Online Recruitment Process 2010

Applying

Log onto www.nrgplc.com/npower and apply online. It's easy and it's quick. Next we want to find out a little bit more and your skills and abilities. We'll email an on-line evaluation to you, and you'll have 3 days to complete it. It's nothing complicated, just a series of questions which explore things like spelling and data entry skills – all vital parts of the job! Once both parts have been completed we will review your application within 24 hours, and let you know the outcome.

Unsuccessful → If you're not successful this time, you can try again in 6 months time.

Successful

Telephone Interview

We'll call you and arrange a convenient time to carry out your telephone interview. This takes around 20 minutes. This is an evaluation to test your skills, knowledge, experience and suitability to the role. We'll usually let you know whether you've passed this stage on the spot.

Unsuccessful → Just because you weren't right this time, doesn't mean you won't be the next! You're welcome to reapply after 6 months for the same role.

Successful

Onsite Assessment Centre

You're getting close! We'll contact you and agree a time and date to come along and have a look around, meet us and ask questions. Taking around an hour from start to finish, the assessment's nothing too daunting...just a short interview and a few more exercises covering your skills in customer care, numbers and spelling. The interview is 'competency' based which means we're interested in your 'competency' to do the job...so, for example we'll ask you to talk about how you've communicated or demonstrated customer care in your previous employment or personal life.

Once you have completed the assessment, we'll let you know by post or phone, usually within 5 working days.

Unsuccessful → You were close but this time other people were just that little bit closer. Don't be disheartened, please think about applying again. Please call for feedback on 0845 345 3464.

Successful

We'll send you your starting documentation... and look forward to seeing you soon!