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1. Web Recruitment – Introduction to Release R4

1.1 Overview of recruitment-related systems and Web Recruitment Releases 1 -3

The recruitment process begins with the identification and definition of a vacancy. This includes developing or updating the PD33 or role description and, for new academic-related and assistant staff vacancies, the grading of the post. Posts which are graded are set up in CHRIS (the HR and Payroll System) by the Grading team in the HR Division.

The new Recruitment Administration System (RAS) is then used to:
- Find the details of a vacancy which exists in CHRIS (posts which have been graded or are being refilled); or
- Enter the vacancy details for a new academic or research post (these are not individually graded so have not already been set up in CHRIS at this point).

Permission to fill a vacancy is then requested and granted in RAS.

In most cases, the vacancy should be advertised. Once all required permissions for a vacancy have been obtained, RAS can be used to place an advert on the University’s Job Opportunities pages and to send to external media for publication.

In RAS, a department/institution records whether or not they will be inviting online job applications via the Web Recruitment System. Where the Web Recruitment System is to be used, RAS will:
- Insert an ‘Apply online’ button on the advert for the vacancy on the Job Opportunities pages;
- Insert a URL in external adverts for the vacancy, which routes to the relevant advert on Job Opportunities.

The Web Recruitment System can then be used to receive and process applications received.

The first release of the Web Recruitment System focused on:
- Allowing applicants to apply online via the University Job Opportunities pages;
- Automatically acknowledging applications;
- Allowing recruiters to view, email and print applications;
- Allowing recruiters/administrators to manage and record the results of the selection process; and
- Transferring the successful applicant(s) into the CHRIS Recruitment Module.

The second release of the Web Recruitment System focused on:
- Allowing applicants to copy personal details, qualifications and employment history from a previous application;
- Allowing recruiters to generate rejection emails and letters to applicants;
- Allowing recruiters to generate reference request emails and letters;
- Allowing referees to upload their reference into the system after a reference request email has been sent to them.

The third release of the Web Recruitment System focused on:
• Allowing recruiters to generate an email to the successful applicant where they need to provide information for a Tier 2 Certificate of Sponsorship;
• Allowing applicants to log back into their Web Recruitment account to enter the additional Tier 2 CoS information and upload supporting documents;
• Allowing recruiters to download the applicant details required for a Tier 2 CoS so that it can be attached to the rest of the CoS application for submission to HR;
• Automated marking of an application as eligible for purging 12 months after the vacancy closes (including extended deletion dates for those vacancies where CoS retention policies apply);
• Allowing super-users to mark a vacancy as a purging exception;
• Automated deletion of unsubmitted applications two months after the vacancy closing date;
• Retaining anonymised data for future trend analysis and management reporting;
• Allowing applicants to enter basic disclosure information when a vacancy has a basic disclosure check selected within new RAS;
• Generating reports of applicant information from within Web Recruitment and export results to Excel; and
• Adding bookmarks to the application pack PDF, allowing recruiters to navigate around more easily between applicants and documents.

1.2 Release 4 overview

Release 4 focuses on:

• Removing the need for vacancy administrators in departments/institutions to use the CHRIS Recruitment Module and CHRIS/10A form for the majority of appointments and replacing these with the following actions doing the following within Web Recruitment:
  • Recording details about the offer and appointment within a new Offers section;
  • Uploading supporting documents for an appointment (and Tier 2 Certificate of Sponsorship application, if required); and
  • Submitting an electronic Appointment Request to the HR New Appointment team.
• Pre-filling the Offers section with details about the applicant (from their online application form) and the position (from CHRIS);
• Allowing vacancy administrators to generate an offer letter to the successful candidate using details that they have entered into the system or upload an offer letter they have created outside of the system;
• Allowing vacancy administrators to download a cover sheet for any supporting documents being sent to the HR New Appointment Team outside of the system;
• Recording details of how and when offer letters were sent to the successful candidate;
• Storing and accessing offer letter history;
• Allowing the New Appointment Team to receive and view appointment requests online within a new HR Processing section of the system; and
• Allowing the New Appointments team to transfer details of the applicant and appointment into the CHRIS Recruitment Module.

Departments/institutions should request appointments via Web Recruitment wherever possible and the New Appointment team will transfer successful applicants to CHRIS using their screens within the
system. The supporting documents cover sheet can then be downloaded and attached to supporting documents and returned to the HR New Appointment Team for processing.

### 1.3 HR system linkages

Diagram 1 below shows how the different HR systems link together in the recruitment process.

