

## **HR Officer – Assessment questions**

### **Word limit of 500 words per question**

#### **Question 1: HR Administration and Accuracy**

**Please describe your experience of providing HR or administrative support in a busy organisation. Include examples of how you have managed a high volume of work accurately and met deadlines. (500 words maximum)**

This assesses:

- Experience of working in a large, complex organisation
- High-volume administration
- Accuracy and attention to detail
- Working independently
- Meeting deadlines

#### **Question 2: Customer Service and Communication**

**Describe your experience of supporting customers, colleagues or managers. How do you ensure you provide a responsive, inclusive, professional and high-quality service? (500 words maximum)**

This assesses:

- Customer service experience
- Communication and interpersonal skills
- Relationship building
- Positive employee/customer experience
- Equitable and inclusive working practices

#### **Question 3: Confidentiality and Data Management**

**This role involves processing employee information and maintaining HR records and systems. Please describe your experience of handling confidential information and ensuring data is managed accurately, securely and in accordance with appropriate procedures. (500 words maximum)**

This assesses:

- Confidentiality and GDPR awareness

- Data accuracy
- Systems experience
- Record management
- Professionalism in handling sensitive information