



Candidate Guidance: Completing Values-Based Questions on TRAC

At the North London NHS Foundation Trust (NLFT), our values and leadership behaviours guide everything we do. They are central to providing safe, high-quality care, supporting our colleagues, and delivering excellent services to the people we serve.

We want to recruit individuals who not only have the right skills and experience but who also demonstrate behaviours that reflect our values in practice

Our Values : What They Mean in Practice

• We are kind: We show empathy and compassion for one another, so we feel supported and safe	• We keep things simple: We make it easy to do things once, so we are clear and able to focus on doing our job well
• We are respectful: We treat one another fairly, with courtesy and honesty, so we feel valued and appreciated	• We empower: We seek ways to continuously improve so we feel motivated and trusted to do our best work
• We work together: We work as one team across the Trust and beyond, so we feel supported, connected and better able to do our part	• We are proudly diverse: We celebrate our diversity and ensure inclusivity with opportunities open to all, so we can bring our authentic self to work

Our Leadership Behaviours: What They Mean in Practice

We inspire We inspire and communicate a shared sense of purpose and vision. We bring our authentic selves to work and support our colleagues to do the same.	We are visible We are visible and accessible to team members and invite their ideas and challenge. We listen to staff feedback and let staff know what action we are taking as a result.
We are inquisitive We aim for the highest standards and seek to continually improve harnessing our ingenuity	We are accountable We foster accountability in others, so everyone can contribute to a higher standard of care. We role model integrity and personal responsibility
We are collaborative We form effective partnerships to achieve our common goals. We celebrate success and support our people to be the best they can be	We empower We empower colleagues to improve services, giving them the support and guidance they need to succeed. We are clear on the expectations of our staff. We trust and support them to do their best.
We are compassionate We are inclusive, promote equality and diversity and challenge discrimination. We are kind and treat people with compassion, courtesy and respect. We expect the same of our teams	





Purpose of Values-Based Questions

Values-based questions give us insight into how you live the core North London NHS Foundation Trust values in your everyday work. They assess your behaviour, decision-making, and approach when working with colleagues, teams, and service users.

There are two types of questions:

- Free-text questions – provide a written example of your experience.
- Multiple-choice questions – select the response that best demonstrates the values in the scenario provided.

Free-Text Questions

How to Respond

1. **Use the STAR approach** – structure your answer clearly:
 - **Situation:** Briefly explain the context.
 - **Task:** Describe your responsibility or role.
 - **Action:** Explain what you did and why.
 - **Result:** Share the outcome or impact, including what you learned if relevant.
2. **Keep it focused**
 - Provide **one clear example per question**.
 - Avoid general statements or listing duties; focus on your behaviour.
3. **Use real examples**
 - Draw from your own work experience, volunteering, or education.
 - Include measurable outcomes if possible (e.g., improved team efficiency, reduced errors, positive feedback).
4. **Respect the word limit**
 - Maximum **250 words per response**.
 - Be concise but include enough detail to show situation, actions, and outcomes.
5. **Be honest and authentic**
 - Do not invent or exaggerate examples.
 - Authentic responses help assess your fit with NHS values.





Important – No Use of AI Tools

- All responses must be **written by you, in your own words**.
- Using AI to generate answers is **not allowed**.

Why:

- AI cannot reflect your personal experience or behaviour.
- Responses may lack specificity or authenticity.
- AI-generated answers may be flagged and could disadvantage your application.

Tips for Success (Free-Text)

- Focus on your **specific contribution**, not just the team's actions.
- Show awareness of outcomes for **colleagues, teams, or service users**.
- Use clear, simple language; avoid jargon or acronyms.
- Reflect briefly on learning or future application.

Multiple-Choice Questions

How to Respond

1. Read each scenario carefully.
2. Select the response that **best reflects the behaviour aligned with NLFT values**.
3. Avoid guessing; consider which action demonstrates professionalism, fairness, and collaboration.
4. Think about **impact on colleagues, teams, and service users** when selecting your answer.

Tips for Success (Multiple-Choice)

- In some Multiple-choice Questions there may be multiple plausible answers, but some options are preferred as they best demonstrate NHS values. Reflect carefully on the value being assessed when selecting your response. If you feel none of the choices fully capture the scenario, you can use the "Other" option to provide your own explanation.
- Consider **ethical, safe, and collaborative practice**.
- Think about what BEST Describes NLFT values
- Manage your time; don't rush but keep an eye on overall completion time.

General Checklist Before Submitting

- ☒ Answered all parts of the question (Situation, Action, Result for free-text).
- ☒ Stayed within the 250-word limit for free-text.
- ☒ Used your own experience, written in your own words.
- ☒ Avoided AI or third-party assistance.
- ☒ Checked for clarity, spelling, and grammar.
- ☒ Selected values-aligned responses in multiple-choice questions.



