<table>
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<tr>
<th>UTS iRecruit Frequently Asked Questions</th>
<th>Hiring Managers</th>
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</table>

Got a question? This factsheet covers some of the frequently asked questions you may have about using iRecruit as a Hiring Manager.

This document is designed to offer support to Hiring Managers during the appointment process.

### CREATING A VACANCY REQUEST

**“Are there any contracts not processed through iRecruit?”**

There are a few appointments that, at this stage, cannot be made through the system.

- Casual Academic appointments or renewals
- Exam Supervisors appointments or renewals
- Secondments
- Variations to contracts
- Promotions
- Honoraries
- Relieving Appointment

These types of appointments will continue to be made as they are now. Please contact the Recruitment Team within Client Services to discuss.

**“Why do I have to enter Position Key Accountabilities for positions less than 12 months?”**

Position Key Accountabilities are necessary where a formal Position Description or Position Statement is not required. These are intended to be used for the assessment of applicants’ suitability during any associated selection process. They can form the basis of a Position Description in the event that the role may be converted to a longer term arrangement at any point in the future or to form the basis of a review process.

**“What do I enter in the vacancy if I don’t have a position number?”**

If you do not have a position number to enter because it is a new role or you are unsure of the number, simply enter in the anticipated grade and leave the position blank when submitting your vacancy request. You will be contacted by HRU when a new position number has been created and your vacancy will be returned to you for re-submission.

**“My position is for a Continuing role or a Fixed Term Contract greater than 12 months but I don’t have an evaluated position description or duty statement for the role. Can I still create a vacancy in iRecruit or do I have to wait until I have a position description?”**

Yes, the system will allow you to create a vacancy without an evaluated Position Description or Position Statement. However, we strongly recommend that you ensure that this document exists prior to commencing the creation of your vacancy and is attached in iRecruit prior to submission.


the event that the document is not attached when the vacancy is submitted then your HR Partner will be notified and will contact you. The position cannot be advertised until an evaluated Position Description or Statement is available.

“*I want to hire more than one person in this role. Do I have to create separate Vacancy Requests?*”

If you are hiring more than one person into the same position number in one recruitment campaign you do not have to create multiple Vacancy Requests. In this situation change the **Number of Openings** field from 1 to show the number of appointments you expect to make. You can then create multiple offers and appointments using this vacancy.

Please contact the Recruitment Team for any further information.

“*I don’t know what documents I need to upload.*”

For Fixed Term contracts greater than 12 months in duration and Continuing positions you will need to upload an evaluated Position Description or Position Statement before your vacancy can be approved. If you do not have an evaluated Position Description or Statement please contact your HR Partner or the Recruitment Team to discuss.

For Appointments by Invitation, it is mandatory when creating an offer to upload a Business case for approval and a copy of the individual’s resume (and other supporting documentation).

Verbal reference checks must be conducted for roles greater than 12 months prior to the approval of an offer. In these instances, a written summary of reference checks must be prepared and attached. Where written references are also obtained they must be confirmed with the author prior to attaching.

“*Do I need to enter in Special Remuneration information when I create a vacancy, even if I don’t know whether it will be needed?*”

It is not mandatory to note Special Remuneration at this stage. However, as soon as you think you may need to offer special remuneration such as a market loading or allowance please contact your HR Partner as soon as possible to discuss. Special Remuneration needs additional approval and may need to be benchmarked against market data.

Special remuneration forms a mandatory component at the Offer stage and specific detail will be required at that point.

“*Can I wait to add in special remuneration until I have offered the candidate?*”

Yes, iRecruit will allow you to proceed with the creation of a vacancy without making reference to Special Remuneration. However, by drawing reference to the likely requirement at the Vacancy creation stage (putting in a $$ estimate), you will allow a review of your potential requirements to have taken place at the outset, which will result in a smoother, quicker approval process later on for the Offer.
**“Do I need to enter my Selection Panel members at this stage?”**

It is recommended that you enter the names of all potential Selection Panel members at the stage of creating the vacancy, even though not all of them may be involved in the selection process or be a member of the Selection Panel at interview stage. The option will be available to you to Update the Vacancy in the future, to add in any alternative or additional members, however, by adding in a range of options at this stage then this reduces the likelihood of having to do so.

