

OFFICER – FLEET ADMINISTRATION

FINAL CONSOLIDATED INTERVIEW QUESTION SET

1. TEAM INTEGRATION, LEADERSHIP & FIT

Q1: You will be joining a team that has been here for several years. How would you integrate yourself while gradually taking responsibility for the overall workflow?

Q2: How would you build trust and rapport with an established team who may initially see you as the new person in charge?

2. LEARNING THE WORKFLOW & TAKING OWNERSHIP

Q3: How would you approach learning all the daily tasks and routines within the Fleet Office so you can step in whenever required?

Q4: Once familiar with the workflow, how would you ensure you stay fully aware of what the team is working on and maintain oversight without interfering?

3. OVERSIGHT, STANDARDS & PERFORMANCE

Q5: If a team member is not keeping up with tasks or deadlines, how would you address this in a constructive and professional way?

Q6: When the team is under pressure or facing a backlog, how do you personally ensure you remain supportive and proactive?

4. AUTOMATION, PROCESSES & EFFICIENCY

Q7: This role involves improving workflows and reducing manual workload. How would you identify tasks within the team that can be automated or streamlined?

Q8: Tell me about a time you improved, simplified, or automated an administrative task in a previous role.

Q9: How confident are you in using digital tools (Excel, templates, trackers, reporting tools) to support automation and accuracy?

5. MANAGING CHANGE & ADDRESSING RESISTANCE

Q10: If someone prefers the old way of working and is reluctant to adopt improvements, how would you encourage them to adapt?

6. PRIORITISATION, TIME MANAGEMENT & HANDLING PRESSURE

Q11: Describe a time you had to manage multiple tasks or deadlines. How did you prioritise and stay organised?

Q12: This role sometimes requires urgent, time-sensitive work outside standard hours. How comfortable are you with managing occasional operational demands?

7. COORDINATION, COMMUNICATION & STAKEHOLDER MANAGEMENT

Q13: Fleet Administration interacts with many departments. How do you ensure smooth communication and timely follow-up when dealing with multiple stakeholders?

Q14: Describe a situation where you coordinated with several people or departments to complete a task.

8. CONFIDENTIALITY, PROFESSIONALISM & JUDGEMENT

Q15: How do you handle confidential or sensitive information in your work?

9. INDEPENDENCE & INITIATIVE

Q16: Tell me about a time you had to complete a task independently with minimal supervision. How did you approach it?

Q17: When given a task you haven't done before, what is your usual approach?

10. OWNERSHIP & CONTRIBUTION

Q18: What does taking ownership of the Fleet Office mean to you—especially in terms of supporting the team and improving the workflow?