

ADMINISTRATION INTERVIEW QUESTIONS

Please tell us a little about your previous admin experience and the skills you believe would be useful in the role at this school
What is your understanding of customer service and what are the key aspects of it in a school office? Which clients do you find it most difficult to deal with? Why?
What do you see as the key aspects of the role? How could your skills and personal attributes contribute to a positive team culture at this school?
Please give details on the potentially negative aspects of working in teams. Include a description of how your personal attributes will promote a positive team culture at this school?
What do you believe are the most important aspects of being a successful member of the administration team at this school?
Accuracy of data is extremely important. Can you give us some examples of your skills and experience in use of databases and Microsoft applications
Working in a school office is a very busy and diverse position – can you explain the software packages you are familiar with, including examples of some day-to-day tasks using this software as well as your experience in general office processes and accounting procedures?
Please detail your understanding of effective communication both in the written and verbal sense and what things you consider when communicating with someone
Tell us what you understand by ‘confidentiality’ as it applies in the school context
Please give us an example of some way you have used your initiative to improve the efficiency of a workplace
It is important that we constantly review the processes we use and evaluate the outcomes. Can you give some examples of your personal skills of initiative and problem solving?
The position you have applied for requires multi-skilling and the ability to prioritise tasks with little notice. <i>It is 9:30 am and you are by yourself in the office. As you sit to deal with an amount of cash on your desk, a girl from one of the classes arrives with a note advising you that a child is sick and needs to be sent home. While you are reading this note, a parent appears at your counter and loudly demands to see a teacher alleging that her son was punched and kicked by a group of boys the previous day. Then the phone rings.</i> Please tell us how you would handle this situation.
This role is a blend of Finance tasks and customer service. Tell us about your experience in financial administration and give us some examples of tasks you have undertaken in previous jobs that demonstrate this knowledge
Please give us some examples of situations where you have supervised other staff and in particular where you have been responsible for training or passing on skills or knowledge to other staff. What are the key areas you consider when training others?

Tell us about a time when you have identified a process or operation, or have been asked to carry out an operation, that was previously being done poorly. What did you change? Was it successful and well received by your colleagues?

What role (if any) do you feel admin staff have on learning outcomes for students in a school?

A mandatory requirement of the Department of Education is to take part in a Performance Development Plan. This enables you to discuss any goals or issues you may have, with your Supervisor. It may also enable discussion regarding any professional learning you may wish to undertake. If you encountered some feedback about your performance that wasn't as positive as you would like, how would you respond to this?
What is your current focus in your performance plan?

Why are you the best candidate for this position and is there anything else you would like to add to support your candidacy?

Can you provide an example of when you have used flexibility and initiative in a work related situation. What processes do you use when determining priorities?

SCHOOL BUSINESS MANAGER QUESTIONS

Number the following tasks and roles in order of priority for you – from 1 to 8 (with 1 being most important)

- ☐ Regular site inspections with relevant staff and/or observations of staff undertaking their work (aides, office, cleaners, grounds)
- ☐ Chasing payment of outstanding levies
- ☐ Feedback meetings with ancillary staff
- ☐ Review and monitoring of school budget -
- ☐ Instituting and monitoring an effective and secure system of equipment loans
- ☐ Managing invoices and banking
- ☐ Leading professional learning for your teams
- ☐ Reconciling the pay extracts

Tell us about your reasons for prioritising this way

The Principal is unhappy with the atmosphere in the school office. Staff members are complaining of poor service, poor quality work and aggressive interpersonal contact. How would you address these issues?

Every manager has to learn to delegate well. Describe a work situation in which you delegated responsibility successfully. Then tell us about a time when your delegation of responsibility did not work out well. How did you handle the situation?

At what level will you resolve disputes and when do you think is the right time to get your Principal involved?

What type of balance do you strive for between work and your life?

Have you ever led a meeting in which one person dominated the conversation? What did you do?

What sources of information do you use to stay aware of problems in your work area. Tell us about a situation where you used one of these sources?

Describe some recent work-related problems and the decision you made to solve them.

When dealing with team members, how do you determine if you are pushing an issue or a decision too hard? Tell us about a time when you pushed too hard.