

Group based Assessment Center Activities for Administrative Support Supervisor

Instructions for using Template during the Interview

The purpose of this template is to provide a guide for using these Group Based Exercises during an Assessment Center for hiring new candidates.

It provides a structured approach to evaluating candidates based on their technical and behavioral competencies required for the role.

Please follow the instructions below to ensure a fair and consistent evaluation of each candidate.

1. **Review the Technical and Behavioral Competency Requirements for the Role:** Please refer to Section 1 to review the technical and behavioral competency requirements for the role. This will help you understand the key skills, knowledge, and behaviors that are essential for the candidate to possess to be successful in the role.
2. **Use the Group-Based Exercises as Assessment Center Activities:** Please refer to Section 2 & 3 of this template to understand the different group-based exercises that you can use to assess the candidates. Each exercise has been designed to evaluate specific competencies required for the role.
3. **Complete the Assessor Evaluation Form:** Please use the Assessor Evaluation Form provided towards the end of Section 2 & 3 to record your ratings and observations about the candidate during the specific assessment center activity. This form will help you capture your feedback on the candidate's performance during the exercises and their overall fit for the role.
4. **Maintain Objectivity and Fairness:** Please ensure that you remain objective and fair throughout the assessment process. Avoid making assumptions or



Template Collection

drawing conclusions based on factors that are not related to the candidate's performance. Also, ensure that you provide feedback based on the candidate's demonstrated behaviors rather than their personality or personal characteristics.

Section 1: Competencies Required For Administrative Support Supervisor

Technical Competency Requirements:

- Manages team to meet performance standards and goals.
- Utilizes Microsoft Office Suite and database software effectively.
- Produces accurate financial reports and manages budgets efficiently.
- Implements process improvement strategies to optimize productivity.
- Leads projects and ensures timely completion.

Behavioral Competency Requirements:

- Mentors and develops team members to enhance performance.
- Organizes workload and manages time effectively to meet deadlines.
- Identifies problems and generates proactive solutions.
- Communicates effectively with team members and stakeholders.
- Makes strategic decisions with a focus on problem-solving.
- Ensures accuracy and attention to detail in all work.
- Works well independently and collaboratively with others.

Section 2: First Group Based Exercise-1

Name of Group Based Exercise: Budget Management Challenge

Objective: Assess the participants' ability to manage budgets efficiently and make strategic decisions with a focus on problem-solving.

Competencies that will be assessed:

- Manages team to meet performance standards and goals.
- Produces accurate financial reports and manages budgets efficiently.
- Makes strategic decisions with a focus on problem-solving.
- Ensures accuracy and attention to detail in all work.

Instructions for the assessor:

- Set up a scenario where participants will act as managers of different departments within a fictional company.
- Provide each participant with a specific budget allocation, financial data, and a list of departmental goals and performance standards.
- Assign different challenges and financial scenarios that require the participants to make decisions on budget allocation, cost-cutting measures, and resource optimization.
- Observe how well the participants manage their budgets, analyze financial reports, and make strategic decisions to achieve their departmental goals.

Instructions for the participants:

- You will assume the role of a department manager in a fictional company.
- You have been provided with a specific budget allocation and financial data for your department.
- You must analyze the financial reports, identify areas for cost-cutting, and make decisions on how to allocate the budget effectively to meet your departmental goals.
- Work collaboratively within your group, but remember that this is a competitive exercise, and your decisions will impact your department's performance.

List of Job Aids that will be required to perform the activity:

- Financial reports and data for each department.
- Budget allocation information for each participant's department.
- Spreadsheet software (e.g., Microsoft Excel) for budget calculations and analysis.

Assessment Center Activity Assessor Evaluation Form

Participant Name:	
Assessor Name:	
Date:	

Instructions: Please provide ratings and observations based on the participant's performance during the assessment center activity. Use the rating scale below and provide specific examples to support your ratings.

Rating Scale:

- 1 = Below Expectations
2 = Meets Expectations
3 = Exceeds Expectations

<i>Competencies Assessed</i>	<i>Rating</i>	<i>Observations</i>
Manages team to meet performance standards and goals.		
Produces accurate financial reports and manages budgets efficiently.		
Makes strategic decisions with a focus on problem-solving.		

Ensures accuracy and attention to detail in all work.		
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Overall Assessment:

Based on the above criteria, please provide an overall assessment of the participant's performance during the assessment center activity.

Rating	
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Observations:

Please provide any additional comments or feedback about the participant's performance during the assessment center activity.

Additional Comments:

Signature	
Assessor	
Date	

Section 3: Group Based Exercise-2

Name of Group Based Exercise: Process Improvement Project

Objective: Assess the participants' ability to implement process improvement strategies to optimize productivity and lead projects to ensure timely completion.

Competencies that will be assessed:

- Implements process improvement strategies to optimize productivity.
- Leads projects and ensures timely completion.
- Mentors and develops team members to enhance performance.
- Works well independently and collaboratively with others.
- Communicates effectively with team members and stakeholders.

Instructions for the assessor:

- Form small groups consisting of participants with diverse backgrounds and skill sets.
- Provide each group with a specific process improvement project related to the fictional company's operations.
- Assign roles within each group, such as project leader, team members, and stakeholders.
- Evaluate how well the participants identify areas for improvement, plan and execute the project, mentor their team members, communicate progress with stakeholders, and ensure the project's timely completion.

Instructions for the participants:

- You will be part of a small group assigned to a process improvement project.
- Each group member will have specific roles, so collaborate effectively to achieve the project's goals.
- Identify areas in the current process that can be improved for better productivity and efficiency.
- Plan and execute the process improvement project, ensuring that all team members contribute and stay on schedule.
- Communicate progress and challenges to stakeholders effectively.

List of Job Aids that will be required to perform the activity:

- Project brief and guidelines outlining the process improvement project.
- Access to process data and documentation related to the project.
- Collaboration tools for effective communication within the group (e.g., project management software or messaging platforms).

Assessment Center Activity Assessor Evaluation Form

Participant Name:	
Assessor Name:	
Date:	

Instructions: Please provide ratings and observations based on the participant's performance during the assessment center activity. Use the rating scale below and provide specific examples to support your ratings.

Rating Scale:

- 1 = Below Expectations
2 = Meets Expectations
3 = Exceeds Expectations

<i>Competencies Assessed</i>	<i>Rating</i>	<i>Observations</i>
Implements process improvement strategies to optimize productivity.		
Leads projects and ensures timely completion.		
Mentors and develops team members to enhance performance.		

Works well independently and collaboratively with others.		
Communicates effectively with team members and stakeholders.		

Overall Assessment:

Based on the above criteria, please provide an overall assessment of the participant's performance during the assessment center activity.

Rating	
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Observations:

Please provide any additional comments or feedback about the participant's performance during the assessment center activity.

Additional Comments:

Signature	
Assessor	
Date	