like to take in your career

After the final interview, all interviewers will regroup for a debrief of your interview process before we reach out to you with a final decision.

## Offer

### Pre offer:

- A member of our people team will call you to check in
- We want to make sure you have all the information you need to make an informed decision
- We'll also be interested to let you know about some of the positive feedback from our team at this point

### Verbal offer:

- As the final decision maker, the hiring manager will be the person to deliver the official offer to you

### New starter Form:

- We'll send over a new starter form with your details, so we can get you set up in time for when you join!
- On this form, you'll need a copy of your passport, reference details, etc

### Offer letter and Contract:

- Your offer letter and contract will be sent for review and signature by DocuSign
- You'll receive a link to start the onboarding process on Bob, our People system

## Onboarding

### Before your first day you'll:

- Receive a 30:60:90 day plan outlining responsibilities and goals for the first 3 months and a "how to work with me" guide from your Manager
- Receive your laptop and any other equipment

### When you start you'll:

- Be assigned some training on our platform Lessonly (Onboarding to understand a bit more about the company, our product, and what systems we use, as well as role specific training)
- Meet key stakeholders in 1:1s
- Get to know the essentials in a People Induction call (how to book holidays or sick leave, Pay review cycles, Handbook, etc)
- Have weekly 1:1s with your manager (twice a week during the first two weeks)
- Complete a 1 month onboarding feedback survey to let us know what we can improve!

*At Zephr we celebrate diversity in all of its forms - backgrounds, experiences, abilities and perspectives - and work hard to create an inclusive workplace where people are empowered to fulfil their potential. We're happy to discuss any reasonable adjustments that you may require throughout the interview process and beyond.*



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