

Candidate Support

Frequently Asked Questions

**KOSOVO: Strengthening Good Governance,
Transparency and Accountability of Government
Institutions - FCO CSSF**

Version 1.0

Frequently Asked Questions

Question: *I can't apply as I don't have the necessary political backing or support?*

Answer: Fair selection is about getting the very best applicants from across Kosovo. It is also about running a process to find the best possible person for a role. This is in the best interests of Kosovo, the recruiting institution and Government. Yes, there are instances where there are political appointments, however, appointments should be on the basis of merit and there is legislation to support this. Having the best candidates appointed is in the overall interests of Kosovo - please do apply!

Question: *A politically preferred candidate got the role - this shows processes are unfair?*

Answer: Political interference is only one explanation for this. Other explanations include that this candidate was the highest performing and most suited candidate despite also being politically preferred. It would be equally wrong to not appoint a best candidate just because they were politically preferred.

Question: *I was the most experienced candidate from the sector for the role - how could someone else be appointed ahead of me?*

Answer: Being highly experienced in a given profession, field, sector, industry or institution may be useful - however, other factors are important too. For instance, getting someone who has the right type of experience of directing an organisation at a strategic level and has a track record of addressing issues that are similar to those faced by the institution they are applying for can sometimes be important too.

Question: *Isn't it the Commissions role to get the right evidence, not mine as an applicant or candidate*

Answer: Only to a certain point, they seek the evidence to help them make the best appointment. However, the main responsibility lies with the candidate for providing the evidence and also for doing so in a comprehensive and compelling manner.

Question: *I made an application and was deselected for missing documentation - surely this is unfair?*

Answer: It is the applicant's responsibility to provide all the necessary and required documentation by the closing date.

Question: *I am unhappy about a process, should I appeal?*

Answer: First consider why you are unhappy. If it is just because you were unsuccessful this alone is not grounds for appeal. If however, there was something that was inappropriate or outside of procedure/law then you should consider appealing. An effective appeals process is essential for any healthy recruitment process. Sometimes things are done wrongly - this is usually not the deliberate intention of the Commission, but mistakes do happen. If you think something was done deliberately, then appealing is ever more important to avoid this happening again in the future. Appeals

should not be seen negatively, they are a chance to ensure accountability and learning.

Question:

What if I can't think of an example to a competency question?

Answer:

Listen carefully to the question. Don't be afraid to take time to collect your thoughts and think of your best example to fit the question before speaking. If you've prepared thoroughly, you should have quite a few examples to draw on during the interview. Allow yourself some time to think back over your more recent work experiences. Consider any challenges you have faced or situations where you have been pleased with your success, draw on examples where you took a leading role and achieved a significant result or a different outcome. However, if you really can't think of one describe, how you would handle a similar task or situation if it came up in the future.