

RIM INTERVIEWS QUESTIONS

Practical Exercise (a few days notice given in writing)

Prepare a short (no more than 10 minute) training session aimed at informing the audience how to perform a particular task or activity (it does not have to be records management related and could be something as simple as tying shoelaces). Assume the audience knows nothing about the activity but will be required to perform the activity on their own at the conclusion of the training.

Practical Exercise (30 minutes preparation time given)

Imagine that you have won this position and have been in the position for a month. The Records Management Unit is unexpectedly advised that it will receive all the funding it has asked for to implement Adequate Records Management. Your manager asks you to prepare a summary...some dot points if you like...of the steps that the Unit will need to undertake in order to get the project underway as quickly and effectively as possible. (Please hand your answers to the panel at the beginning of your interview)

Interview questions

If you had to explain to a new trainee in the organisation what records management is all about in three minutes how would you describe/define the subject?

Tell us about a time in your career where a customer has complained about you or your service (either to you or to your supervisor). What, if anything, did you learn from the experience? Did it change the way you behave towards customers?

What steps would you take to develop relationships with the range of stakeholders the RMU has (including administrative staff, suppliers, managers of other areas, Executive, ICT etc)? Would having very limited financial resources affect the steps you would take?

Tell us about a time in your career where you were responsible for analysing a problem and arriving at an efficient/innovative solution. What steps did you take? Would you do anything differently next time?

Rumours surface in the office that one of the contractors you supervise has been using their computer to access inappropriate websites. What steps would you take to deal with this situation? If the complaint is proven what steps would you take to deal with the contractor in question?

Imagine you win this position and are managing the unit with a team of two staff in addition to yourself. On an already busy day in the office several new requests are made of you for your team to provide output or assistance to several stakeholders. What steps would you take to ensure the new tasks as well as the day-to-day activities the team is responsible for are all dealt with appropriately?

What do you think are the **three** most important issues that an SA Public Sector records manager will have to face over the next 1-3 years?

What interests you most about working in records management? What annoys or frustrates you most about working in records management?

A senior manager of a branch/business unit you service requests that some records in her custody be destroyed. You discover they are not covered by any RDS/GDS but the manager says that she wants the records destroyed and that she will take care of the destruction. What, if anything, would you do in this situation?

Imagine you are responsible for setting up a new system for registering files and documents (such as RecFind or an EDRMs). Would you recommend using a controlled vocabulary (such as a thesaurus) for naming of files & documents or would you recommend free text naming? Give three reasons which support your recommendation?

Tell us about a project or activity that you've completed where you are proud of what you achieved. What was the project/activity and why are you proud of the achievement? (does not have to be work related)

Is there anything you'd like to tell us that you haven't had a chance to mention that you think stands out as making you the most suitable candidate for this position?

Bernadette Bean

Records Management Strategist
Workforce & Insurance Services
Department of Health

Phone (08) 8226 6154

Email (individual): bernadette.bean (at) health.sa.gov.au

Mobile: 0412 848750

Fax: (08) 8226 6663

DX: 243

Mail: PO Box 287, Rundle Mall, 5001

Street: 7th Floor, Citi Centre Building, 11 Hindmarsh Square, Adelaide