You should ensure that you include yourself on the Selection Panel and allocate yourself the Security Access status of Update.

In addition, you should add the individual(s) responsible for the administration of the recruitment process (not including the Recruitment Team) and allocate them the Security Access status of Update.

All other Panel Members added should be given View Only access.

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**“I can’t see my vacancy. Why is this?”**

You may not have entered yourself on the selection panel when you created the vacancy. Please review the Selection Panel members listing in your vacancy and update if necessary. Contact the Recruitment Team if you require further assistance.

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**“What is meant by a Working with Children check?”**

A ‘Working with Children Check’ will apply to staff who work with children under the age of 18, that may be visiting from schools or participating in programs designed for school aged students or with children for research purposes. A check is not required for staff working with University students or where the work involves less than 5 days in a year.

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**“What other background checks are available?”**

Along with reference checks the Recruitment Team can also organise a range of other background checks including Police Checks, Qualification and Professional Membership verification, Bankruptcy checks and ASIC checks. For more information contact Client Services.

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**“How do I use the “candidate pool” option?”**

When you Create a Vacancy you will see an option to create a candidate pool under the Category field. This is for the use of the Recruitment Team only. If you select this option the system will not allow you to complete the Create Vacancy process.

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**“Can someone other than a Supervisor Create a Vacancy and Offer Request and generate contracts?”**

Yes. Other staff can generate vacancy and offer requests and issue contracts on your behalf. Please ask the staff member to complete the Neo user access form and submit it to HR so they can be set up in iRecruit with Contract Generator responsibility. Once the staff member has been assigned UTS Contract Generator responsibility they can create Vacancy and Offer requests and send contracts on your behalf. Please note, the Vacancy and Offer Requests must still be approved in line with UTS Standing Delegations.
“I generate contracts as part of job though I am not a Supervisor. Will I still be able to do this in iRecruit?”

Yes, you will be able to continue process and generating contracts when the process moves into iRecruit.

You will need to complete the Neo user access form and submit it to HR so that you can be set up in iRecruit with Contract Generator responsibility. Once this responsibility has been assigned you will be able to generate and send contracts on behalf of a Supervisor.

VACANCY MANAGEMENT

“I have searched and cannot see all of my active vacancies?”

The ‘My Vacancies’ section defaults to display jobs created in the last 7 days. If your vacancy is not visible change the search parameters to a higher number of days to capture older vacancies.

Please also check the ‘Saved for Later’ section in the event that you opted to save a vacancy at any point during an action prior to completion.

REVIEWING APPLICANTS & CANDIDATE MANAGEMENT

“An internal candidate is unable to find one of my roles when searching”

Please ensure that they are searching using the correct vacancy IRC reference number.

If they are still unable to search successfully contact the Recruitment Team.

“How can I view a candidate’s application for a specific vacancy?”

View the candidate details and application information by following the steps below.

