

ITESTHUB · ADMINISTRATOR SJT - CANDIDATE REPORT

Administrator SJT

A report for

Sam Sample

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Completed 30/09/2026 · Report valid 12 months

Introduction

This report is confidential and is intended to provide you with feedback on your results.

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

How To Use This Report

This report provides you with feedback from the Administrator SJT. It contains 'behavioural interpretation' that you can use to help you understand how you have performed on the exercise and 'development opportunities' to inform your development priorities, should you wish to improve your skills in specific areas.

Behavioural Interpretation

For each competency measured by the Administrator SJT, an interpretation (four bullet points) has been provided to help you better understand the decisions you made on the exercise. Not every bullet point may apply equally to you, but you should consider them all, at least initially, and then decide which are most relevant for you.

Development Opportunities

You have also been provided with some ideas to help improve the competencies. The suggestions are intended to support you in your career progression, so working through these suggestions and identifying your own ideas for improving your skills should help you create a relevant development plan. When creating your development plan, it is best to set SMART Goals:

- **S = Specific:** Clearly defined and unambiguous
- **M = Measurable:** Contains specific criteria that you can use to measure your progress and goal accomplishment
- **A = Achievable:** Attainable in the timeframe you have set yourself and not impossible to achieve
- **R = Relevant:** Relevant to your goal, career or what you want to achieve
- **T = Time-bound:** Has a clear start and end date

Your SMART goal

Use the planner below to draft a goal of your own. Work through each element in turn – the prompts are there to help you think it through – and write your goal in the space provided.

S

Specific – Clearly defined and unambiguous

What do I want to achieve? · When do I need to achieve it? · Why is the goal important? · Who is involved?

M

Measurable – Contains specific criteria that you can use to measure your progress and goal accomplishment

How will I measure my progress? · How will I know when my goal is achieved? · What will be different when I have completed my goal?

A

Achievable – Attainable in the timeframe you have set yourself and not impossible to achieve

Can I complete my goal in the time I have available? · How confident am I that I can achieve my goal? · What support will I need to achieve my goal?

R

Relevant – Relevant to your goal, career or what you want to achieve

Why is this goal important to me? · How does this goal relate to my overall success? · What is especially meaningful about my goal?

T

Time-bound – Has a clear start and end date

When will I be ready to start working on my goal? · What specific date will I complete my goal? · How often will I check the progress I am making on my goal?

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.

Relating to Others

Working with others in order to maximise outcomes.

Your responses suggest that you:

- Carefully consider the needs of individuals 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.

To develop your skills further in this area you might wish to consider:

- Promote a team culture of speaking up and enabling your colleagues to communicate more openly with each other.
- Role model to your colleagues a diplomatic but sincere approach to resolving disputes and reconciling differences.
- Review your relationships and identify any you could benefit from improving.
- Identify some team based activities that your team could do more routinely together.

SMART NOTES

Customer Service

Understanding and establishing customer' needs.

Your responses suggest that you:

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

To develop your skills further in this area you might wish to consider:

- Conduct a customer / stakeholder survey or review existing ones to find out if there are any ways you could better help or support them.
- Be conscious to set a clear example to your colleagues of how to listen and get to the bottom of an issue with a customer or stakeholder.
- Talk with others in your organisation about how to provide excellent customer service and then share your findings.
- Promote any knowledge or best practice that you have found useful for supporting customers / stakeholders.

SMART NOTES

Achieving Outcomes

Routinely providing high-quality outcomes / service.

Your responses suggest that you:

- Consistently uphold organisational policies and principles, even when under pressure to do otherwise.
- Balance taking the initiative with acting with authorisation, finding pragmatic solutions to urgent problems.
- Bring issues to light and talk through options to find effective solutions.
- Prioritise activity and formulate plans to ensure the timely delivery of tasks.

To develop your skills further in this area you might wish to consider:

- Establish new processes and procedures for completing routine tasks in order to improve efficiency and quality.
- Role model to your colleagues any tips and approaches you have learnt in order to achieve outcomes at low cost and within company policy.
- Promote a broader awareness of your team's procedures and the likely situations where these may be tested in order to reinforce the importance of consistency.
- Go through your past endeavours to track which deliveries were most successful and if there are any lessons for further improvement.

SMART NOTES

Professional Credibility

Demonstrating a genuine commitment to company standards and best practice.

Your responses suggest that you:

- Are supportive, investing your time to help others find solutions to challenges.
- Demonstrate appropriate care and attention to ensure you complete work to a high standard.
- Acknowledge your own mistakes, ensuring errors can be appropriately resolved.
- Welcome opportunities to learn and develop, accepting feedback as an opportunity to improve.

To develop your skills further in this area you might wish to consider:

- Talking to your colleagues to see what more you could do to support them with their challenges.
- Reviewing some of your recent work to establish where you could make improvements.
- Openly sharing some of your past mistakes and vulnerabilities with your colleagues.
- Using a 360-degree feedback tool to gather positive and constructive feedback from your colleagues.

SMART NOTES