

# Interview Worksheet

Lorem ipsum dolor sit amet



Claire Crisp is our Chartered Occupational Psychologist. Using Claire's vast experience working with resourcing departments, Claire has created this worksheet to help anyone involved in the interview process. The guidance below will help you assess candidates in a fair and structured manner.

## 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 |

For a visual guide on how to use a rating matrix like this, go to [shortlister.com/rating-matrix](https://shortlister.com/rating-matrix)

## 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 |