

ITESTHUB · ADMINISTRATOR SJT - RECRUITMENT REPORT

Administrator SJT

A report for

Sam Sample

Sam Sample

Completed 30/09/2026 · Report valid 12 months

Introduction

This report is confidential and is intended solely for the person responsible for assessing Sam Sample, who completed the Administrator SJT on 30/09/2026.

The test is designed to assess areas of critical importance for success in the role of an Administrator. The competencies assessed are defined below.

TEST SESSION

Recommended time: 15 minutes

Time taken: 0 minutes, 0 seconds

Norm group: —

Competencies assessed: 4

Interpreting scores

Scores on Administrator SJT are calculated by comparing an individual's score with a large group of people (norm group) who have also completed the same test. These are expressed as 'percentiles' — use the key below to benchmark Sam's overall result.

Very Low	Low	Mid	High	Very High
1-10 %ile	11-30 %ile	31-69 %ile	70-89 %ile	90-100 %ile

How To Use This Report

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

Percentile Scores

Percentile scores represent how an individual's performance on a test (i.e., their score) compares to the performance of other individuals 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 an individual'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 an individual 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 and 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)

Administrator Competencies

Relating to Others

Working with others in order to maximise outcomes.

- Is a positive influence on others, helping to maximise team effectiveness
 - Is collaborative within and across teams (i.e., contributes fully, being as inclusive as possible)
 - Communicates clearly and effectively (when speaking and in writing)
 - Negotiate fluently and calmly with others
-

Customer Service

Understanding and establishing customer' needs.

- Demonstrates ability to listen and respond sensitively to customers
 - Gathers sufficient information to weigh options appropriately
 - Analyses risks, benefits, and opportunities appropriately to draw valid conclusions
 - Prioritises customer needs, esp. when dealing with unexpected events/situations
-

Achieving Outcomes

Routinely providing high-quality outcomes / service.

- Has an effective system for monitoring progress in meeting or exceeding customer expectations
 - Is proactive and flexible in management of tasks
 - Demonstrates ability to remain calm and positive, esp. under pressure
 - Follows best practice and procedures in the pursuit of desired outcomes
-