**Diagram 1: HR systems linkages in the recruitment process**
1.4 System support

Technical queries relating to the Web Recruitment System should be directed to the CHRIS Helpdesk by emailing chris.helpdesk@admin.cam.ac.uk. The New Appointment Team should be contacted for advice about making appointments via hrnewappointmentteam@admin.cam.ac.uk.
2. Web Recruitment – Available Documentation

This manual (shaded in grey below) forms part of the wider set of documentation for Web Recruitment summarised in the table. These documents can be found on the HR Systems Web Pages (found at http://www.hrsystems.admin.cam.ac.uk/systems/systems-overview/web-recruitment-system), along with additional supporting information (including links to videos and release notifications).

<table>
<thead>
<tr>
<th>Title</th>
<th>Document Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guide for Selectors</td>
<td>User guide</td>
<td>A guide designed for selectors that describes the process of logging on to Web Recruitment, viewing and downloading application packs.</td>
</tr>
<tr>
<td>Managing Vacancies</td>
<td>User guide</td>
<td>This is the main user guide, which explains how to find vacancies in the system, grant other access, download application forms, record outcomes at each stage of selection and complete recruitment so that the appropriate retention policy is applied to the details of the vacancy.</td>
</tr>
<tr>
<td>Tier 2 Certificate of Sponsorship – Requesting Applicant Details</td>
<td>Quick reference</td>
<td>This is a two page pictorial overview of the end-to-end process for requesting information from a successful applicant for a Tier 2 Certificate of Sponsorship (CoS) application. It is intended for users who do not require the level of detail in the step-by-step instructions in the guide below.</td>
</tr>
<tr>
<td>Tier 2 Certificate of Sponsorship – Requesting Applicant Details</td>
<td>User guide</td>
<td>This guide provides detailed step-by-step instructions on how to request that a successful applicant logs back into their Web Recruitment account to provide information and supporting documents needed for a Tier 2 CoS application.</td>
</tr>
<tr>
<td>Generating Correspondence</td>
<td>User guide</td>
<td>This guide explains how to generate rejection emails/letters and reference request emails/letters within the system. It also details how to view references uploaded directly into the system by referees and how to upload references received by post/email.</td>
</tr>
<tr>
<td>Generating Reports</td>
<td>User guide</td>
<td>The Web Recruitment system provides standard vacancy reports for applicant and referee details (for example, for use in mail merges or for email lists). This document describes the standard reports and how to generate them. It also describes how to use the custom reporting tool built into the application.</td>
</tr>
<tr>
<td>Managing Offers</td>
<td>Quick reference</td>
<td>This is a two page pictorial overview of the end-to-end offer and appointment process. It is intended for users who do not require the level of detail provided by the step-by-step instructions in the user guide below.</td>
</tr>
<tr>
<td>Managing Offers</td>
<td>User guide</td>
<td>This guide describes the process of making an offer, generating an offer letter, recording offer outcomes and entering additional information so that an electronic appointment request can be made to the HR New Appointment team. This process replaces the need for departments/institutions to use the CHRIS Recruitment Module and CHRIS 10(A) form for most appointments. The guide also provides a summary of how to request Tier 2 CoS information; full details are in the CoS guide.</td>
</tr>
<tr>
<td>Overview of the Applicant Process</td>
<td>User guide</td>
<td>A guide for internal users of the Web Recruitment System that describes the process of making an online application from the applicant’s perspective.</td>
</tr>
<tr>
<td>Applicant Frequently Asked Questions (FAQs)</td>
<td>FAQs</td>
<td>This document details common queries from applicants that have been reported through the CHRIS Helpdesk, in the applicant survey and to vacancy contacts within departments/institutions.</td>
</tr>
<tr>
<td>Administrator Frequently Asked Questions (FAQs)</td>
<td>FAQs</td>
<td>This document details common queries from recruiters, selectors and vacancy administrators reported through the CHRIS Helpdesk, in the department/institution benefits survey and system demonstrations.</td>
</tr>
<tr>
<td>Processing Appointment Requests</td>
<td>User guide</td>
<td>This guide is for the HR New Appointment team and describes how to find, check and process Appointment Requests from departments/institutions.</td>
</tr>
</tbody>
</table>
3. Overview of the Application Process

When a job has been selected for online application in new RAS, an **Apply** button will appear automatically on the University Job Opportunities advert. In addition, a link to the Job Opportunities advert will be inserted automatically into adverts placed in external media, along with wording instructing applicants on how to apply.

When an applicant clicks on the Apply online link, they will be taken to the following screen where they can register or, if they have applied before, they can log back into their account.
The applicant will be asked to enter a minimal amount of information to register, as shown below:
When registering for the first time the user will be sent an e-mail with a link they will need to use to activate their account.

Once the applicant has registered and activated their account, they will be presented with the correct application form (featuring any additional sections for DBS, basic disclosure and security checks, if required) for the vacancy:
They will then be able to complete their application online.

For vacancies using the CHRIS/6 form, it will be possible for applicants to upload a CV, covering letter and up to 3 other documents you have specified as being required in the advert and/or HR7 Further Information document (5 documents in total).

Applicants can save and return at any time, mark sections as complete then check the details of their application in a PDF before submitting.

