

Date:	Post: UG Administrator	Name of candidate:
Welcome <ul style="list-style-type: none"> • Introduce everyone on the panel • Explain structure of interview: questions from panel, questions from you at the end but feel free to ask any questions during the interview • Outline how long the interview will last and inform candidate that we take notes 		

	Interview question/selection criteria	Evidence
	1. What has attracted you to this position? What previous experience do you have that would make you suitable for this role?	
	2. If we spoke to someone who had worked closely with you, what three words would they use to describe you?	
	3. What was the most effective team you've worked in? Why was it effective?	
	4. Ability to work independently and to solve problems on your own initiative is key; can you give us an example of when you have had to think on your feet to deal with a problem or to resolve a query?	
	5. At certain times of the year the work will be fast-paced; can you tell us about an experience where you have had to work under pressure ?	
	6. Tell us about a time when you had to deal with an arrogant, condescending person or one who made you feel angry; what did you do?	
	7. In this role you will be communicating with students, academic staff and other support staff from across the University in a variety of ways. What experience do you have of working with a wider range of people and do you manage their different expectations?	

	8. Tell us about a time you needed to get cooperation from someone in another department/area for you to be successful on a task or project.	
	9. The role is likely to involve changing priorities and tasks . How do you go about organising your time and prioritising your workload?	
	10. How about when you are in the middle of an important task and you are asked to do something else – how do you deal with conflicting priorities?	
	11. Can you describe an administrative process you have improved or instigated to make your service more efficient?	
	12. Can you describe a time when you have spotted something that needed doing and that no one else was going to do. What did you do?	
	13. Tell us how you go about developing yourself at work?	
	14. Describe a situation where you, at first, resisted a change at work and later accepted it. What, specifically, changed your mind?	
	15. IT and admin skills are an important aspect of our roles – what experience do you have of: <ul style="list-style-type: none"> - Word and Excel - SAMIS/BOX or similar (if any) - Taking notes/minute taking - Moodle (or other VLE) 	
	16. Any questions for us?	

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Closing questions

Is there anything about you that you want to bring to our attention that we might have missed?

If you were to be offered the post, how soon could you start?

Timescales for decision-making and how they will be informed of the outcome.

Thank you for applying and taking the time to attend the interview.