

Frequently Asked Questions – Flinders' Recruitment System for Applicants

- **Why is Flinders migrating to a new recruitment system?**

The new recruitment system offers Flinders an enhanced e-recruitment experience that is user friendly, intuitive and promotes an agile, adaptable and streamlined experience for applicants, who can use a range of computer and mobile devices to apply for new positions at the University and to track their progress in near real time. The University will also benefit from improved recruitment processes, including a streamlined approach to accessing candidate information than is currently available via the ESS.

- **What types of recruitment will be run through the new recruitment system?**

From Wednesday 29 November 2017, **all** internal and external roles will be advertised and managed through the new recruitment system, which will be managed via the Employment Services within the People and Culture Division.

- **Have any of the recruitment steps changed?**

Flinders will continue to apply the merit-based selection process and will act within the boundaries of the policies and procedures found within the [Appointing Staff: Good Practice Guide](#). For applicants, this means you will still be required to submit an application for each role of interest to you and participate in a merit based recruitment process, which may involve interview(s) and reference check(s).

- **Are my personal details “safe” in the new recruitment system?**

Yes. The security protocols of this software were reviewed carefully as part of the selection process. The vendor demonstrated exceptional standards which were wholeheartedly endorsed by the Flinders IT security team.

- **How do I create a profile on the recruitment system?**

You will create a profile the first time that you apply for a position through the [jobs@flinders](#) vacancies page. There are comprehensive instructions on how to create a profile within the self-help guides available online at the [how to apply](#) page.

Why should I use my Flinders email address to create my e-recruitment profile?

The recruitment system has been calibrated to operate seamlessly with the Flinders email systems. If you are an internal applicant, it is therefore recommended you use your [@flinders.edu.au](#) email address. Flinders cannot guarantee the safe and timely delivery of recruitment-related emails to any other email service.

- **How do I log in to my profile after I have created it, to view my current or previous applications?**

Once you are viewing a job board, you will see a Yellow Existing Applicant Login buttons appearing on the top right hand side of the screen. Click this button and enter your email address and password to log in to your recruitment profile.

- **What if I have forgotten my login details?**

Once you are on the recruitment profile login page, click the [Don't know your password](#) hyperlink and enter your email address. You will receive information via email on how to reset your password.

If you are still experiencing difficulties logging in, please email the recruitment system administrator via recruitment@flinders.edu.au. Your query will be attended to during business hours.

- **Can I change my password?**

Once you are logged in to your recruitment profile, you will see a grey toolbar at the top of your recruitment profile page. Click on the word, "**Account**", then click on "**Change password**" and follow the prompts.

- **I am not getting any recruitment related emails. What should I do?**

Potential causes of this issue is usually one of the following:

- your junk filter has redirected the emails. Please check your junk email folder to read and (if necessary) action any recruitment related emails you have received;
- the domain `*@pageuppeople.com` needs to be added to your safe senders list in outlook (including the *). Speak to ITS or use your search engine to determine how to do this for your specific operating system;
- there is an error in your email address within your recruitment system profile (i.e. the spelling is incorrect).

If you are a Flinders employee, it is recommended you use your `@flinders.edu.au` address, because the recruitment system has been calibrated to operate seamlessly with the Flinders email servers. If you have set up your email address using a private email account and want to change it to an `@flinders.edu.au` account, this can be changed by clicking "**Update profile**" on the grey tool bar visible within your recruitment profile, and typing your Flinders email address into the appropriate field.

- **Do I need to create a profile each time I want to apply for a role?**

No. The recruitment system is designed to provide you with a long-term recruitment lodgement and tracking experience. Flinders recommends using the same profile/login for each application you make, so you can:

- Reduce application time, by having the recruitment system pre-fill key information at the point of each application (i.e. – CV, work summary and qualifications);
- Monitor and action the progress of each application in 'live time'.

- **Can I commence an application and come back to this before the closing date to finalise and submit?**

Yes, you can commence your application and return to upload your documents or amend your information at any stage while the position is open, by logging in to your profile.

- **Will I receive confirmation that Recruitment has received my application?**

Yes, you will receive an automated email from the system to advise that your application has been received.

- **Can I apply for a role after the closing date?**

You will have to contact the Appointment Committee and gain their permission to accept your late application. If this is allowable the Recruitment Team will send you a private link to submit your application.

- **Can I make changes to the documents that I have submitted?**

If the job is still open, you can make changes to your application through your recruitment profile. If the changes are submitted after the job has closed you will need to contact the Appointment Committee and gain their permission to present a changed document.

- **How can I track the progress of my application?**

You will receive an email, whenever there is progress with your application.

Alternately, you can check the status manually by logging into your recruitment profile. The status will appear underneath each job title of every role you have applied for and will change as your application moves through the recruitment process.

If a recruitment process has been completed, the position will no longer be visible via your recruitment profile. If this should occur, but you have not received correspondence, please check your junk and spam filters before contacting recruitment@flinders.edu.au for a copy.

- **How do I amend my recruitment profile and Master CV?**

Once you are logged into your recruitment profile, you will see a grey task bar across the top of your browser window. Click on “update profile” or “update resume” to make and save your changes.

- **How do I view and accept my employment offer online?**

If you have been offered a new role with the University, you will receive an email notifying you that you have an offer pending. You will need to log in to your profile to view and accept your offer. Click on the “view offer” hyperlink appearing in a yellow task bar at the top of your profile screen and follow the screen prompts.

- **Can I make changes to the offer letter or contract once I have received it i.e.; commencement date?**

No. You would need to decline the initial offer from within your recruitment profile and provide information about the amendments you’d like to request. If the University can oblige your request, a new offer containing approved changes would be extended through your recruitment profile. The new offer will need to be viewed and accepted online in order to be an “official” acceptance of the employment offer.

- **How will I know that my accepted offer has been received?**

You will receive an email to your Flinders email address, advising that your offer acceptance has been submitted to the Recruitment Team. An email will also be sent to the relevant Manager advising your acceptance.

- **Can I access my documents after I have accepted my offer (CV, PD, Selection Criteria Overview and Offer)?**

Yes, documents can be viewed at any time after the offer has been made, via your recruitment profile.

- **What happens after I accept my offer?**

Your new Manager will be in contact with you regarding commencement in your new role and your new details will be sent to payroll for action in the relevant pay cycle.

Once I have applied for a position, what will happen to my personal details?

Your details will be stored in the recruitment system, in accordance with the Flinders University Privacy Policy. Your personal details will only be made available to the Recruitment Committee for each role you apply for, and by P&C Client Services staff as part of the recruitment process.

In the long term, the default within the recruitment system is to maintain an active profile for each applicant (identified by an email address). You can have your profile removed from the recruitment system by emailing recruitment@flinders.edu.au.

- **Who should I contact if I have more questions, or would like clarification on anything else regarding recruitment at Flinders?**

You can review the self-help guide available via the [how to apply](#) web page.

If you cannot find the answer you seek within these guides, please contact recruitment@flinders.edu.au or by phoning 8201 3666.