

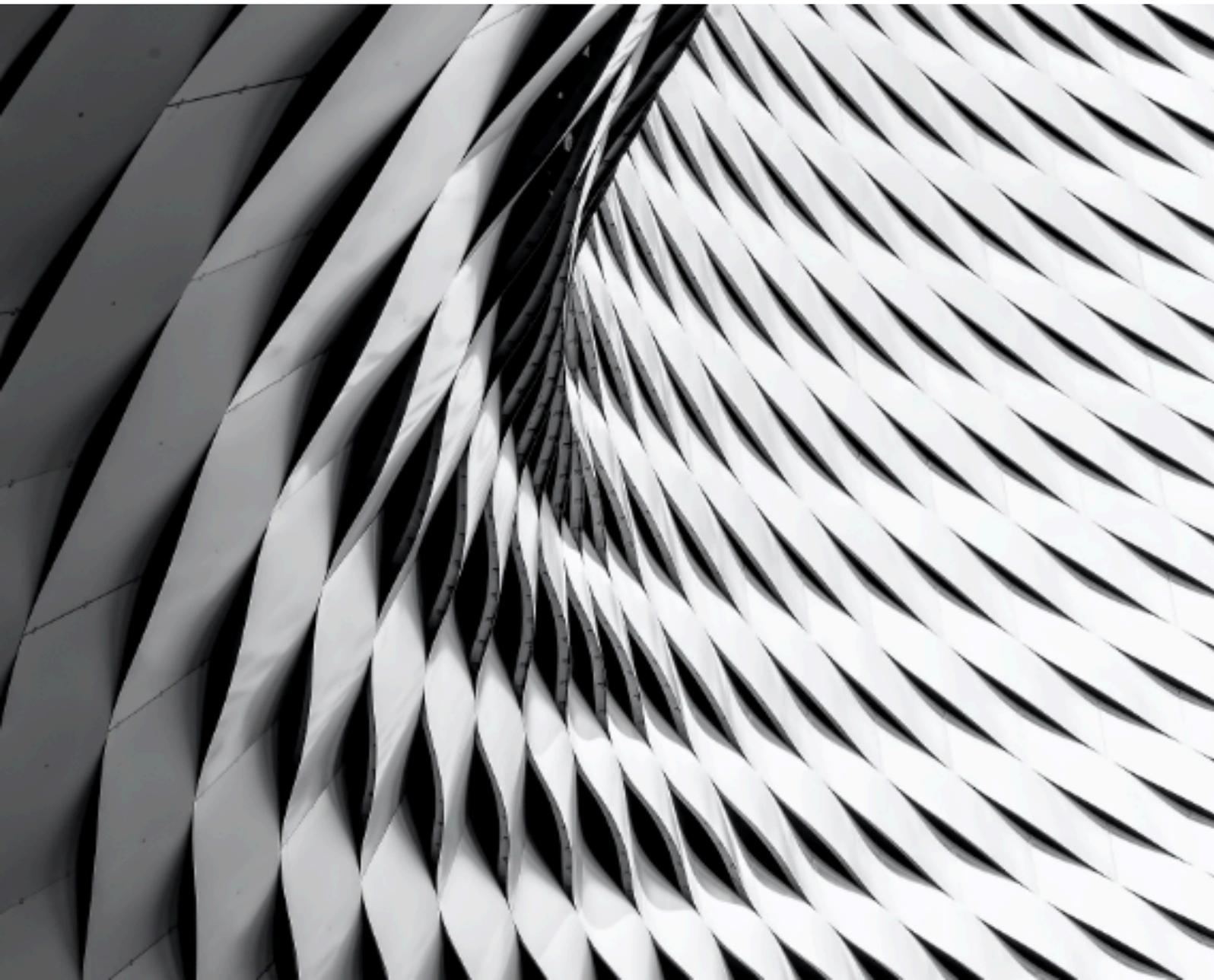


Administrator SJT

A candidate report for:

Sam Sample

Created 6th October 2022



Introduction

This report is confidential and is intended to provide you with feedback on your results. The exercise is designed to assess areas of critical importance for success in the role of an Administrator. The competencies assessed are defined below.

Administrator Competencies

Relating to Others: Working with others in order to maximise outcomes.

1. Is a positive influence on others, helping to maximise team effectiveness
2. Is collaborative within & across teams (i.e., contributes fully, being as inclusive as possible)
3. Communicates clearly & effectively (when speaking & in writing)
4. Negotiate fluently and calmly with others

Customer Service: Understanding & establishing customer' needs.

1. Demonstrates ability to listen and respond sensitively to customers
2. Gathers sufficient information to weigh options appropriately
3. Analyses risks, benefits, and opportunities appropriately to draw valid conclusions
4. Prioritises customer needs, esp. when dealing with unexpected events/situations

Achieving Outcomes: Routinely providing high-quality outcomes / service.

