

# Facilities Management Interview Guide

Everything you need to prepare,  
perform and impress.



## Understanding the role

Key responsibilities, priorities  
and success factors.



## Common interview questions

Role-specific, behavioural  
and technical questions.



## What employers look for

Essential skills, experience  
and competencies.



## How to structure your answers

The STAR method and  
best practice tips.



## Questions to ask

Smart questions that show  
your interest and insight.



## Final preparation checklist

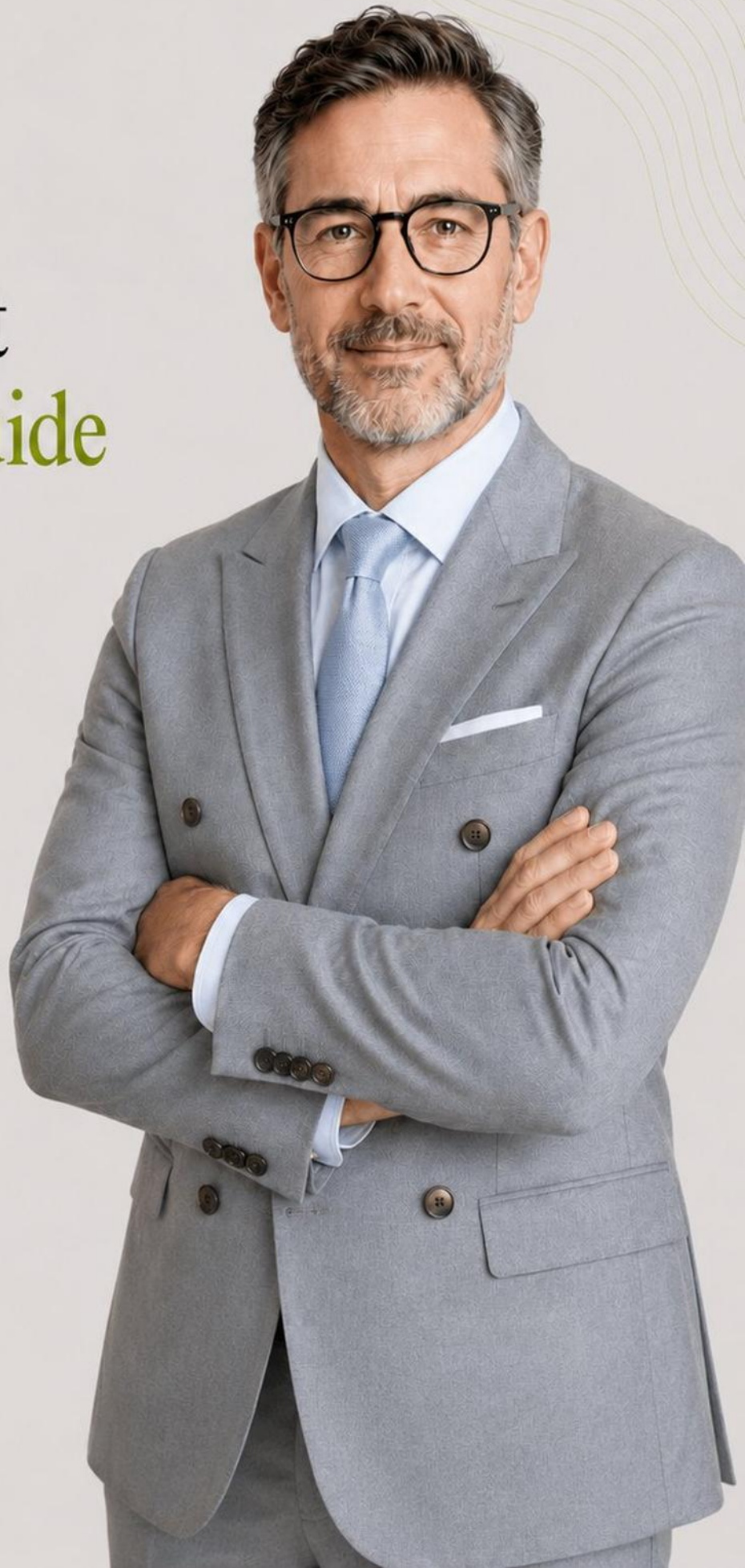
Your quick guide to interview  
day success.



Prepare with confidence.

Perform with impact.

Progress your career.