1. Login to NEO
2. Select UTS Hiring Manager from the menu on the left hand side of the screen
3. Click on My Recent Vacancies (increase the Since Number of Days figure if required)
4. Click on the Total Applicants figure for the required vacancy
5. When you identify the relevant individual in the Applicant listing click on their name, taking you to the Candidate Profile screen
6. Qualifications and Employment History can be viewed on this screen (in addition to such items as contact details, working rights)
7. In the bottom left corner of the screen, under the Application Details and Resume section, click on More
8. You will now be on the Candidate Details screen – under the Resumes and Documents section at the bottom of the page you can open and view all documents submitted as part of the application.
<table>
<thead>
<tr>
<th><strong>“I can’t see all my applicants? Why is this?”</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that you have clicked on the Total Applicants column in order to ensure you are accessing the full list of candidates. This list will include any withdrawn applications or previously rejected applicants.</td>
</tr>
<tr>
<td>The Active Applicants figure displays only those applicants still classed as ‘active’ and available for consideration.</td>
</tr>
<tr>
<td>Please note, if you have recently rejected an applicant or an applicant has withdrawn this may take time to be reflected under the Active Applicants column.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>“I can’t see my advert on Jobs at UTS. Why is this?”</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Check with the Recruitment Team that the advert has been posted.</td>
</tr>
<tr>
<td>If the closing date of your vacancy has passed then the vacancy will have been removed from Jobs at UTS and will no longer be visible in order to prevent applications after the closing date.</td>
</tr>
<tr>
<td>If your advert was posted without a closing date please check with the Recruitment Team if it has been removed, in which case it will no longer be visible.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>“A candidate has emailed me their application. What should I do?”</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>If the closing date has not passed, direct the candidate to apply for the vacancy through iRecruit. This is important as it ensures the candidate has agreed to the use of their information for recruitment and appointment purposes and has accepted the UTS Privacy Statement.</td>
</tr>
<tr>
<td>Once the process is completed if you wish to appoint the applicant it will ensure there are also no delays to an offer being made and a contract issued. If the candidate is not in the system you will be unable to offer them a position.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th><strong>“I have received a late application directly. What should I do?”</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The acceptance of a late application is at the discretion of the Hiring Manager (Convenor) and Selection Panel. In the event that you do wish to accept an application after the closing date, as the applicant cannot apply through iRecruit (adverts will no longer be accessible), you must search for them in iRecruit and once found, attach them to the vacancy.</td>
</tr>
<tr>
<td>If you are searching for an internal staff member they must have activated their <a href="https://www.utsrecruit.com">iRecruit My Account</a> and must have ticked the box that allows their details to be searched for other opportunities.</td>
</tr>
<tr>
<td>If you are searching for an external applicant they need to have registered an account in iRecruit via Jobs at UTS. As part of the registration process they will also need to have accepted the Privacy Statement and ticked the box to allow their details to be searched.</td>
</tr>
<tr>
<td>If you unable to search and attach the staff member/candidate’s record after checking the steps above please contact the Recruitment Team.</td>
</tr>
<tr>
<td>In the event that you do not wish to accept a late application, please contact the applicant directly to inform them that on this occasion their application will not be considered as the closing date has passed.</td>
</tr>
</tbody>
</table>
“I receive an error message when attempting to open documents submitted by an applicant?”

In order to view documents iRecruit must be accessed as a Trusted Site. If you are receiving an error message it may be that your computer settings do not have UTS listed as one of its ‘Trusted Sites’.

To enable access use the following steps:

1. Click Tools > Internet Options
2. Select the Security tab
3. Click the Trusted sites icon
4. Click the Sites button

On the Trusted sites window:

1. Untick the Require server verification (https:) for all sites in this zone if it is ticked only
2. Type the following into the box below ‘Add this website to the zone:’ *uts.edu.au
3. Click Add

Close all dialog boxes, this should allow access to all UTS hosted websites as trusted websites. If problems persist please contact the ITD Helpdesk on 2222.

Alternatively please clear the temporary internet files (internet cache) on your machine.

“How do I add comments to an Applicant’s record after reviewing their application?”

Once you have viewed a candidate’s application against the Selection Criteria for a specific vacancy you should enter comments on their record through the following steps:

1. Login into NEO
2. Select UTS Hiring Manager from the menu on the left hand side of the screen
3. Click on My Recent Vacancies (increase the Since Number of Days figure if required)
4. Click on the Total Applicants figure for the required vacancy
5. When you identify the relevant individual in the Applicant listing click on their name, taking you to the Candidate Profile screen
6. Under the Application section (the top right of the page), click Add alongside Application Notes
7. The Add Attachment screen displays
8. Under Attachment Summary Information complete the Title and Description fields – it is recommended that the title include your initials and date eg, Convenor Screening Comments ME 30102013
9. Under Define Attachment select the Text option (click the radio button) and enter your comments – only insert text, do NOT attach files as these will not be included in the Applicant Details Report – insert here the rating that you will be giving
10. Click Apply
11. Click Return to Search
12. Click Save
13. A document symbol is now displayed under the Application Notes column

