



This interview guide will help you to quickly identify which candidates should be on your shortlist. By asking these questions and assessing answers against the indicators provided will help you determine better which are the high performing candidates. This guide was prepared by our Head of Assessment Design, Claire Crisp (BSc, MSc, C. Psychol).

Responsibilities

- Organise and maintain all resources
- Process invoices and purchase order requests
- Produce typed documents and presentations
- Answer the telephone
- Maintain files and databases
- Undertake general administrative duties

Key Competencies Required

Primary

- Planning and Organising
- Attention to Detail

Secondary

- Initiative
- Adaptability
- Building Relationships
- Collaboration

Interview Questions

Below are two questions which will help you identify and eliminate those candidates who do not possess the planning and organising skills and attention to detail required to be successful in an Administration and Business Support role. To support these questions, we've prepared a rating system to help you evaluate a candidates' answer – you'll find these on page two.

1 To assess Planning and Organising

” Give me an example of a time when you have had lots of work to do and some tight deadlines to meet. How did you plan your time and prioritise your work?
”

2 To assess Attention to Detail

” Tell me about a time when the accuracy and detail of a piece of work you were doing was particularly important. How did you ensure you delivered work to the required high standard?
”

How to assess: Planning and Organising

A suitable candidate will plan and organise their own time and workload effectively.

They will complete multiple tasks, meet deadlines and prioritise based on both importance and urgency.

Positive Behaviours	5	4	3	2	1	Negative Behaviours
Plans work tasks in advance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Starts work without a plan
Identifies clear priorities based on both importance and urgency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Prioritisation is haphazard or absent
Completes work in time or before the deadline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Misses deadlines
Adjusts plans and priorities where necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Works to fixed plans; cannot adjust when priorities change

How to assess: Attention to Detail

A suitable candidate will attend to the detail of their work and ensure it contains minimal errors.

They will maintain a focus on accuracy and put checks in place to ensure they deliver high quality work.

Positive Behaviours	5	4	3	2	1	Negative Behaviours
Recognises the importance of ensuring quality outputs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Places a low importance on ensuring quality outputs
Checks work carefully for errors before it is delivered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Submits work without checking for errors
Identifies and corrects errors in own work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Delivers work that is full of errors
Puts processes in place to ensure accuracy in own work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Takes a haphazard approach to accuracy; puts no formal process in place