

Job 1: Local Authority Administration Assistant

Competencies

- A Able to communicate clearly in a way that people understand (Communication)
- B Deals with customers in a fair, consistent and professional manner (Customer Care)
- C Able to use own initiative to solve problems (Resourcefulness/Problem Solving)
- D Can prioritise tasks and meet agreed deadlines (Time Management)
- E Can work effectively with other team members (Team Work)
- F Able to create and format a complex Word document (Technical Competency).

Note: A technical competency is the ability to use specific job-related knowledge and skill to complete a task. In this case it's being able to use Microsoft Word to produce a document.

Questions

- A Tell me about a time when you had to explain a complicated situation to someone.
- B Describe a situation where you were able to deliver excellent customer care.
- C Tell me about a time when you had to make a quick decision. What were the circumstances and what did you do?
- D Describe a time when you have successfully completed a task or project to a specific deadline.
- E Tell me about a time when you worked successfully as a member of a team.
- F How would you create a Word document with a number of tables and paragraphs? What formatting tools might you use?

Job 2: Department Store Sales Assistant

Competencies

- A Able to communicate effectively with customers and colleagues (Communication)
- B Able to provide excellent customer service (Customer Service)
- C Can work effectively to meet team goals (Team Work)
- D Able to influence others views and decisions (Influence/Persuade Others)
- E Can successfully plan and organise their own work (Planning/Organising)
- F Capable of using their own initiative without supervision (Using Initiative).

Questions

- A Tell me about a time when you had to deal with a difficult customer. How did it work out?
- B Give me an example of a time when you had to make a special effort to help someone to resolve a problem.
- C Describe a situation where you contributed successfully to a team task or event.
- D Describe a situation when you had to persuade someone to see things your way. How did you go about it?
- E Tell me about a time when you had to plan and organise an event, project or task.
- F Give me an example of a time when you've used your initiative to achieve something.