

Informal chat/interview



This section offers guidance on [organising](#) and conducting informal chats or interviews with prospective volunteers. These conversations are a valuable opportunity to explore motivations, clarify expectations, and build rapport before confirming a role. Being friendly and flexible helps you assess suitability while making volunteers feel heard, respected, and welcomed into the organisation.

✓ Standards

- Ask if any additional support is needed, this is good practice and lets the volunteers know they will be supported from the start.
- In the interview discuss the role and culture of the organisation and what they could get out of volunteering.
- Explore their reasons to volunteer and any reasonable adjustments they may need.



Inclusive Recruitment [see our *Inclusion Guide* for more details](#)

- Give as much information as possible before the interview.
- Clearly state the location, time and dates of the interview.
- Provide a clear link if the interview is online or a map with clear instructions: where to park, add a photo of your entrance, and of the interviewer.
- Provide the interview questions in advance for the candidate to process them.
- At the end of the interview, ask if there was anything they would like to add or go back to examples they may have missed.
- Allow time for candidates to process the questions.
- Allow fidget toys, offer drinks; put people at ease to reduce anxieties.