Comments should refer to the applicant’s specific application in the context of the requirements of the Selection Criteria. Comments should be non-discriminatory. Under legislation applicants are entitled to request access to information held on them, including these comments. This action forms
an official record of the selection action and is a replacement for the relevant Selection Committee section of the previously used Appointment Recommendation and Selection Committee Report Form.

“How do I select an applicant’s rating?”

An applicant’s rating defaults as blank. As Hiring Manager/Convenor you have overall responsibility for management of the rating.

The rating should only be changed once a review has taken place and a merit-based decision has been made on the applicant’s suitability against the requirements of the Selection Criteria. Comments should then be made in the applicant’s record, indicating the author (by use of initials or name), noting the reasons for the rating and the rating itself.

The following steps should then be taken:

1. Login to NEO
2. Select UTS Hiring Manager from the menu on the left hand side of the screen
3. Click on My Recent Vacancies (increase the Since Number of Days figure if required)
4. Click on the Total Applicants figure for the required vacancy
5. When you identify the relevant individual in the Applicant listing click on the Applicant Rating drop down menu
6. Select Yes, No or Maybe (blank)
7. Click Save

‘Yes’ – the applicant has demonstrated through their application that they meet the Selection Criteria and are judged suitable for interview
‘Maybe’ – the applicant has demonstrated that they meet a number of the stipulated Selection Criteria, however, their application is not as strong as others – an applicant rated as ‘maybe’ will warrant discussion
‘No’ – the applicant has failed to demonstrate through their application that they are able to meet sufficient of the Selection Criteria (or as many as of the Criteria as other applicants) and are not suitable for interview

If the applicant is ineligible (for example they do not possess valid work rights in Australia and you have stipulated that sponsorship is not available) then you can reject immediately and change the rating to No.

“After completing their review a Selection Panel member wishes to have their own comments added to an Applicant’s record. How do I do this?”

The Selection Panel member will e-mail their comments to you for inclusion in the overall review process. These comments should be added as text – you should not attach any files.

The comments can be added by the following steps:

1. Login to NEO
2. Select UTS Hiring Manager from the menu on the left hand side of the screen
3. Click on My Recent Vacancies (increase the Since Number of Days figure if required)
4. Click on the Total Applicants figure for the required vacancy
5. When you identify the relevant individual in the Applicant listing, click on their name. This
will take you to the Candidate Profile screen

6. Under the Application section (the top right of the page), click Add alongside Application Notes

7. The Add Attachment screen displays

8. Under Attachment Summary Information complete the Title and Description fields – it is recommended that the title include the Selection Panel member initials and date eg, Selection Panel member Screening Comments SP 01112013

9. Under Define Attachment select the Text option (click the radio button) and enter your comments – only insert text, do NOT attach files as these will not be included in the Applicant Details Report – insert here the rating that you will be giving

10. Click Apply

11. Click Return to Search

12. Click Save

13. A document symbol now is displayed under the Application Notes column

Comments should refer to the applicant’s specific application in the context of the requirements of the Selection Criteria. Comments should be non-discriminatory. Under legislation Applicants are entitled to request access to information held on them, including these comments

“How do I create an Applicant Details report to send to Selection Panel members?”

Once you have completed your review of all applicants, added your comments and rated each applicant against the Selection Criteria (Yes, No or Maybe), you can produce an Applicant Details Report.

This report will provide a list of all applicants, with summary details and information including qualifications and employment history. In addition the report will include the comments made and the rating given to each applicant. The report will also specify the IRC reference number for the vacancy and the documents submitted with the application.