# Why Preparation Matters

Preparing properly for an interview is one of the most important things you can do as a candidate. Your CV may have secured the interview, but your preparation is what will help you perform well, communicate clearly, and show the employer why you are the right person for the role. In a competitive process, those who can explain their value clearly and connect their experience to the employer's needs will always stand out. Strong preparation gives you confidence, structure, and control:

- It demonstrates genuine interest in the role and organisation.
- It allows you to tailor your answers rather than offering generic responses.
- It helps you anticipate questions and prepare credible, specific examples.
- It positions you to assess whether the opportunity is genuinely right for you.
- It gives you the composure to perform at your best under pressure.

You should never assume that your experience will speak for itself. The candidate who prepares thoroughly will almost always outperform the candidate who relies on confidence alone. Preparation is a mark of professionalism — and employers notice.

# Understanding the Role

Before any interview, you should take time to understand the role properly. Read through the job description carefully and highlight the key responsibilities, required skills, and experience the employer is looking for. Do not just focus on the job title. Think beyond the surface level to understand what the employer genuinely needs from this hire. Strong role understanding allows you to answer questions with relevance and precision:

- Identify the core responsibilities and consider which you are strongest in.
- Think about why the company is hiring — what problem needs solving?
- Consider what success would look like in the first six to twelve months.
- Highlight any skills gaps mentioned and prepare to address them confidently.
- Connect your specific experience directly to the priorities of the role.

This level of role clarity will help you tailor every answer and avoid the generic responses that interviewers hear repeatedly. When you can speak to the employer's specific needs, you immediately distinguish yourself as a serious and thoughtful candidate.



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# Researching the Organisation and Interviewers

You should research the company in detail before your interview. A well-researched candidate demonstrates genuine motivation and commercial awareness. Look at the company website, LinkedIn page, recent news, leadership team, services, clients, values, and market position. It is equally useful to research the people you will be meeting. Look at the interviewer's LinkedIn profile to understand their role, background, and likely priorities. Here is what your research should cover:

- What the business does, who it serves, and how it is structured.
- Recent news, wins, challenges, or changes in the organisation.
- The company's values, culture, and how it positions itself in the market.
- The background and seniority of the people interviewing you.
- The likely perspective of each interviewer — technical, commercial, or strategic.

This research will help you answer questions such as 'Why are you interested in working here?' with genuine depth. Instead of simply saying it looks like a good company, you should be able to explain what specifically interests you. A technical director may focus more on systems and delivery, while a managing director may prioritise commercial impact and long-term leadership fit.

# Preparing Your Examples Using STAR

One of the most valuable things you can do before an interview is prepare specific examples from your own experience. Many candidates struggle not because they lack experience, but because they have not thought through clear examples in advance. Review your CV and identify strong examples across key areas. A helpful framework for structuring these is the STAR technique — Situation, Task, Action, Result. Each example you prepare should cover:

- Situation — the context and background of the example.
- Task — what needed to be done and what your responsibility was.
- Action — what you personally did, including decisions and approach.
- Result — the measurable outcome and what it demonstrated about you.
- Relevance — why this example connects to what the employer is looking for.

You should prepare examples covering achievements, challenges, teamwork, leadership, problem-solving, client management, commercial impact, and resilience. Rather than saying you are a good communicator, explain a situation where your communication made a measurable difference. Employers want to understand how you think and what contribution you make — not just what happened.

# Common Interview Questions

You should prepare answers to common interview questions before the day. These may sound straightforward, but they are often where candidates lose focus or give vague responses. Your answer to 'Tell me about yourself' should be a concise summary of your career, relevant experience, key strengths, and why this opportunity interests you. Questions you should prepare for include:

- 'Tell me about yourself' — keep it focused, relevant, and forward-looking.
- 'Why are you interested in this role?' — connect your motivation to the employer's needs.
- 'What are your key strengths?' — be specific, with evidence.
- 'What is your greatest weakness?' — show self-awareness and a growth mindset.
- 'Why are you leaving your current role?' — be honest and professional, never negative.
- 'Tell me about a challenge you have overcome' — use the STAR structure.
- 'Where do you see yourself in five years?' — show ambition aligned with the organisation.

These questions are designed to assess clarity of thought, self-awareness, and cultural fit. Practise your answers aloud — not to memorise a script, but to ensure your thinking is structured and your key points land naturally. The goal is a polished but genuine response.



