

PA/ Secretarial Situations Assessment Report:



Candidate: A N Other

Role:

Date: 25th July 2014

Assessor:

Competencies Assessed:

Confidentiality: (2/3)

Showed some focus on the importance of confidentiality. Considered the need to mark items as 'private and confidential' and understand why some information should be protected.

Quality Thinking: (4/6)

Demonstrated a sound awareness of the importance of dealing effectively with a range of issues at once. Was helpful towards individuals and portrayed clearly what they intended to do to overcome the challenges faced.

Prioritising: (2/3)

Reasonable effort in prioritising what they had identified as the most important issues and how best to address these as a matter of urgency. To identify these they had considered the significance and likely impacts of failing to address the item sufficiently and with a matter of haste.

Co-ordinating: (6/8)

Overall good at co-ordinating the different activities that needed to be completed. Actions were of a high standard and would make significant inroads to managing all of the different items effectively.

Appraising urgency: (2/5)

Some appreciation of the urgency of some issues. On some items recognised there may be a need to interrupt the manager but at times was hesitant to commit to whether this was the best way forward or whether the issue could be managed without causing an unplanned disruption.

Appreciating Accountabilities: (4/5)

Recognised that it would be beneficial to delegate the items to the relevant members of staff and clearly stated this in their responses.

TOTAL SCORE: 20/30 – Average performance

GENERAL REMARKS:

A N Other approached the task reasonably well. They demonstrated some evidence of understanding that confidentiality is important and a sound awareness of coordinating and dealing with different issues all to a high standard to meet reputational standards. Scope to show more appreciation for the urgency of some task and how best to deal with these to adhere to this. More commitment could be made to deliver actions quickly if this is felt to be the best course of action. Overall sound ability to coordinate, delegate and manage conflicting tasks that are likely to be experienced in a similar role.