You can create a report by the following steps:

1. Login to NEO

2. Select UTS Hiring Manager from the menu on the left hand side of the screen

3. Click on My Recent Vacancies (increase the Since Number of Days figure if required)

4. Click on the Total Applicants figure for the required vacancy

5. Select the relevant individuals that you wish to include in the Applicant Details Report by putting a tick in the Select box alongside each applicant

6. Click on the Submit Applicants Report tab

7. A report is produced – save a copy to your local drive

The Applicant Details Report will be produced in order of rating. Applicants rated as Yes will be first, followed by those rated as Maybe and finally those rated as No. The applicable ratings are as previously listed.

A copy of the Applicant Details Report should be forwarded by you to all other members of the Selection Panel. Once received the report will be the reference document to support their review of the applicants within iRecruit.

Once the review of applicants by all Selection Panel members has taken place, and any additional
Panel member comments have been entered by you into iRecruit (with any agreed change of rating made), you should run a final version of the Applicant Details Report for distribution prior to interviews taking place.

INTERVIEWS

“I want to create an interview in iRecruit, what do I do?”

Once you have agreed a date and time with the applicant, and confirmed attendance with members of your Selection Committee, the following steps should be taken:

1. Login to NEO
2. Select UTS Hiring Manager from the menu on the left hand side of the screen
3. Click on My Recent Vacancies (increase the Since Number of Days figure if required)
4. Click on the Total Applicants figure for the required vacancy
5. When you identify the relevant individual in the Applicant listing click on their name, taking you to the Candidate Profile screen
6. Scroll down to the Interviews section
7. Click on the Select An Action drop down – select Create Interview
8. Click Go
9. Change Interview Type field to relevant type (default is Assessment)
10. Enter Date
11. Enter Start Time and End Time
12. Enter relevant details into Interview Location free text field
13. Change Interview Status to Confirmed
14. Enter Convenor’s Name
15. Enter Convenor’s Number
   Enter members of the Selection Committee (these can only be selected from those that are included at the Vacancy Create)
16. Click Add Selection Committee Member – search for and select the required members
17. When the Convenor drop down appears click Yes for the Committee member acting as Convenor – for all other members select No
18. Click Save tab

In order to review planned interviews return to your iRecruit Home page and review the Interviews section.

“I have searched and cannot find a member to attach to the Selection Committee when creating an interview?”

If this individual was not included in the Selection Panel list when the vacancy was created you will not be able to add them to the Selection Panel at interview stage. You will only be able to select the Panel for interview from those members included in the Selection Panel list at Vacancy stage.

You can, however, update the vacancy and add a member to the Selection Panel, who you will then be able to add to the interview Selection Panel.
If you need to add a member then follow the steps below:

1. Login to NEO
2. Select **UTS Hiring Manager** from the menu on the left hand side of the screen
3. Click on **My Recent Vacancies** (increase the **Since Number of Days** figure if required)
4. Click on the **Update Vacancy** symbol (**yellow pencil**) for the relevant **Reference Number** of the required vacancy
5. Click on **Next** at the **Update Vacancy: Enter Primary Details** screen
6. On the **Update Vacancy: Enter Team Members** screen click **Add Another Row**
7. Search for the member that you wish to add – once added, allocate their **Security Access** as **View Only** – click **Next**
8. On the **Job Information** screen click **Next**
9. On the **Update Vacancy: Review** screen ensure that your change has been successfully made – once confirmed click **Submit**

**Where do I add comments after the interview?**

Once an interview has taken place you are required to update the **Interview Status** in iRecruit to Completed. By changing the status this will automatically open up a free text field titled **Interview Feedback** where comments can be added.

Please see the following section for full information on the process to follow once an interview has taken place.

Comments should refer to the applicant’s specific application in the context of the requirements of the Selection Criteria. Comments should be non-discriminatory. Under legislation applicants are entitled to request access to information held on them, including these comments.

This action forms the official record of the recruitment action and is a replacement for the relevant Selection Committee section of the previously used Appointment Recommendation and Selection Committee Report Form.