Note: If the applicant forgets their password at any point then they can request a password reset using the Forgotten Password Link:
Applicants are unable to amend their application form once they have submitted it. This is made very clear to them within the form itself and in the Applicant Guidance. They are advised to postpone submission of their application until nearer to the closing date if they are expecting information within it to change before then. Applicants are advised to contact the relevant department/institution contact directly if they wish to notify us of a factual change such as a new name or address.

Applicant guidance and FAQs are available for the applicant within the system should they need extra help or support when using the online application. Details of an email address (WRSTechnicalsupport@admin.cam.ac.uk) are also shown so that the applicant can report any technical difficulties; applicants are requested to contact the relevant department/institution for questions about the vacancy itself.

The applicant interface was improved with Release 2.0.2 to provide:

- The option to copy personal details, qualifications and employment history from a previous application;
- The ability to state that a referee is ‘corporate’ rather than a named individual and provide contact details appropriate to a corporate reference; and
- Increased length of the Suitability for the role field to 11,000 characters.

An automatic acknowledgement of the application is emailed to the applicant.

The applicant is also invited to take part in a survey at the end of the process to give feedback on their experience of the Web Recruitment System. The results will be monitored by the central HR teams and used to assess future system and policy changes.
4. Rejection Correspondence

When an applicant has been rejected, regardless of selection stage, this is not shown on their account screen but an e-mail is sent to their registered e-mail address. Any customised content will be inserted in paragraph two, as highlighted below:

```
Dear Mr Butler,

Re: LF03003 : Personal Assistant to Departmental Secretary

Thank you for your recent application for the above post. I am sorry to tell you that we will not be taking your application any further on this occasion.

Thanks for applying Owen. Unfortunately your experience was not quite what was needed on this occasion. We'd welcome the opportunity to work with you again and so would encourage you to keep applying for research vacancies related to this field.

I would like to thank you for the time and effort you have spent applying for this vacancy and wish you well in your future career.

Yours sincerely,
```

Where an applicant is rejected at Selection Stage One or later, an additional paragraph will be inserted to explain whom they should contact if they wish to receive feedback. This will appear as paragraph 3 (as highlighted below) where a customised paragraph has been added, or as paragraph 2 where no customised paragraph has been included:

```
Thank you for recently participating in the selection process for the above post. I am sorry to tell you that we will not be taking your application any further on this occasion.

The selection panel enjoyed meeting with you and felt that you demonstrated transferable knowledge and experience effectively during the interview. However, we had a very strong field of candidates, many of whom had worked in similar roles in higher education before.

If you would like to discuss this further or receive feedback, please contact Mrs Sarah Jones on 01223 555555 or via sarah.jones@recruit.cam.ac.uk.

I would like to thank you for the time and effort you have spent applying for this vacancy and wish you well in your future career.

Yours sincerely,

Sarah Jones

Recruitment Administrator
```
5. Certificate of Sponsorship (CoS) details

When an applicant has been recorded as requiring a Certificate of Sponsorship (CoS), and a request has been generated for them to provide further details in the system for their CoS application, they are sent an e-mail in the following format:

```
Dear Dr Hancock,

Application for Professor of Software Development ref: 02787

We have recently been in touch with you about your application for this job. As you do not already have the legal right to take up this job in the United Kingdom, we need to apply to the UK Government for a Certificate of Sponsorship before you can apply for a visa and we can progress your application further. To help us to do this, we need you to tell us some more information about yourself.

Please log in to our online recruitment system (at https://hrsystems.admin.cam.ac.uk/recruit-ui/) and follow the instructions under the heading "Additional information required".

Yours sincerely,
```

When the applicant clicks on the link provided in the email they are directed to the Applicant log-in screen where they will need to enter their username and password.

When the applicant logs into the system, the first screen they see explains at the top that they need to provide additional information:

```
The applicant can then click on 'Supply Information' and a form is displayed with three tabs.
```
Here, they will provide/update personal and visa details, and upload any required supporting documents, which will be needed for their Tier 2 CoS application.

This form has the same design as the main application form and the applicant can save and return, mark sections as complete and then check the details in a PDF before they submit it.
A link to UKVI’s points calculator is supplied so that the applicant can check their points score before proceeding.

The Supporting Document Upload screen provides details of documents that the applicant may need to provide and, for each one, requires them to upload a copy or indicate that they have posted it, or that it is not applicable to him/her.
Once the sections are complete the applicant must complete the declaration before submitting.

An applicant can also click on 'Review information' to check his/her details and uploaded documents before submitting them:

A PDF version of the information provided will then be displayed for checking:
Once the applicant is satisfied that the information is correct, they can then submit the CoS details by clicking on the ‘Submit Information’ button:

Submit information

The applicant is then asked to confirm before continuing and a message is displayed to show that the information has been received.