

# Administration Interview Questions

Know what to expect  
in your next interview



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**G**ot a job interview coming up for an administration, clerical or executive assistant and wondering what questions they might ask?

Perhaps you are moving up the ladder and going for a post as office or admin manager and want to know how to answer successfully?

In this free PDF, we outline what to expect and list some of the most common admin interview questions likely to come up.

We provide some great tips on what to include in your answers to truly impress the panel.



## Competencies You Must Show in Your Interview



Before looking at the interview questions to expect in your administration interview, let's review the core competencies or skills they will expect to see.

**Planning and Organisational Skills:** This is the top competency required in any admin role at any level. Your interview answers must clearly show your ability to efficiently manage and complete tasks, prioritise responsibilities and maintain a well-organised work environment.

**Communication Skills:** You will be liaising with colleagues and management on a constant basis. Showcase clear and effective communication, both written and verbal plus an ability to interact with team members, clients, and external stakeholders.

**Time Management:** For me, this is another core competency I would expect to see in any interview candidate. When answering in the interview, illustrate your capacity to prioritise tasks, meet deadlines, and efficiently allocate time to various responsibilities in a fast-paced office environment.

**Attention to Detail:** Highlight your meticulous approach to tasks, emphasising your ability to catch errors, maintain accuracy, and ensure high-quality work.

**Technical Proficiency:** Showcase your familiarity with relevant office software, databases, and any specialised tools related to the administrative role you are interviewing for. Highlight your ability to quickly adapt to new technologies and give examples of where you have used these software tools previously.

**For more senior administration positions:** You should expect questions exploring your ability to supervise and lead a team and to deal with all aspects of recruitment and staff development.

## Common Admin Interview Questions to Expect

Here are some very frequently asked administration interview questions specific to posts such as Secretary and Administration Assistants:

### **1. Can you tell us about your experience in handling administrative tasks?**

Provide a summary of your relevant experience, emphasizing specific duties, achievements, and your contributions to previous employers.

### **2. How would you do when you have tight deadlines and many competing priorities?**

Discuss your approach to task prioritisation, the steps you would take. Show your planning and organisation skills and detail any tools or strategies you use to stay organised and meet deadlines.

### **3. How do you manage your time effectively?**

Time management is a core skill and they will want to see clear evidence of your ability. Talk about having clear goals, a to-do list or action plan and the process you use to prioritise new tasks.

#### **4. How do you handle confidential information and maintain discretion in your role?**

When answering, showcase your understanding of the importance of confidentiality, your commitment to maintaining it, and any previous experiences where you successfully handled sensitive information.

#### **5. How do you ensure effective communication in a team or office setting?**

Discuss your communication style, strategies for promoting clear communication, and any experiences collaborating with diverse teams or individuals. Give an example to illustrate this.

#### **6. Can you share an example of a situation where you had to multitask and manage competing priorities?**

Provide a detailed example of a time when you successfully juggled multiple tasks, outlining how you prioritised, organised, and completed them efficiently. Highlight the positive outcomes of your multitasking abilities.

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## Technical Admin Interview Questions

Your role will also require a certain amount of sector or role specific knowledge. For example, if working in the legal sector you may need to know about aspects of law. If working in the NHS, perhaps a knowledge of how to treat patients and their information would be vital.

Here are some technical administration interview questions to give you an idea; how would you answer?

- What is your understanding of the Data Protection Act and UK GDPR?
- What would you do if a client or customer asked that their data be removed from your system?
- Describe the steps you would take when arranging a monthly board meeting.
- Talk me through your relevant technical skills and the software you would use in the role.
- What steps would you take to ensure that client records are kept confidential?
- How would you handle a situation where there's a technical issue with the office systems which prevent you from completing your tasks?

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## Competency Based Interview Questions Administration

Be prepared to answer competency based questions in your admin job interview. These questions can be very difficult to answer correctly and you will need relevant examples to talk through to score highly.

Learn more about how to answer competency questions with the STAR formula.

Here are some typical admin competency interview questions:

- Describe a situation where you had to resolve a challenging problem. How did you approach it?
- Tell me about a time when you successfully managed a number of tasks at the same time
- Talk me through your skills with planning meetings and managing calendars
- Tell me about a time when you had difficulty scheduling an important meeting
- Provide an example of a situation where you had to prioritise tasks and what was the outcome?
- Provide an example of where you had to deal with a difficult task and tell me how you resolved the issue
- Tell me about a deadline that you missed
- Tell me about a time when you showed initiative when completing a task
- Tell me about a time when you successfully conveyed your ideas to an individual or group so that they were able to understand and retain the message.

Your answer must also show required strengths and it will be scored both on these and the correct positive behaviours they will look for.

[Click here to get INSTANT ACCESS to competency based interview questions and brilliant STAR answers SPECIFIC TO YOUR JOB >>](#)

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Thank you for reading and I wish you all the best for your interview.

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