



# Family Office Interview Questions



2021

*“Questions you must  
ask in an interview to  
ensure you hire the  
right person for your  
Family Office.”*

# Introduction



All Family Offices are unique; as are the families that they work for. However in the end, they all follow a similar process when trying to make a successful hire for any position within the team. In this report, we will show you how asking the right questions during the interview process will result in a successful hire; avoiding unnecessary costs and wasted time incurred if the correct candidate turns out to be the wrong candidate and leaves soon after the hiring process or worse, is seen to be disloyal or indiscreet.

The following questions and the categories that they cover are often overlooked in the interviewing stage, often mistaken for being unimportant or simply not focused on enough. Asking these questions can quickly eliminate the wrong type of candidate, resulting in an efficient hiring process and ultimately finding the right person for your Family Office.

# Cultural Fit



Questions regarding cultural fit should be sensitive but precise. You have to consider nationality, personality, language, temperament etc. If you look to hire a very strong personality into a small team where there is already an established similar personality then you could experience clashes, arguments, disruption to the way the Family Office is run and even resignation. Therefore, ask them if they have any experience working in a similar sized team? If so, how did they find it? Did they naturally lead the team, did they prefer to work in a team where everyone equally contributes to a range of tasks?

Determining how the candidate will fit culturally can also be as simple as the ability to speak the language of the Family or Family Office members. If the Family is from a different culture, has the candidate had any experience of that culture? Have they lived there? Worked there? Again, it is important to be sensitive but precise to get the relevant information you need.

# Problem Solver



This is essential to determine early on in the new hire. The best way to find out if they are competent in problem solving is to give them an example of a problem they might face when working for you (give them a past problem if necessary) and get them to devise a solution. Ask them about their own experience solving problems.

Can you give us an example of where you overcame a particular problem? What was it? How did your solution benefit your company?

During this process try to identify within the candidate if they possess the basic steps in problem solving:

The ability to identify the problem in the first place

The ability to see all of the possible solutions and choose the correct one accordingly

The ability to develop a strategy to fix that problem.

Candidates who are not good problem solvers will try to ignore the problem, point blame or only focus on one solution without considering other options. A candidate like this could have serious effects on the running of your Family Office; halting progress or creating a bigger problem out of something that could have been easily rectified.

# Core Values



It is important to ascertain what their long term plans are and if they correspond with the long term plans of your Family Office. As well as asking them about their plans, it is imperative for you to also offer them a clear, progressive career path with goals and targets as this will encourage satisfaction and loyalty. If you don't know already, ask them what their reason was for looking for new opportunities with you. If they are a person that is easily bored or dissatisfied, what can you offer them to make them stay with you for the long term?

If you are worried or receive vague answers then this candidate is not for you.

It is important here to do a discreet background check to determine whether the candidate himself is discreet. If the candidate is showing all the correct values for you but they turn out to be indiscreet or untrustworthy then you may want to reconsider. Ask them for examples in any positions where they have had to work under discretionary standards.

# Career Aspirations



This is an important time to share your strategy. Ask them if they have a business plan and see if it matches with yours. Ask them if your strategy excites them or provides enough challenges for them to encourage loyalty and commitment.

Are they in it for the long term? Are they in it for the short term?

Transparency from both parties is the key to hiring successfully. If they want short term but you want long term then this candidate may not be for you, unless you are willing to offer them a more tempting offer. However, don't bend too much. Stick with your strategy and business plan as much as possible and ask them what they would bring to the strategy and how specifically they can help achieve your goals.

# Conclusion



Asking the correct questions results success in hiring. If you use these questions you will not be surprised by any skeletons lurking in any closets when the offer is closed, you will know thoroughly the candidates personality and you will know if they are a long term/short term player. Missing out any of these softer elements of the hiring process could result in an unsuccessful hire where the candidate does not fit into the team dynamics, does not get along well with the Family or ultimately does not share similar aspirations to those of the team to make your family office flourish. Attached below is an interview form you can use for the hiring of all external candidates.



# Interview Form

CANDIDATE	DATE	POSITION

## Cultural Fit

Do you have any experience working in a similar sized team? If so, how easy was it for you to work in that close knit environment? If not, how would you try and adapt?

.....

.....

.....

.....

.....

.....

Would you call yourself a natural leader? If so give me an example of a situation in which you have to lead a team through a challenge.

.....

.....

.....

.....

.....

.....

# Cultural Fit

Would you prefer to have total autonomy in your work or would you prefer to work with guidance from others?

.....

.....

.....

.....

.....

.....

Do you enjoy working on a range of tasks or would you prefer to work solely in one position? Why is that?

.....

.....

.....

.....

.....

.....

Have you had any experience with the [insert Family's culture here]? NB: This could be work or residency.

.....

.....

.....

.....

.....

.....

# Cultural Fit

How do you like to approach your day?

.....

.....

.....

.....

.....

.....

How is your work load and daily/weekly schedule managed in your current/past role?

.....

.....

.....

.....

.....

.....

Are you a person that enjoys challenges? Why?

.....

.....

.....

.....

.....

.....

# Cultural Fit

Have you had experience reporting into multiply managers or stakeholders? If so how did you manage this reporting structure?

.....

.....

.....

.....

.....

.....

# Problem Solving

Please provide an example of a past problem you have come up against in a similar context.

How did you solve it? How did the solution benefit the company? OR...

Provide them with a problem they may come across within your family office and ask them to devise a solution. This can be related to the role, ie accounting issue, trust, Investment.

This problem can be given to them during the interview for an immediate response or taken away.

.....

.....

.....

.....

.....

.....

# Problem Solving

How do you solve a problem if it is not a skill set or task you have experience in or are familiar with?

.....

.....

.....

.....

.....

.....

Have you worked with the advice of external advisors? If yes, how have you identified they are the correct person to assist you?

.....

.....

.....

.....

.....

.....

# Core Values

What is your reason for looking for new opportunities?

.....

.....

.....

.....

.....

.....

Why would you see working for us as the correct move?

.....

.....

.....

.....

.....

.....

Have you had to work anywhere else under discretionary standards?  
What was your role?

.....

.....

.....

.....

.....

.....

# Core Values

What has been your longest position? Why did you leave that position?

.....

.....

.....

.....

.....

.....

Do you require growth in your role to be satisfied?

.....

.....

.....

.....

.....

.....

What is the most minor task you have to perform in your current role?

.....

.....

.....

.....

.....

.....

# Core Values

What is the task that gives you the most responsibility and risk in your current role?

.....

.....

.....

.....

.....

.....

# Career Aspirations

Are you looking for a position for the long term? If so, what are your long term plans? If not, is there anything that could make you reconsider the long term?

.....

.....

.....

.....

.....

.....

What can you bring to our Family Office to help us achieve our goals and targets?

.....

.....

.....

.....

.....



# Career Aspirations

Where do you see yourself in 5 years?

.....

.....

.....

.....

.....

.....

How would you feel if you were in the same position in 5 years' time?

.....

.....

.....

.....

.....

.....

Do you have a business plan to show us? (Offer them your business strategy also) – only if relevant to the position, and after discussing strategy

.....

.....

.....

.....

.....

.....



CONTACT US

+44 (0)20 7043 1408

[info@agreusgroup.com](mailto:info@agreusgroup.com)

---

[Agreusgroup.com](http://Agreusgroup.com)