

Web Applicant Guidance

USER-GUIDE

VERSION: 1.01

DATE REVIEWED: NOVEMBER 2018



Further Guidance:

- View our applicant information [here](#)
- View our current vacancies [here](#)

Help:

- Contact the IT Service Helpdesk by phoning 01227 922626 or emailing it-service@canterbury.ac.uk
- For queries regarding the vacancy you are applying for please contact the department contact listed on the advert.
- For queries or issues with your application please email hr.recruitment@canterbury.ac.uk

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Recruitment System Update

Canterbury Christ Church University has undergone an update to its online recruitment portal. The new portal provides applicants with a series of benefits including:

- An enhanced applicant experience.
- The ability to book interview slots online.
- The ability to create specialised job alerts.
- A more user-friendly application form and vacancies web page.

Previous Account Holders

If you are a user of our previous recruitment system you will be required to re-register your details with us if you would like to continue to apply online or receive job alerts.

Web Browser:

Our Online Recruitment Portal is compatible with the most up-to-date internet browsers, including:

- Internet Explorer
- Chrome
- Safari
- Firefox

If you do experience any difficulty in using the system, please upgrade your browser in the first instance.

Click 'Apply Online' to start applying for a position.

If you need any further clarification or assistance with any part of our online application process, please email: hr.recruitment@canterbury.ac.uk. Please note that office hours are Monday to Thursday 9:00am to 5:30pm, and Friday 9:00am to 5:00pm.

Logging In:

Logging into the online recruitment portal depends on whether you are:

- A new user
- A CCCU employee
- An existing user

New Users

If you are a new user you will need to create a username and password via 'New User Registration'.

- Your username will be your email address.
- Your password must contain at least six characters. For security reasons, we recommend you use a combination of numbers and letters.

Once you have registered, you will then receive a confirmation email confirming your account details. Please keep this safe.

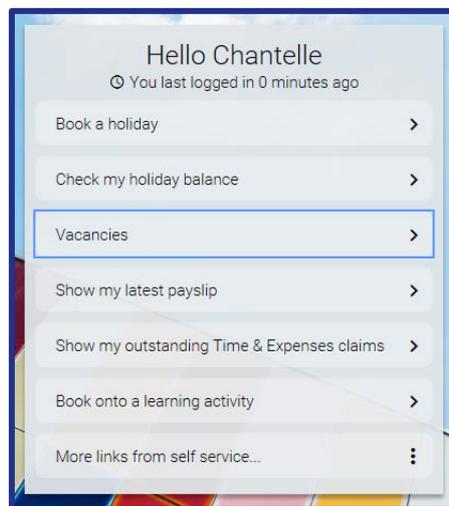
You will then use these details to be able to access your recruitment account.

CCCU Employees

If you are currently a CCCU employee who already has StaffSpace access, please log into your StaffSpace Employee Self-Service via StaffNET and then select 'Vacancies' from your home page.

Do not register separately or create a new account. This is because doing so will mean you will be processed as an 'external candidate'. Doing so means that you will be unable to view internal vacancies as these are hidden from external candidates, whilst internal applicants will also benefit from having their personal details pre-populated in the application form.

Please note that any changes made to your personal details, qualifications and equal opportunities monitoring information in the application form will not automatically update the personal record we currently hold for you. You can update these details through Self-Service.



Existing Users

If you are an existing users of the new online portal you will be able to log in using the details provided when registering your account or applying previously.

Existing user login

Please enter your User name and password. If you have forgotten your password, please use the link below.

User name *

Password *

[Forgotten your password?](#)

Forgotten user name or password

Your user name is the email address you registered your account with. You can click the 'Forgotten your password?' link and follow the instructions to reset your password.

You will be contacted via email to reset your password. The link in the email will take you to the 'password reset form'. Follow the instructions on the screen to change your password.

Application Summary Page

Once you have logged in and selected the vacancy you would like to apply for, the 'Application Summary' page will be displayed.

- The application is divided into different 'application pages'.
 - Complete or edit the application pages in any order.
 - Each page will continue to be marked with '!' until you complete it.
 - Mandatory fields are identified with a red asterisk.
 - You should also complete, if applicable, any non-mandatory details.
 - You will only be able to 'Submit' your application once all the pages are marked complete (with a green tick).
 - You can hover your mouse over a '?' icon to view additional information about a question.
-
- You should submit your application by midnight on the closing date deadline.

The screenshot shows the 'Application summary' page for a user named John, applying for the position of 'Admissions Assistant'. The page includes a navigation menu on the left, a list of application pages, an icon guide, a job details table, and a right-hand sidebar with university links. Callout boxes provide instructions on how to interact with these elements.

