
SHORTLISTING QUESTIONNAIRE



BUSINESS SUPPORT OFFICER GRADE 5

ADULT SOCIAL CARE OPERATIONS

Name : _____

SHORTLISTING QUESTIONNAIRE



Please complete this questionnaire answering each question as fully as possible. Please use additional sheets if necessary.

DIRECTORATE: ADULTS & HEALTH

SERVICE AREA: ADULT SOCIAL CARE OPERATIONS

JOB TITLE: BUSINESS SUPPORT OFFICER – GRADE 5

Thank you for your expression of interest in this job.

We are constantly seeking to improve our recruitment process and have enclosed a shortlisting questionnaire for completion, which will hopefully assist you in applying for this job.

If you are successful in the shortlisting process and invited for an assessment and interview, the panel may choose to ask further questions to test the depth of your knowledge and experience on the requirements set out in the questionnaire.

Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise responses using examples where possible.

We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or questionnaire, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help to know your needs in order to do this.

GOOD LUCK

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Q1 Please describe your level of literacy skills, including your ability to produce specialist documentation

Q2 Please describe your level of numeracy skills, including your ability to produce statistical information and deal with financial information

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Q3 Please describe the level of your IT skills and how you have used them:

Are you familiar with and can work effectively with the following computer packages:

Microsoft Word: Yes/No

Microsoft Access: Yes/No

Microsoft Excel: Yes/No

Can you use any other packages? Please list these below.

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Q4 Do you hold NVQ 2 in Business and Administration? Yes/No

If no, please describe the equivalent skills and/or experience that you have.

Q5 Please describe a time when you have provided a high quality professional service to a customer/s.

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Q6 Describe a time when you have worked hard to contribute to team goals.

Q7 Describe a time when you have demonstrated flexibility and adaptability when working in a team.

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Q8 Are you able to travel to meetings at different work locations when required?

Yes / No

Q9 Are you willing to undertake an application for an enhanced Disclosure & Barring Service check?

Yes / No

Q10 Please give details on how you can demonstrate that you are committed to personal and career development.

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If you are shortlisted you will be invited to undertake a number of written exercises and IT based exercises to test the following:

- Literacy skills: to be able to produce specialist documentation.
- Numeracy skills to be able to produce high level statistical information.
- IT skills