| **Criteria (from Person Specification)** | **Interview Questions** | **Notes/Candidate Answer** | **Score** |
| --- | --- | --- | --- |
| **1. Strong administrative skills, including accurate data entry and document management** | Can you describe a time when you had to manage a high volume of administrative tasks? How did you stay accurate and organised? | *(Example candidate answer: "In my previous role, I managed invoices, data entry for customer records, and scheduling. I used checklists and set time blocks to complete tasks without errors. I also proofread all entries before submission.")* | 4 |
| **2. Ability to prioritise workload and meet deadlines under pressure** | Tell me about a time you had multiple competing deadlines. How did you manage your time? | *(Example: "During end-of-month reporting, I had to prepare documents for finance, schedule meetings, and support reception. I created a priority matrix to work on urgent tasks first and communicated with my manager when I needed help reprioritising.")* | 3 |
| **3. Excellent written and verbal communication skills** | Give an example of a situation where your communication skills helped resolve a problem or avoid a misunderstanding. | *(Example: "A colleague misunderstood a meeting location in an email. I quickly followed up via phone and clarified details. I also updated the calendar invite to avoid future issues.")* | 4 |
| **4. Proficient in Microsoft Office (especially Word, Excel, and Outlook)** | Which Office tools do you use most frequently, and how do they support your day-to-day work? | *(Example: "I use Excel for data entry, formulas, and reports; Outlook for calendar and email management; Word for formatting documents. I'm also comfortable using Teams for internal comms.")* | 3 |
| **5. Ability to work independently and use initiative** | Tell me about a time you identified and implemented a better way of working without being asked. | *(Example: "I noticed recurring issues in file naming and created a naming convention guide, which reduced errors and saved time. I shared it with the team, and it became standard practice.")* | 4 |

| **Criterion** | **Positive Indicators** | **Negative Indicators** |
| --- | --- | --- |
| Administrative skills | Clear processes, attention to detail, familiarity with tools | Vague process, inaccuracy, reliance on others |
| Prioritising & deadlines | Uses tools or methods to prioritise, stays calm under pressure | Struggles to describe approach, missed deadlines |
| Communication | Specific examples of resolving issues or clarifying info | Overly general, lacks clarity in response |
| Microsoft Office proficiency | Confident with features, specific use cases | Limited knowledge, unsure about basic functions |
| Initiative | Proactively solves problems or improves processes | Waits for instructions, no examples of independent action / use of initiative. Reactive rather than proactive.  |

**Total Score:**