1. Has an effective system for monitoring progress in meeting or exceeding customer expectations
2. Is proactive & flexible in management of tasks
3. Demonstrates ability to remain calm and positive, esp. under pressure
4. Follows best practice and procedures in the pursuit of desired outcomes

How To Use This Report

This report provides you with feedback from the Administrator SJT. It contains 'behavioural interpretation' that you can use to help you understand how you have performed on the exercise and 'development opportunities' to inform your development priorities, should you wish to improve your skills in specific areas.

Behavioural Interpretation

For each competency, an interpretation (four bullet points) has been provided to help you better understand the decisions you made on the exercise. Not every bullet point may apply equally to you, but you should consider them all, at least initially, and then decide which are most relevant for you.

Development Opportunities

You have also been provided with some ideas to help improve the competencies. The suggestions are intended to support you in your career progression, so working through these suggestions and identifying your own ideas for improving your skills should help you create a relevant development plan. When creating your development plan, it is best to set SMART Goals:

- **S = Specific:** Clearly defined and unambiguous
- **M = Measurable:** Contains specific criteria that you can use to measure your progress and goal accomplishment
- **A = Achievable:** Attainable in the timeframe you have set yourself and not impossible to achieve
- **R = Relevant:** Relevant to your goal, career or what you want to achieve
- **T = Time-bound:** Has a clear start and end date

The SMART Template below can be used to help you set a development goal.

 S	<p>Specific</p> <ul style="list-style-type: none"> • What do I want to achieve? • When do I need to achieve it? • Why is the goal important? • Who is involved? 	
 M	<p>Measurable</p> <ul style="list-style-type: none"> • How will I measure my progress? • How will I know when my goal is achieved? • What will be different when I have completed my goal? 	
 A	<p>Achievable</p> <ul style="list-style-type: none"> • Can I complete my goal in the time I have available? • How confident am I that I can achieve my goal? • What support will I need to achieve my goal? 	
 R	<p>Relevant</p> <ul style="list-style-type: none"> • Why is this goal important to me? • How does this goal relate to my overall success? • What is especially meaningful about my goal? 	
 T	<p>Time-bound</p> <ul style="list-style-type: none"> • When will I be ready to start working on my goal? • What specific date will I complete my goal? • How often will I check the progress I am making on my goal? 	

Feedback

Relating to Others

Your responses suggest that you:

- Carefully consider the needs of individuals when communicating, proactively providing clarity and reassurance
- Mindfully and sensitively act to improve relationships with individuals who can be difficult to get along with
- Proactively open dialogue with colleagues and others to understand their perspectives before giving advice
- Collaborate with people, using tact and consideration of their feelings, to skilfully encourage stronger team performance

Development Opportunities

You might usefully stretch your skills further in this area by:

- Promote a team culture of speaking up and enabling your colleagues to communicate more openly with each other
- Role model to your colleagues a diplomatic but sincere approach to resolving disputes and reconciling differences
- Review your relationships and identify any you could benefit from improving
- Identify some team based activities that your team could do more routinely together

Achieving Outcomes

Your responses suggest that you:

- Champion organisational policies and principles, even when under pressure to do otherwise
- Carefully balance taking the initiative with acting with authorisation, finding pragmatic solutions to urgent problems
- Proactively bring issues to light and work with all relevant stakeholders / customers to plan an effective solution
- Carefully prioritise activity and formulate plans to ensure efficient delivery of tasks

Development Opportunities

You might usefully stretch your skills further in this area by:

- Establish new processes and procedures for completing routine tasks in order to improve efficiency and quality
- Role model to your colleagues any tips and approaches you have learnt in order to achieve outcomes at low cost and within company policy
- Promote a broader awareness of your team's procedures and the likely situations where these may be tested in order to reinforce the importance of consistency
- Go through your past endeavours to track which deliveries were most successful and if there are any lessons for further improvement

Customer Service

Your responses suggest that you:

- Support customers, providing information and assistance needed to resolve queries or problems
- Share relevant information with others, ensuring that any risks or challenges are sufficiently understood
- Promptly escalate issues when it is clear customers need a level of support they cannot provide
- Work with customers to gain an understanding of problems and offer possible solutions

Development Opportunities

To develop your skills further in this area you might wish to consider:

- Make a point of asking customers / stakeholders after you have helped them if they are happy and if you could do anything to improve things further
- Ask a more experienced colleague to review one of your conversations with a customer or stakeholder to see if they may have approached it differently
- Talk with others in your organisation about how to provide excellent customer service and then share your findings
- Spend time with other teams or departments to learn more about what they do so you are better placed to support them in the future