

# Payroll Consultant

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	<span style="background-color: #28a745; color: white; border-radius: 10px; padding: 2px 5px;">HIGH</span> <span style="background-color: #ffc107; color: white; border-radius: 10px; padding: 2px 5px;">MEDIUM</span> <span style="background-color: #dc3545; color: white; border-radius: 10px; padding: 2px 5px;">LOW</span>
Assessment Skills	Attention to detail, Stakeholder management <span style="float: right;">Time management,</span>

Competency/Skill	Candidate with this will display
Attention to detail	<ul style="list-style-type: none"> <li>• Prioritises attention to detail in all work and understands its importance</li> <li>• Has quality checks in place to ensure work is accurate regardless of how long they have been practicing</li> </ul>
<b>Questions</b>	
	What quality checks do you use to ensure your work is accurate?
	Have you ever found a mistake in yours or someone else's work? How did you find this and what did you do to rectify?
	How do you stay up to date with regulations?
<b>Comments</b>	

Competency/Skill	Candidate with this will display
Time Management	<ul style="list-style-type: none"> <li>• Can work with multiple stakeholders at different stages of a project</li> <li>• Works within tight deadlines without compromising quality of work</li> <li>• Sets realistic timeframes with clients and stakeholders for work to be completed in</li> </ul>
<b>Questions</b>	
	How do you manage your time when you have competing projects or deadlines?
	Have you ever missed a deadline? Why? What would you do differently next time?
	Imagine you were waiting on information from someone else to complete a report on time. How would you manage this?
<b>Comments</b>	

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Competency/Skill	Candidate with this will display
Stakeholder management / communication	<ul style="list-style-type: none"><li>• Communicates in a clear, concise manner</li><li>• Can interact with internal and external stakeholders with confidential information</li><li>• Excellent written and verbal skills</li><li>• Manages expectations with sensitive information</li></ul>

<b>Questions</b>	
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	How would you deliver bad news to clients or internal stakeholders?
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	Imagine you are changing the payroll process within an organisation. How would you communicate this change throughout the business?
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	Do you prefer to communicate through phone, email or in person? Why?
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<b>Comments</b>	
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