**Interview Questions for Donor Centre Administrator Appointment**

***Candidate Name***……………………………………………………***Date*** …………………... ***Panel Member*** ……………………………………………..

General Introductory Questions

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| 1. Have you ever attended a donor session? |
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| 1. Tell me about yourself and why you want to work for NHSBT |
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| 1. What do you know about the work of NHSBT? What do you think is expected in this role? |
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**Customer Care Skills (Caring)**

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| 1. Please give examples of where you have taken responsibility for customer care or dealing with a difficult customer? |
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**Communications / Team Working (Caring)**

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| 1. What qualities are necessary to be a good team member? Give an example of when you have worked as a member of a team |
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| 1. Please give an example of when you have worked as a member of a team to achieve an outcome (could be a goal, objective or task) |
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**Organisation / Prioritisation (Expert & Quality)**

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| 1. How do you prioritise and organise a very busy and varied workload? |
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| 1. When taking a planned absence, how do you ensure that your work is covered before & during the break and on return how do you catch up? |
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**Working under Pressure / Adaptability (Expert & Quality)**

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| 1. At challenging times, how would you ensure you remained positive & motivated? What would you do to ensure the donors are happy? |
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| 1. How would you handle frequently changing working environments and workloads? |
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**Following Instructions (Expert & Quality)**

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| 1. We place a lot of importance on working to procedures (standard operating procedures) and checking work. Why do you think that this is important to us? |
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| 1. Please give an example of when you have had to follow written instructions |
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**Confidentiality (Quality)**

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| 1. Why do you think that it is important to maintain confidentiality in this role? How would you ensure that confidentiality is maintained? |
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**IT Experience (Expert)**

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| 1. What is your experience of working with computers and computer packages? |
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**Closing**

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| 1. Do you have any questions for the panel? |
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| 1. Do you have any queries about our team information sheet |
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| 1. Are you clear about the hours that we work? Do you have any concerns? *(If necessary detail the hours and days to be worked)*. |
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| 1. We have a number of interviews so would hope to get back to you within the next week via your NHS Jobs account so please keep checking this |