**What do I do when an interview has taken place?**

A Hiring Manager/Convenor is responsible for collating feedback from all Selection Panel members and ensuring an agreed decision has been reached by the Panel – once this has taken place the following steps should be undertaken:

1) Login to NEO
2) Select **UTS Hiring Manager** from the menu on the left hand side of the screen
3) Click on **My Recent Vacancies** (increase the **Since Number of Days** figure if required)
4) When correct vacancy appears on list, click into the IRC number (in the column titled **Reference Number**)
5) Click on the number under **Total Applicants** column in order to see list of applicants
6) Identify the relevant Applicant that has been interviewed
7) Click on the name of the relevant Applicant
8) In the **Interviews** section under **Application Details**, update the relevant Interview (by clicking on the **yellow pencil**) 
9) Change the **Interview Status** to **Completed**
10) The **Interview Result** drop down menu appears
11) Select the appropriate result – **Eligibility List, Unsuccessful or Successful**
Successful does not mean that the applicant has secured the position, it means that they are successful in moving to the next stage. Eligibility List will allow us in the future to run reports in iRecruit in order to identify all those applicants that have been considered strong enough to be placed on an Eligibility List for future appointments.

1) The Interview Feedback free text box appears – enter comments from Selection Panel members – you should enter Selection Panel member initials for each comment recorded, in order to identify the source of each comment

Comments should refer to the applicant’s performance at interview in the context of the requirements of the Selection Criteria. Comments should be non-discriminatory. Under legislation applicants are entitled to request access to information held on them, including these comments

2) Click Save
3) If you wish to view Interview Feedback after saving, in the Interviews section click on the +Show button alongside the relevant interview under the column headed Details

This process is repeated for the outcome of each interview.

In order to formally reject the applicant you also need to update their Applicant Status to Applicant Rejected.

“A candidate has called me to cancel their scheduled interview, what do I do?”

An interview can be cancelled in iRecruit through the following steps:

1. Login to NEO
2. Select UTS Hiring Manager from the menu on the left hand side of the screen
3. Click on Interviews (increase the Next Number of Days figure if required)
4. Click on the Update Interview symbol (yellow pencil) for the relevant Reference Number
5. Click on the Interview Status drop down menu – select Cancelled as the status
6. Click Save

“A candidate has called me and cannot attend their scheduled interview. They have asked if they can reschedule but are not able to commit to a date/time yet. What should I do?”

In this situation you should change the Interview Status to Cancelled, then follow the process to create a new interview when conversations have taken place and a revised date/time has been agreed.

Do not use the Interview Statuses of either Hold or Rescheduled, as these create the need for increased intervention in the tracking of the campaign.

CONTRACT RENEWALS & APPOINTMENT BY INVITATION – ATTACHING THE CANDIDATE

“I want to renew a contract for a staff member. What do I do?”

It is essential that you have an approved vacancy in iRecruit. In order to then use this vacancy to renew a contract for an existing staff member or appoint by invitation you must ensure that the staff member/candidate has activated their individual iRecruit account.
Once the staff member has activated their account you can search for the staff member in iRecruit and once found, attach them as an applicant to the vacancy.

In the event that you cannot find the staff member during your search, contact Client Services to request their assistance to attach the Applicant to the vacancy on your behalf.

Once the applicant is attached to the vacancy you are able to undertake the process to create an offer and submit for approval.

“I want to appoint by invitation. What do I do?”

The Vacancy Create process provides an option for appointments to be made by invitation. On the Create Vacancy: Enter Primary Details screen select Appointment By Invitation as the Activity.

It is recommended that you contact your HR Partner to discuss the creation of a business case for the appointment prior to the Create Vacancy activity being undertaken. The business case serves a different purpose at each stage of the process.

