

## **Administrator/Clerk**

**for**

**Sam Sample**

**Produced by Selby & Mills in partnership with**

**Example Organisation**

**Report Date Thursday 18th September 2014**

**Norm Group = General population**

This report has been prepared with every care and in good faith. However the interpretation arises from the sum of the candidate's choices and preferences in answering a series of self-report inventories, and should therefore be seen purely as indicative of certain trends in their attitudes at that time.

The results are presented as stems where a score of 1 is low and 10 is high.

They are colour-coded; the darker the colour the higher the score and the stronger the persons preference.

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Prospect House, Prospect Place, Beechen Cliff, Bath BA2 4QP United Kingdom  
Phone +44 (0)1225 311399 Email info@selbymills.co.uk

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## ADMINISTRATION

6

May handle the routine aspects of information flows throughout their function, including delegation.

### Suggested interview questions

- Administrative tasks can take a considerable amount of time to complete. Tell me how you maintain your motivation and work rate when completing a repetitive task.
- Provide an example of an instance where you completed a routine task to a very high standard. Describe how you managed to complete the task to a high standard.
- How would you ensure that routine aspects of your job role are not overlooked once they become highly familiar? Provide an example of a responsibility in a previous role which became familiar or repetitive. What did you do to ensure that it was not overlooked?
- When might you feel uncomfortable delegating work to others? Describe an example where you have completed the work yourself rather than delegate. Why did you behave in this way?

## COST CONTROL

8

Concerned to control costs and provide clients with value for money.

### Suggested interview questions

- Providing clients with value for money increases the chances of repeat business. What do you do to ensure that the customer or clients' needs are met while still being good value for money?
- Provide an example of a time where you have provided value for money for a client. Describe the scenario, the action taken, and the short-term and long-term outcome.
- Controlling your costs or the cost of a project is important to the overall profitability of an organisation. What methods do you employ that ensure you keep costs down in your workplace performance?
- Imagine that you are tasked with providing a client with a service. In what ways do you ensure that the service represents good value for money for the client? And in what ways do you ensure that the service is profitable for the organisation?

## LOYAL

6

They are likely to be conscientious and conventional, putting equal weight on commitment to the organisation and self-interest.

### Suggested interview questions

- Conscientiousness is a virtue that might be valued by an employer. Tell me about what you believe conscientiousness to be. How do you display conscientiousness at work?
- Tell me about a time where you have put personal interest to one side in order to help the organisation you were working for. Is this typical of your behaviour?
- Do you believe that a passion for your work might be related to the quality of such work that you produce? What motivates you to do well?
- Describe a situation where you might put your own personal interest before the needs of the organisation. Tell me about an occasion where you have done this.

## PRAGMATIC

8

They are likely to value the optimum solution, because this is an appealing balance between the ideal and a compromise. They may sometimes veer one way or the other, as a result of influence by a trusted colleague. This is a strength.

### Suggested interview questions

- Tell me about a time you have settled for a more practical solution to a problem than one that might be more idealistic.
- Idealistic approaches can return great benefits but may be damaging if they have unwanted consequences. Tell me about a time where you have used an idealistic approach and this has achieved positive results.
- Practical solutions to problems are more likely to be effective than idealistic or unlikely approaches. Tell me how you ensure that your methods of resolving issues or completing projects are practical.
- Describe a time where you have rejected a pursuit of perfection in favour of a more realistic solution or approach. What made you settle for this?

## DETAIL CONSCIOUS

10

Very strongly attracted to and suited for work which involves the accurate handling of administrative matters and detail.

### Suggested interview questions

- Describe your general attitude towards administrative tasks. Do you prefer these to tasks of a practical nature? Why is this?
- Do you feel as if you are suited to completing tasks of an administrative nature? What characteristics do you possess which deem this so?
- Avoiding mistakes is a key component of the ability to complete administrative tasks effectively. When completing paper-based tasks, how do you ensure that you avoid mistakes?
- Detailed tasks can be difficult to complete while remaining fully focused. Tell me how you ensure that your attention does not waiver when completing tasks of this nature. Describe an occasion where you have completed an administrative task to an exemplary standard.

## EVIDENCE BASED

6

While open to the ideas of others, they will need strong and sound reasoning to persuade them that a different approach may be appropriate. However, they are not stubborn.

### Suggested interview questions

- Describe your general attitude towards suggestions from others. When are you least and most likely to take on board a suggestion from a colleague?
- Once a decision has been made, how likely are you to change it? What factors are most likely to have an effect on your decisions?
- Imagine a colleague is attempting to persuade you to change your opinion on a matter. What criteria would be necessary in order for you to change your mind? Tell me about a time where you have been persuaded on a matter. Was your decision correct?
- Intuitive reasoning may not be based on facts or logic but just feels right. Provide an example of a time where you have used intuitive reasoning to make a decision. Do you feel as though this was appropriate for the situation? Tell me about the situation, your behaviour, and the outcome. What might you have done differently in hindsight?

## HUMILITY

5

Usually willing to accept shortfalls and will admit to mistakes although may prefer not to. Appreciates that there may be value in learning from mistakes.

### Suggested interview questions

- Criticism can damage an individual's confidence. Tell me about how you generally react to criticism from other people.
- By identifying their weaknesses an individual can take steps to improve their performance. How do you determine what your weaknesses are and how do you attempt to improve your performance in these areas? Tell me about what you believe your weaknesses to be.
- How important do you consider learning from mistakes to be? Tell me about a time where a mistake has turned out to be positive because of what was learned as a result.
- Admitting mistakes early enough can enable the individual to rectify the mistake before any damage is done. How do you typically act when you discover that you have made a mistake? Provide an example of this.

## COPE WITH PRESSURE

8

Is consistent in performing under pressure, and is relatively calm in adversity or disappointment.

### Suggested interview questions

- Pressure can influence the actions of individuals in different ways. How does pressure in the workplace affect you? What do you do differently from normal when placed under pressure?
- Many workplace responsibilities include deadlines for work. Tell me about how you ensure deadlines are met. In what ways can you deal with the pressure a deadline creates?
- Disappointments in the workplace can have differing effects on an individual's performance. Tell me about how you typically react to a workplace disappointment. Describe a specific example which provides support for this description.
- Tell me about how you react in the face of adversity in the workplace. Use examples from your previous roles to substantiate this claim.

## SELF-DISCIPLINE

8

This person will display considerable self-discipline and deliver commitments with close attention to detail. A strong result.

### Suggested interview questions

- Rigidly following policies and procedures in the workplace may display a lack of flexibility. Tell me about your experiences with breaking workplace policies or procedures.
- Following procedures may be more important for some organisations than others. Tell me about your attitude towards following procedures. When do you consider it permissible to disregard procedures in the workplace? When might it be paramount that procedure is followed?
- Do you believe that colleagues would describe you as disciplined? Tell me about some of your past behaviour which might justify their response.
- In some situations, it may be better to disregard standard policy and procedure in order to achieve results. Have you ever had to behave in a manner such as this in the workplace? Describe the situation. What was it about the situation that made acting in this manner acceptable?

This is the end of your report.