

## **FAQ's - Frequently Asked Questions**

### **I have forgotten my password, how do I reset this?**

In the first instance if you have forgotten your password please use the forgotten password link on the user sign in page. You will be asked to answer the security question you previously set. If you have also forgotten your security question information please contact the sourcing team on 01244 977244 who will provide you with a temporary password.

### **Why is the system not accepting the username I would like to use?**

The system sometimes suggests that your user name already exists and you may think you already have an account but in some cases it is just down to the user name already being taken – To avoid this may want to set a unique user name which has not previously been used.

### **I have been locked out of the system for 24 hours what should I do?**

You will need to contact the Sourcing Team on 01244 972244 who will be able to unlock your account.

Opening Hours: Monday – Thursday 8.30am until 5.00pm Friday – 8.30am until 4.30pm

### **Where do I find the closing date?**

The closing date is also known as the unposting date. This is shown on the vacancy list under the job title. You may want to make a note of this to ensure you do not miss the deadline.

### **How do I receive email notifications when a new job is posted?**

If we do not have any current job vacancies to match your interest and would like to be kept up-to-date on any job opportunities you can register on the system and set your preferences which will initiate alerts for future job opportunities which match your criteria. On the career section home page you can access the link on the right hand side; 'Access my profile' You will then be able to create a general profile and set your preferences and alerts.

### **What is the difference between a general profile and a job submission?**

A general profile is what all candidates need to complete to register on the website. This contains personal information (e.g. name, address, etc). A job submission is the actual online job application made by candidates which will contain specific questions relating to the vacancy being applied for. A general profile should be completed prior to applying for a position as the information included in your general profile will automatically populate into your job submission. This will avoid completing your personal information each time you apply for a role with in Cheshire West and Chester Council.

There is a useful checkbox for candidates to select at the end of the "Job Preferences and Source Tracking" page of the job application which, if selected, will replace the information included in their general profile with the information specific to the job submission.

**I would like an informal discussion on a position I am interested in who do I contact?**

Each vacancy has details of the hiring manager who is overseeing the position. You will need to contact the Hiring Manager for job specific questions such as; what qualifications are required, or how the hours can be worked (i.e part time hours)

If you require any further assistance on the application process please contact the Sourcing Team helpdesk.

**Has my application form been received?**

Once you have submitted your application form, you should receive an email notification confirming that we have received your application form. The position you have applied for will also be shown under your "Jobs Page"

**When can I expect to find out if my application has been successful or not?**

If you don't hear anything from us within 4 weeks of the closing/unposting date, you should assume your application has been unsuccessful. Due to the volume of applications we receive, unfortunately we do not provide feedback at the application stage.

**Why am I unable to copy and paste in the career sections field?**

This may be because the maximum length allowed in these fields is 4000 characters. If you exceed the amount of 4000 characters please continue your supporting information on a word document and attach this as an additional document.

**I cannot find my Institution or Programme on the list, what should I do?**

If you cannot find your Institution or programme using Select, you can still type it in manually.

**Why am I unable to attach a File to my application?**

The online application allows you to attach a maximum of 5 files, one at a time but you cannot attach a file that exceeds the allocated limit of 1953 kilobytes