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# Handling Difficult Questions

You should prepare for difficult questions as carefully as you prepare for standard ones. If you have gaps in your employment, short tenures, a career change, redundancy, or a lack of direct experience in one area, you should think about how you will explain this honestly and positively. Employers do not expect a perfect career history, but they do expect maturity and self-awareness. Situations that may require careful preparation include:

- Employment gaps — explain the reason clearly and focus on what you did during that period.
- Short tenures — be honest about the reason; show it was a considered decision.
- Career changes — frame the shift as intentional and explain how it adds value.
- Redundancy — handle it factually and without apology; it reflects the business, not you.
- Missing skills — acknowledge the gap, explain your plan to address it, and highlight transferable strengths.

You should not be defensive or evasive about any aspect of your career history. A clear, confident, and honest explanation will create far more trust with the interviewer than avoidance. The way you handle a difficult question often tells an interviewer more about your character than the question itself.

# Communicating Your Value Proposition

You should be able to articulate why you are a strong fit for this specific role. In simple terms, this means knowing — and being able to communicate — the three or four key reasons why your experience is relevant and your appointment would represent the right decision. Think about the strengths and capabilities that are most valued in this context. Your value proposition should cover:

- Sector or technical knowledge that is directly relevant to the role.
- Leadership experience or team management that aligns with the level of hire.
- A track record of delivering measurable results in a similar environment.
- Commercial awareness, client-facing ability, or stakeholder management skills.
- Personal qualities — communication, resilience, judgement — that reflect cultural fit.

Once you have identified your three or four strongest points, practise weaving them naturally into your answers throughout the interview. You should not wait to be asked a direct question — look for opportunities to reinforce your value proposition at relevant moments. A strong candidate leaves the interviewer in no doubt about why they belong in the role.

# Questions to Ask Your Interviewer

You should prepare intelligent questions to ask at the interview. The interview is not only for the employer to assess you — it is also your opportunity to assess whether the role and the organisation are right for you. Good questions demonstrate that you are interested, commercially aware, and thinking seriously about the opportunity. Strong questions to consider include:

- 'What would success look like in this role after six months?' — shows you are results-oriented.
- 'What are the main challenges facing the team at the moment?' — shows commercial awareness.
- 'How would you describe the culture of the business?' — shows you care about fit.
- 'What are the priorities for this department over the next year?' — shows strategic thinking.
- 'What qualities have made people successful in this role previously?' — helps you tailor your closing.

Avoid questions that are primarily about salary, benefits, or holidays at the first interview — unless these are raised by the employer first. Focus on questions that show engagement with the role itself. Good questions will leave a strong impression and give you the information you need to make a well-informed decision if an offer is made.



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# Presentation, Communication and Mindset

How you present yourself matters as much as what you say. Dress appropriately for the company and role — when in doubt, it is always better to be slightly too smart than too casual. If your interview is online, check your technology, internet connection, background, and lighting in advance. Your communication style and approach to the interview itself are equally important. Focus on the following:

- Make consistent eye contact — in person or directly into the camera online.
- Listen carefully and avoid interrupting — give considered, focused answers.
- Speak clearly and avoid going off topic; quality of answers matters more than volume.
- Aim for a tone that is professional, warm, and engaged throughout.
- Treat the interview as a professional conversation, not an interrogation.

Your mindset matters. Confidence comes from preparation. When you understand the role, have researched the company, and prepared your examples, you will feel more in control. If you are unsure whether you have answered a question fully, it is perfectly acceptable to ask: 'Would you like me to expand on that?' Showing self-awareness is a strength, not a weakness.

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## Closing Well and Following Up

The final moments of an interview are as important as the opening. At the end, you may be asked whether there is anything else you would like to add. Use this as an opportunity to reinforce your interest and leave a strong final impression. After the interview, take time to reflect — think about what went well and what you could have answered better. Here is how to close well and follow through effectively:

- Restate your interest — confirm that having learned more, you are genuinely keen to continue.
- Summarise your fit — briefly highlight one or two ways your experience is directly relevant.
- Express confidence — let the interviewer know you would welcome the next step.
- Send a brief follow-up message — thank the interviewer and reaffirm your interest.
- Reflect honestly — consider whether this role and organisation are genuinely right for you.

Ultimately, strong interview preparation is about clarity, relevance, confidence, and professionalism. You should not simply list your experience — you should show how your experience can help solve the employer's problem. The more prepared you are, the more natural and confident you will feel, and the better impression you will leave. At Maxwell Stephens, we are always here to support you through the process.



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