



Here are 10 competency-based questions that you can use to assess candidates for the role of Office Manager. You can use this format for any role, amend the question to make this relevant for your industry.

1. Time Management and Prioritisation:

- Can you describe a situation where you had multiple urgent tasks to complete within a tight timeframe? How did you prioritise and manage your time to meet the deadlines effectively?

2. Conflict Resolution:

- Tell us about a time when you had to deal with difficult staff members who were not cooperating or conflicting with one another. How did you address the situation and what was the outcome?

3. Customer Service:

- Please provide an example of an encounter with a particularly challenging customer. How did you handle the situation and how did your actions impact the customer's satisfaction?

4. Team Leadership and Motivation:

- Can you share an experience where you had to lead a team in a high-pressure situation? How did you motivate your team to achieve their best performance and what was the result?

5. Adaptability:

- Describe a time when you faced unexpected changes in your daily tasks or work environment. How did you adapt to these changes and what strategies did you employ to ensure a smooth transition?

6. Organisational Skills:

- In a busy office environment, staying organised is crucial. Can you provide an example of how you effectively managed office tasks, schedules and resources to ensure smooth operations?

7. Problem Solving:

- Share an instance where you encountered a significant challenge that disrupted office operations. How did you analyse the issue and what steps did you take to resolve it?

8. Communication Skills:

- Effective communication is essential in managing both staff and customers. Can you give an example of how you handled a situation where clear and assertive communication was crucial?

9. Continuous Improvement:



- Office operations can always be improved. Share an experience where you identified an opportunity to streamline processes and improve efficiency. How did you implement these improvements and what were the results?

10. Stress Management:

- Working in a busy environment can be stressful. Describe a situation where you felt overwhelmed with tasks and responsibilities. How did you manage the stress and what strategies did you use to maintain your performance and well-being?

When candidates respond to these questions, you can use the STAR method (Situation, Task, Action, Result) to structure their answers, ensuring that they provide specific examples from their past experiences that demonstrate their competencies and skills.