Appointments by Invitation at SSG level require approval at the Create Vacancy stage. This ensures that any special remuneration can be reviewed and any benchmarking necessary can be undertaken by your HR Partner. The business case needs to be attached on the Create Vacancy: Review screen by performing the following steps:

1. At the Create Vacancy: Review screen click Add Documents
2. On the Add Attachments screen click Add Attachment under the Internal Documents section
3. Under Attachment Summary Information include a title and text description for the document
4. Under the Define Attachment section browse for the relevant file (business case document) and once located attach by clicking Apply
5. A confirmation message is displayed confirming that the attachment has been added successfully

The business case also needs to be attached at the Offer Create stage for all appointments. This ensures that it can be reviewed by the approvers in conjunction with the candidate information provided.

When constructing your offer add the business case document by the following steps:

1. At the Create Offer: Review screen click Add Documents
2. On the Add Attachments screen click Add Attachment under the Internal Documents section
3. Under Attachment Summary Information include a title and text description for the document
4. Under the Define Attachment section browse for the relevant file (business case document) and once located attach by clicking Apply
5. A confirmation message is displayed confirming that the attachment has been added successfully
“*I can’t see the staff member/candidate I need to attach to the Vacancy.*”

There may be a number of reasons why you are not able to see a candidate.

If you are searching for an internal staff member they may not have activated their *iRecruit My Account*, they may not have registered in iRecruit or they may have unticked the box that allows their details to be searched for other opportunities.

If you are searching for an external applicant they need to have registered an account in iRecruit. As part of the registration process they also need to have accepted the Privacy Statement and ticked the box to allow their details to be searched.

If you are unable to search and view the staff member/candidate’s record after checking the steps above please contact the Recruitment Team.

**CREATING AN OFFER**

“*I can create an offer request but can’t send it.*”

You may not have given yourself *Update* security access when you entered yourself on the selection panel.

For Fixed Term contracts greater than 12 months or Continuing roles the responsibility for sending the contract lies with the Recruitment team - contact them for assistance.

“*I want to hire someone who has already been with us a few weeks without a contract. How do I do this?*”

You cannot create a contract for a start date that has passed. This is known as a retrospective hire. It is illegal for a staff member to work without a contract and can result in fines or legal action against the University. As a matter of priority please contact the Recruitment Team to discuss.

**iRECRUIT APPROVALS WORKFLOW**

“*My Vacancy or Offer Request needs approving by someone not listed in the Approvals list. What should I do?*”

You can use the *Adhoc Approver* section on the *Review* page of the Vacancy & Offer Requests to add in supplementary approvers.

“*Are Principle 9 Delegations built into the approvals in the system?*”

Where a Principle 9 Delegation has already been approved by Council this delegation has been built into the system. As new requests for Principle 9 approvals are approved by Council these will be added into the system as soon as possible. Once built into the system they will start to appear in the approval chains.

Further information is available on the UTS Governance Support Unit (GSU) website at [www.gsu.uts.edu.au](http://www.gsu.uts.edu.au)

Please also contact your HR Partner to discuss.
## APPROVING VACANCY & OFFER REQUESTS

"I will be away from the office for a period of time. To avoid delaying any approval requests is there anything I can do?"

Approving Managers going on leave or away for a period of time will need to reassign/delegate their HR notifications to another manager during the period of leave/absence.

**Note** - this is not necessary if acting arrangements have been put in place with HR.

A [Vacation Rule](#) may be created by using the [Notifications](#) option within the [UTS Employee Self Service](#) menu. Further instructions are listed in the next section.

Please contact Client Services for further information.

### "How do I set up vacation messaging to reassign/delegate my HR notifications?"

You can create a Vacation Rule using the following steps.

1. Login to [NEO](#)
2. Select [Employee Self Service](#) from the menu on the left hand side of the screen
3. Click on [Notifications](#)
4. Click on [Vacation Rules](#)
5. Click on [Create Rule](#)
6. On the [Vacation Rule: Item Type](#) screen select *All* and click [Next](#)
7. Enter an End Date and an optional message to be displayed with each routed notification
8. Set the [User Type](#) to *All Employees and Users*, then search for, and select the person to whom you intend your notifications to be forwarded
9. Click [Apply](#)

### "What happens if I do not action my approval requests?"

Like other approval requests in NEO if you are unable to approve an Offer Request within 4 days you will receive a reminder that the approval is still outstanding. After 8 days the approval request is escalated to HR for review.