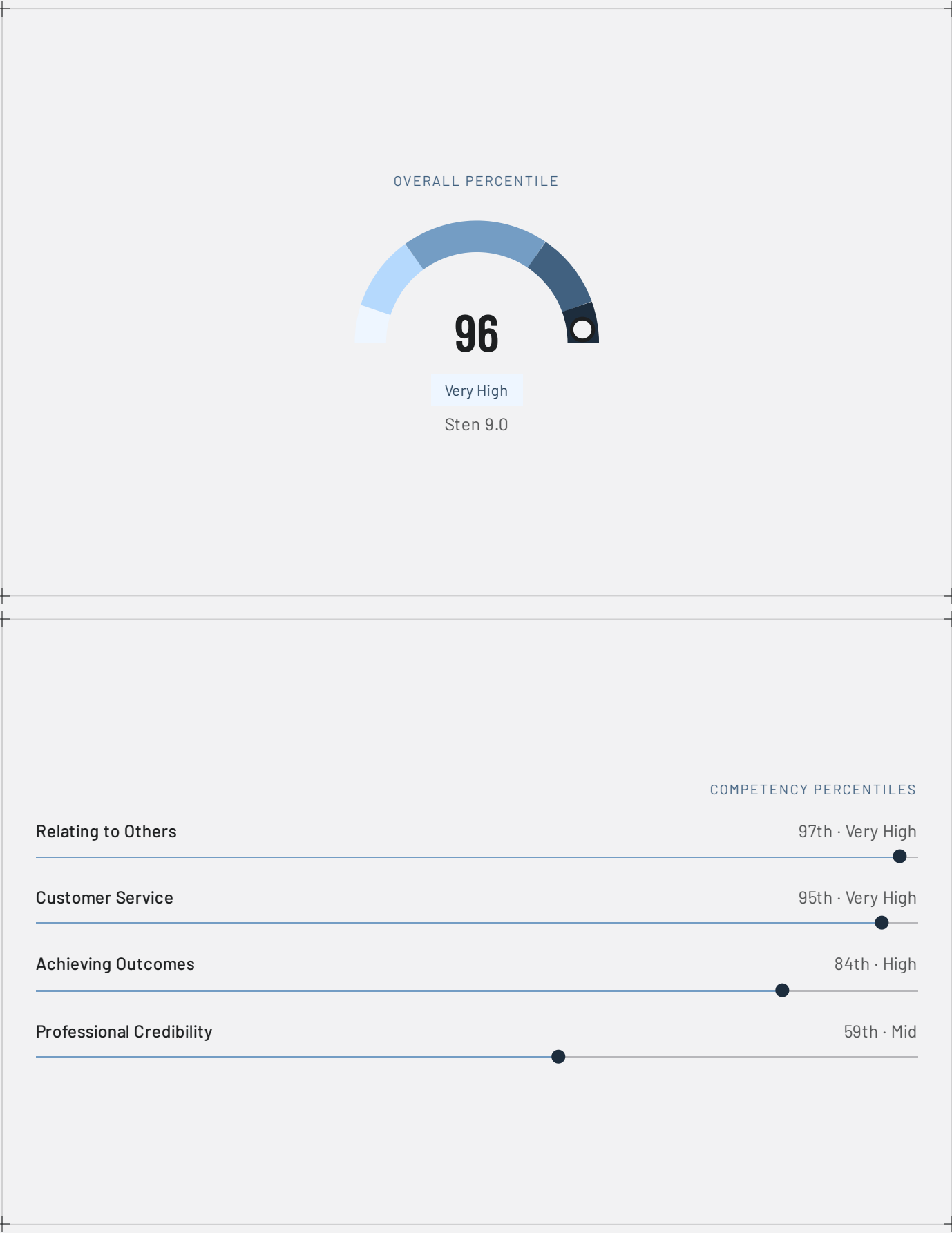
Professional Credibility

Demonstrating a genuine commitment to company standards and best practice.

- Demonstrating genuine, visible commitment to company values, goals and priorities.
- Being respectful of others (i.e., knowledge, expertise, opinions etc.).
- Being open and honest about own strengths and development needs (i.e., acknowledging own limitations, errors, and misjudgements etc.).
- Welcoming constructive challenge, recognising the need to keep learning.

Results

Sam's overall result on the Administrator SJT, then a percentile and band for each competency assessed. The key on page 2 explains what these mean.



Relating to Others

Working with others in order to maximise outcomes.

- Is a positive influence on others, helping to maximise team effectiveness
- Is collaborative within and across teams (i.e., contributes fully, being as inclusive as possible)
- Communicates clearly and effectively (when speaking and in writing)
- Negotiate fluently and calmly with others

PERCENTILE SCORE

97th · Very High

The responses suggest:

- 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.

The questions below are designed for interviewers to explore the results in more detail.

- Describe a time when you built a strong rapport with a customer or individual. How did you establish rapport? What was the result of building this rapport?
- Describe how you have built a relationship with a challenging customer or individual. How did you approach building the relationship with this individual? What did you learn from this experience that you apply in similar situations?
- Give me an example of when you have had to negotiate with a customer or individual. How did you ensure a fair outcome for both parties? What was the result of the negotiation?
- Describe qualities and/or skills that you could learn from others that would help you connect or work more effectively with people. How do you think these qualities or skills could enhance your ability to connect with others? How would these improvements benefit your overall effectiveness in working with people?

EVIDENCE AND RATING

Rating

Customer Service

Understanding and establishing customer' needs.

