viewpoint

Administrator SJT

A recruitment report for:
Sam Sample

Created 6th October 2022

Introduction

This report is confidential and is intended solely for the person responsible for assessing Sam Sample, who completed the Administrator SJT on 20/09/2020.The test 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

The results of the test are valid for 12 months and should be kept confidential.

How To Use This Report

This report contains 'percentile scores', 'behavioural interpretation' and 'interview questions' that can be used to explore a candidate's results in more detail:

Percentile Scores

Percentile scores represent how a candidate's performance on a test (i.e., their score) compares to the performance of other candidates that have also taken the same test (i.e., the comparison group or norm group). Percentile scores range from the 1st to 99th percentile, where 1 is a very low score and 99 is very high.

The overall percentile score is the most predictive of a candidate's likely performance in a job. The report also contains percentile scores for each competency assessed, and these should be considered as a guide to help you identify where a candidate has excelled or might need to improve a specific behavioural skill. It is not a score, in isolation, that should drive your final recruitment decision. This is because the competency percentile scores are produced by a subset of the test questions, whereas the overall percentile score is produced from all of the test questions.

Behavioural Interpretation

For each competency, an interpretation (four bullet points) has been provided to help you better understand the decisions a candidate has made on the assessment. Not every bullet point may apply equally to all candidates, but you should consider them all to be relevant as they are based on the specific choices a candidate has made on the assessment.

Interview Questions

For each competency, interview questions are provided to help you explore a candidate's results in more detail. You can select the question you believe is most appropriate and you should use the relevant "four behavioural indicators" to guide your evaluation of a candidate's response. Note, you do not need to ask all four questions - usually one is sufficient, but more are provided if needed.It is also good practice to follow up with additional questions. To help with this you may wish to use the STAR method. This is described below with some additional probing questions you can use.

- **S = Situation:** What was the situation? What were the circumstances or context?
- **T = Task:** What were you trying to achieve? What was your task?
- **A = Actions:** How did you approach it? What did you do? Who did you involve? What challenges did you face, and how did you overcome these? What else did you do?
- **R = Results:** What was the outcome? How did you establish the benefit of what you did?

You should aim to spend more time asking 'Action' questions as these are the ones that typically produce behavioural responses.

Rating Scale

The Rating Scale below can be used to evaluate a candidate's responses to the competency questions provided in this report. During the interview you should aim to establish a pattern of positive & negative evidence for each competency. The final rating you give should be a 'weighted' decision, based on the collective evidence you obtain for each competency.

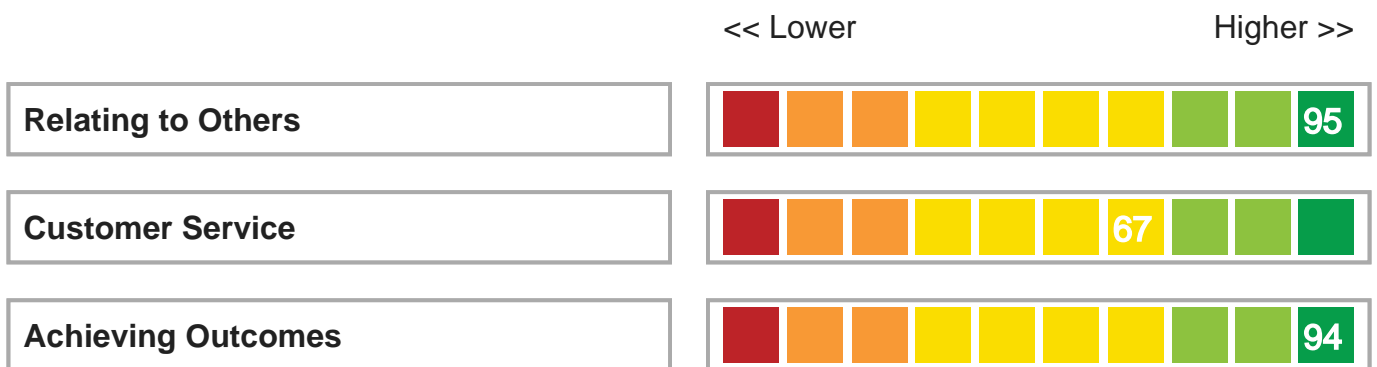| 1 - Significant Development	2 - Development	3 - Mixed	4 - Strength	5 - Significant Strength
A strong and dominant pattern of negative behaviour (in relation to the indicators)	A clear pattern of negative behaviour (in relation to the indicators), and little evidence of positive behaviour to weigh against this – none significant	Balanced evidence of both positive and negative behaviour (in relation to the indicators)	A clear pattern of positive behaviour (in relation to the indicators), and little evidence of negative behaviour to weigh against this – none significant	A strong and dominant pattern of positive behaviour (in relation to the indicators)

Profile

The following summarises Sam's performance on the Administrator SJT. It provides:

- An overall score, expressed as a percentile based on an individual's responses to all questions.
- A percentile score for each of the competencies assessed

Administrator SJT Competencies

The scores shown below are Sam's percentiles for each of the competencies.

	<< Lower	Higher >>
Relating to Others		95
Customer Service		67
Achieving Outcomes		94

Performance

The following provides a detailed description of Sam's performance, evaluating his responses for each competency as skilled, proficient or unskilled.

Relating to Others

Sam is highly skilled at **Relating to Others**. Sam's score suggests he:

- Carefully considers other's needs 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

Exploring Relating to Others

The questions below are designed for interviewers to explore Sam's results in more detail.

- Can you tell me about a time when you needed to build a strong relationship with another person, such as a customer or stakeholder?
- Can you give me an example of an occasion when you had to collaborate with others to achieve a successful outcome?
- How do you typically handle challenging colleagues? Is there anything you'd like to improve about your current approach?
- What are some of the qualities and approaches that you could learn from others that would help you connect or work more effectively with people?

Achieving Outcomes

Sam is highly skilled at **Achieving Outcomes**. Sam's score suggests he:

- Champions organisational policies and principles, even when under pressure to do otherwise
- Carefully balances 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 prioritises activity and formulates plans to ensure efficient delivery of tasks

Exploring Achieving Outcomes

The questions below are designed for interviewers to explore Sam's results in more detail.

- Can you share an example of when you were the first to notice a problem in a process or plan at work? How did you respond?
- Tell me about a time when you have set up a new process or implemented a plan to improve efficiency? How did you approach it?
- How do you typically approach routine tasks? Can you share a specific example of a task that you do regularly?
- Can you share any examples of when you needed to bend the rules or not follow an established procedure to get something done more expediently?

Customer Service

Sam is proficient at **Customer Service**. Sam's score suggests he:

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

Exploring Customer Service

The questions below are designed for interviewers to explore Sam's results in more detail.

- Tell me about a time when a customer or internal stakeholder has raised a challenging complaint with you. How did you respond?
- Can you tell me about a time when a customer or stakeholder presented you with an issue you knew little about? How did you approach it?
- How do you typically handle challenging or aggravated customers or stakeholders? Can you share a specific example for us to explore in more detail?
- Describe a time when you have worked with a customer or stakeholder to resolve a challenging task. How did you tackle it?