This escalation does not happen for Vacancies that require approval at the Vacancy Request stage.

It is appreciated that there may be a need for Approvers to have further exploratory conversations at this early stage in the appointment process which may exceed the standard 3 day turnaround time period.

### "I have received an approval request but I am not sure what information I should check. What should I do?"

You can find an Approvers Checklist under the iRecruit webpages. You can use this to work through the review screen before deciding what action you would like to take.
## SEND AN E-OFFER

### “My Offer Request has been approved, how do I send an offer to the successful candidate?”

In order for you to be able to send your offer to the successful candidate, your vacancy must be for a Fixed Term role less than 12 months (non SSG) or a casual contract.

For Fixed Term contracts greater than 12 months or Continuing roles, the responsibility for sending the contract lies with the Recruitment Team. You will be reminded of this in the notification that you receive in iRecruit when your offer has been approved. Contact the Recruitment Team for assistance.

A number of other Offers are to be created and sent via the Recruitment team outside of iRecruit:

1. Reversionary
2. 2 position contracts
3. Variations
4. Secondments

You can send an e-offer to the successful candidate (if appropriate) by following the steps below:

1. Login to NEO
2. Select Hiring Manager from the menu on the left hand side of the screen
3. Click on Recent Offers *(increase the Since Number of Days figure if required)*
4. Click on the Applicant’s Name
5. On the Candidate Profile screen go to the Offers section in the bottom left hand corner of the screen
6. Under the Select an Action drop down menu, select Send Offer and click Go
7. On the Send Offer screen enter any relevant text into the Notification Message to the Applicant free text field
8. Click Send

### “I need to reissue an issued contract as the offer has changed. What should I do?”

If the change to the offer is as a result of an alteration, for example, to the position and/or grading, or a change from part time to full time, then the original vacancy will need to be updated by the Recruitment Team and (re)submitted for approval. Please contact the Recruitment Team to discuss.

If the change required is to an item not stipulated at the vacancy creation stage, for example, a change to the number of hours for a part time role, then the offer can be withdrawn (if it has not already been rejected by the applicant through iRecruit), revised and then resubmitted for formal approval.

You can withdraw an offer by following the steps below:

1. Login to NEO
2. Select Hiring Manager from the menu on the left hand side of the screen
3. Click on Recent Offers *(increase the Since Number of Days figure if required)*
4. Click on the Applicant’s Name
5. On the Candidate Profile screen go to the Offers section in the bottom left hand corner of the screen
6. Under the **Select an Action** drop down menu, select **Withdraw Offer** and click **Go**

7. On the **Withdraw Offer** screen enter any relevant text into the **Notification Message to the Applicant** free text field

8. Click **Send**

Please contact the Recruitment Team for further information.

### ACCESS FOR RECRUITMENT ADMINISTRATIVE STAFF OR DELEGATES

**“Where do I enter the details of the person responsible for helping me with the recruitment administration on this role?”**

When creating your vacancy, on the **Create Vacancy: Enter Selection Panel** screen enter the details of the person responsible for recruitment administration.

Ensure when allocating **Security Access** that you select **Update** for this individual.

### GENERAL

**“I have received an e-mail notification inviting me to Click here - should I click through the hyperlink?”**

No – e-mail notifications are for information purposes only and to alert recipients that a change has taken place or new information is now available. Once you receive an e-mail notification please log into Neo and review your iRecruit account for details.

**“I cannot find the answer to my question. What should I do?”**

If you are unable to find the answer to your question after reading this factsheet or checking out the topic links and user guide your local area iRecruit Champion will be happy to help you.

A list of Local Area Champions can be found on the iRecruit webpages.

**“What do I do when I receive an error message?”**

If you repeatedly receive an error message please contact the ITD Helpdesk or the Recruitment Team to discuss the issue and they will direct you to the area that can help you resolve the issue.