Application pages:

- Your Details
- Equal Opportunities
- Education, Qualifications and Courses
- Work Experience and References
- Supporting Statement
- Additional Information
- Privacy Notice and Declaration

Other options:

- Print preview (Opens in new window)

Job details:

Job title	Admissions Assistant
Job reference	REQ00090
Start date	01/06/2018
Application closing date	15/06/2018
Salary	£18,777 to £20,411
Location	Canterbury

Icon guide:

- Mandatory field.
- Help icon guide.
- Mandatory fields complete.
- Mandatory fields incomplete.

Buttons: Apply, Delete

Callout boxes:

- Click and complete each application page to progress.
- Click to print or preview at any stage.
- Brief details about this vacancy
- Complete all the application pages to submit application
- Click here to permanently delete this application from your account

Please note that whilst the system may try to prepopulate your qualification subjects as you type, you are able to enter any subject by simply overtyping in this field.

Reusing your information

After your first application has been submitted, we will save your personal details, employment history and qualification details so you don't have to re-enter them next time you apply for a job.

However, some information may not be retained (such as supporting statements, references and any attachments such as a CV). Should you wish to view this information in the future, you can use the 'send yourself a completed application' function to see this information. To do this, please login to the portal and select 'My applications'. You will then see a list of submitted applications which you can email to yourself.

If you are a CCCU employee, some of your information will be prepopulated on your application form from your self-service record. Please be aware that any changes you make within your application form to your personal details, qualifications, or equal opportunities information will not automatically update your staff record in HR within the core StaffSpace system. To make updates to your HR record you will need to use your StaffSpace self-service.

Navigating Within the System

Use the 'Previous', 'Summary Screen' and 'Next' buttons at the bottom of each page to navigate through your application. Pressing each of these buttons will part-save your application progress so far. If you use the 'back' button on your browser, you may lose any information already entered. The 'Summary Screen' button also enables you to save your application before you log out.

The application form will also time-out if you have not saved any data for a 60 minute period, therefore we strongly advise you save your application regularly to avoid losing any information, and complete any lengthy supporting statements outside of the system and only paste it into the system once you are satisfied with it.

Complete every page and section of your application as fully as you can by answering every relevant question, selecting options from drop down menus or typing as much detail as possible in your responses.

Attachments

Please note that the attachment button for CV's or Cover Letters will appear as a blank box. As shown here:



To attach a document select the box and this opens a pop-up that allows you to choose your file. Once the file has been attached, the field will look like this:



Disability Confident

The University is a [Disability Confident](#) employer and welcomes interest from disabled applicants. Under our Interview Guarantee Scheme we guarantee an interview to disabled applicants meeting all the essential criteria of a role. You will therefore find a question in the application form which asks you if you wish to be considered under this scheme.

Armed Forces Covenant

As part of Canterbury Christ Church University's commitment to the [British Armed Forces Covenant](#) and to ensure that ex-armed forces personnel are not disadvantaged as a result of their service, veterans applying for a job at the University will be guaranteed the offer of an interview provided that they meet the essential criteria for the advertised role and are able to answer 'Yes' to one of the relevant questions in the application form.

Submitting your Application

All mandatory fields within 'application pages' need to be completed before you can submit your application. Additionally, the minimum requirement for attachments and references must also be met. Once all pages are marked with a green tick, the 'apply' button will be unlocked.

Take time to review your application before submitting. Once you have proof read your application and are happy to apply, click the 'Submit' button and confirm you wish to proceed. Alternatively, you can return to the Summary page if you're not ready to apply. An email will remind you two days prior to the application closing date if you have any part saved applications.

Once your application has been submitted, the system will send you an email confirming your application submission. You will be contacted via email to inform you whether you have been shortlisted or following the application closing date.

Viewing your Application

Once you have submitted your application form you can view it by selecting 'My Applications' under 'Submitted Applications' and can send it back to yourself via email. You will receive an email once you have submitted your application which will explain this step as well.

Job Alerts

When you log into your account you can access your previous applications or those that are in progress, 'under applications' when you are logged in.

You can register for our job alerts once you have logged into our online recruitment system, to receive auto-generated emails about vacancies which may be of interest to you.

Step 1: Choose your search criteria – select specific types of jobs, location, salary bands then click 'Search'.

Step 2: To save your search criteria and set your personalised job alert, scroll to the bottom of your search results and click to 'Save this search as a job alert'.

Any job alerts you've set up will be visible in your profile. You will be able to review existing alerts or set up new ones at any time.

Contact Us

If you need any further clarification or assistance with any part of our online application process, please email: hr.recruitment@canterbury.ac.uk. Please note that office hours are Monday to Thursday 9:00am to 5:30pm, and Friday 9:00am to 5:00pm.

Additionally, you will find a department contact on each Job Advert to contact with queries regarding the job itself.