**Sample Generic Interview Questions**

**This is a bank of “generic” interview questions you can use as part of the selection process. If you have more specific questions relating to the nature of the role you are recruiting to please add these to your question list.**

Briefly, please could you tell us about your skills and experience which you feel you can bring to this post.

Give us an example of general office practices that you have developed and implemented? What was the outcome of this?

Give me a specific example of a time when you used good judgment and logic in solving a problem

Describe your computer experience including applications used (MS Word, Excel, etc.), computer environments (Windows, Macintosh, etc.), word processing, database and spreadsheet skills

Describe the kinds of deadlines you have had to meet in previous positions.

Tell me about a situation where you had to reprioritize quickly to meet changing demands.

Give me an example of how you had to multitask to meet your deadlines.

Tell us about a time when you have dealt with a difficult caller on the telephone or face-to-face. What is your approach to resolving the situation?

Give us an example when you have used your initiative in work which has led to a successful outcome.

How do you make sure you have clearly and accurately understood an inquiry or request made of you?

Please give us an example of a situation where there were competing priorities. What actions did you take and what were the results?

On what do you base your decision for the priority level of the work?

Tell us about you experience of working with external agencies and how you develop and establish a good working relationship.

Describe your experience working on a team, and what contributions you made to improve the teamwork.

What work have you done that involved working with sensitive or confidential issues?

Tell me about how you worked effectively under pressure.

Describe a complicated problem you recently had to deal with in your job. How did you go about sorting it out?

Tell me about a specific contribution you made to improve team performance

Describe a situation where you were able to help out a colleague or team member.

How do you go about getting the relevant information necessary to understand a problem in order to be able to decide on a possible solution?

How do you handle a challenge? Give an example

What motivates you in your work and ministry and how do you feel that motivation fits with this role?

What do you consider to be your two main natural strengths? What are the flipsides of those strengths and how do you minimise them?

When you are working in a team, what energises you and what depletes you

Describe your leadership style. What comes naturally and what have you had to learn?

How would you go about building the team and harnessing its members’ strengths?

Describe how you have handled the underperformance of a team member. Which aspects of your approach worked best, and what would you do differently another time?

What evidence can you provide that you can adapt between being a team leader and a team member yourself?

How do you deal with managing competing demands and complex workloads? What techniques do you use to manage projects?

What will your priorities for work be in the first 3 months and what do you see as your professional development needs in that time?

Tell us about a significant setback in your life or work: how did you overcome it and what did you learn about yourself?

Are there particular tools you prefer for helping people discern their gifts for ministry?

To improve the quality of our work, we will need you to regularly review the impact of systems and processes that we use. Can you give us an example of where you have been proactive in introducing new ways of working and the result of this?

What area/s would you like to further develop and what sort of training / experience do you think you need to do this?

When given an important assignment, how do you approach it?

Do you consider yourself a risk taker or do you like to play it safe?

How do accept criticism?

How do you measure your success?

How do you keep staff members motivated?

Tell me about a time you had to deal with a very demanding customer. How did you handle it?

Describe a situation where you went out of your way to provide customer satisfaction.

Can you tell me about a challenge you faced when dealing with colleagues from diverse backgrounds, how did you handle it?

Tell me about a time when you had to adapt quickly to a new procedure or policy.

How do you check for errors in your work?

Describe a project you worked on that involved a large amount of detail, how did you manage it?