- Demonstrates ability to listen and respond sensitively to customers
- Gathers sufficient information to weigh options appropriately
- Analyses risks, benefits, and opportunities appropriately to draw valid conclusions
- Prioritises customer needs, esp. when dealing with unexpected events/situations

PERCENTILE SCORE

95th · Very High

The responses suggest:

- Sensitively handles customer complaints and takes personal responsibility to ensure any issues are swiftly resolved.
- Carefully utilises all available resources to ensure an efficient and high quality service is provided.
- Efficiently establishes key information from customers, quickly escalating issues when it is clear they cannot provide the level of support needed.
- Works closely and carefully with customers to build a full understanding of problems and the potential solutions.

The questions below are designed for interviewers to explore the results in more detail.

- Give me an example of a decision you have made where you had to consider a range of possible alternatives or options first. What actions did you take to evaluate the alternatives? How did considering multiple options influence the outcome?
- Tell me about a time when you have sought feedback from different people before making a decision. How did you approach gathering feedback? How did the feedback impact the outcome?
- Describe a time when you helped a customer solve a complex issue. What actions did you take to understand and address the issue? What was the outcome for the customer?
- Tell me about a time when a customer presented you with a problem you knew little about. How did you go about understanding and addressing the problem? How did you manage the customer's expectations?

EVIDENCE AND RATING

Rating

Achieving Outcomes

Routinely providing high-quality outcomes / service.

- Has an effective system for monitoring progress in meeting or exceeding customer expectations
- Is proactive and flexible in management of tasks
- Demonstrates ability to remain calm and positive, esp. under pressure
- Follows best practice and procedures in the pursuit of desired outcomes

PERCENTILE SCORE

84th · High

The responses suggest:

- Consistently upholds organisational policies and principles, even when under pressure to do otherwise.
- Balances taking the initiative with acting with authorisation, finding pragmatic solutions to urgent problems.
- Brings issues to light and talks through options to find an effective solution.
- Prioritises activity and formulates plans to ensure the timely delivery of tasks.

The questions below are designed for interviewers to explore the results in more detail.

- Describe a routine task that you have to complete. What steps do you take to ensure the task is routinely completed efficiently and accurately? What are the outcomes or results of completing this task well?
- Tell me about a time when you had to improve your performance. What steps did you take to identify areas for improvement and implement changes? What was the result of your efforts to improve?
- Give me an example of when you had to work efficiently under pressure. What actions did you take to manage your time and resources effectively? What was the outcome of your efforts?
- Describe a situation when you dealt with an unhappy customer. How did you address the customer's concerns and attempt to resolve the situation? How did you ensure the customer left satisfied or that their concerns were addressed?

EVIDENCE AND RATING

Rating ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Professional Credibility

Demonstrating a genuine commitment to company standards and best practice.

- Demonstrating genuine, visible commitment to company values, goals and priorities.
- Being respectful of others (i.e., knowledge, expertise, opinions etc.).
- Being open and honest about own strengths and development needs (i.e., acknowledging own limitations, errors, and misjudgements etc.).
- Welcoming constructive challenge, recognising the need to keep learning.

PERCENTILE SCORE

59th · Mid

The responses suggest:

- Is supportive, investing their time to help others find solutions to challenges.
- Demonstrates appropriate care and attention to ensure their work is completed to a high standard.
- Acknowledges own mistakes, ensuring errors can be appropriately resolved.
- Welcomes opportunities to learn and develop, accepting feedback as an opportunity to improve.

The questions below are designed for interviewers to explore the results in more detail.

- Tell me about a time when you took it upon yourself to resolve an issue that wasn't your responsibility. How did you approach resolving this issue? What was the outcome of resolving this issue?
- Share an example of how you maintain quality in your work. How did you ensure that the quality was maintained? What was the result of your efforts to maintain quality?
- Describe when you last made a mistake in your work. How did you handle the mistake? What steps did you take to fix it? What was the outcome after you addressed the mistake?
- Tell me about a time when you observed behaviour you felt was inappropriate. How did you respond in that moment? What did you do next, and why? What was the outcome of the situation?

EVIDENCE AND RATING

Rating ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5