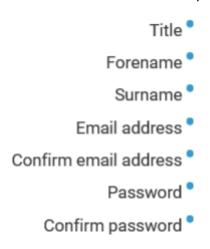# Frequently Asked Questions

How do I create an online user account to apply for jobs?

For external candidates, click into the job you wish to apply for online, then select **New user registration**. Please complete all the mandatory fields as shown below, including your email address, as this is where we will send all information relating to each job application. Click submit and you will then receive an email to confirm your registration details.

Title •
Forename •
Surname •
Email address •
Confirm email address •
Password •
Confirm password •

Note: your email address is your username and you can use the same login details for the following job websites;

- Doncaster Children's Services Trust
- St. Leger Homes
- Doncaster Council
- Rotherham Council

For internal candidates you will need to log in via YourHR with your payroll number and a password.

This will allow you to apply for internal and external vacancies for the authority under the web recruitment option.

If you leave the authority you will not be able to log into YourHR account with your payroll number.

The accounts are deactivated 12 weeks after you have left. In this instance, you will need to create a new external jobs account with an email address you have not used before.

Where can I view the status of submitted applications in my jobs account?

You can view the current status of your online application under **My applications** and then **Current Stage** under **Submitted applications**

I have forgotten my password; how can I log in?

Select **Forgotten Password** on the top menu bar and enter the required information. You'll be sent an email containing a link to reset your password. Please note that the change password link is time

limited for additional security; after 6 hours you will not be able to access this link and an error message will be displayed. To continue in this circumstance please reuse the **Forgotten Password** option.

I have entered my password several times and I still can't login, what can I do?

Your account will deactivate if you enter the password incorrectly more than three times. To reactivate your account please email:

hrprecruitsupport@rotherham.gov.uk – external candidates

hrpgenenq@rotherham.gov.uk – internal candidates (Please include your payroll number in your email)

I want to apply for a more than one job, can I just submit one application?

No. You will need to complete and submit an application for each job you wish to apply for as your supporting statements will need to be specific to each role. However, most of the information you enter will be kept within your user account and will appear each time when you login.

Do I have to complete my application form in one session online or can I go back to it at a later date?

You may save your application and return to it later. Please remember to submit it by the closing date though.

I have submitted my application, but I've made some mistakes or missed some information, how can I amend it?

Once you have clicked the **Submit application** button, you cannot make any changes to your application. Neither can you submit another application for the same job vacancy. You have an option to withdraw your application in your jobs account under **My Applications** and then you can click the grey **Withdraw Application** button available for you to select next to the submitted application.

Note: This permanently deletes the application and you will not be able to access the application again, so remember to save the application before you hit the delete button and submit a new application. You can also add information to your submitted online application provided we receive this information before the closing date. Please forward any information on a word document along with the job title and vacancy reference number and we will attach to your submitted online application. We will also update the recruiting manager. Email hrprecruitsupport@rotherham.gov.uk

I have completed each page of the application, but it won't let me submit it.

Check that you have completed all mandatory fields (marked with a blue circle).

On the **Application Summary** page, there should be a black tick next to each page of the application form. If an exclamation mark is showing, this suggests that the section has not been fully completed, click on the page and enter information into the mandatory field you have left blank. Once all the mandatory fields have been completed the summary will show a black tick against this section and it will now allow you to submit the form.

Can I send in my CV instead of completing the application form?

No we can only accept a fully completed online application form.

What's the deadline for applications?

Each vacancy closing date is stated on the vacancy details page. All positions close at 11.59pm on the specified closing date.

Can I print my application form when I have submitted it?

Yes, click on **My applications** on the top menu, tick the **Select box** and **Send email** button – this will email you a copy of the application form which you can then print off if you wish.

The closing date has passed, can I submit a late application?

No. Once the midnight deadline has passed, the position details are removed from the system and applications can no longer be submitted. All part-saved applications will also be automatically deleted from the system at this time. You can request to submit a late offline application if the recruiting manager agrees to this. Email hrprecruitsupport@rotherham.gov.uk

I am expecting emails from you, but have not received anything – what's gone wrong?

Please check your junk or spam mailbox as your email may have wrongly interpreted the email as junk.

How will I know my application has been successful?

Once the short-listing has taken place after the closing date the recruiting manager will update the recruitment system. This will move your online application to the current stage, and you can check this status by logging into your jobs account. Please go into **My applications - Submitted applications – Current stage**.

Is there a limited time for filling in an application form online?

You will need to submit your application by 23:59 on the closing date, however you can take your time to complete the form, save it and go back to finish it at your leisure. You need to click to save each part of the application once completed, if you do not do this the data will be lost and you will need to re-enter all the information. Please save any information regularly and do not stay logged into the jobs account for long periods or it will time you out.

How long will it take to process my application for a vacancy?

After submitting your application, you will receive an acknowledgement email. Your application will be considered for shortlisting following the closing date. If you are successful you will be invited for an interview, however the length of this process is dependent on the job you have applied for.

Can I ask for feedback on my application?

You can contact the recruiting manager to request feedback at any stage of the recruitment process.

Do you offer Flexible Working?

DCST has many flexible working options available and some jobs can be carried out either on a part-time or job share basis. For further information please contact the recruiting manager on the advert text.

Can I arrange another interview date if I am not available for the scheduled interviews?

It is extremely difficult to accommodate alternative interview dates where all interview panel members can reconvene, and it will also delay the recruitment process. Recruiting managers are

encouraged to specify the interview date on the advert, so applicants know in advance when they are required to attend if shortlisted for interview.

What happens to the personal information on my application form?

This information will be treated within the strictest confidence and with regard for the Data Protection Act 2018. The equality and diversity section will be separated and used for monitoring purposes only. The interview panel will not have sight of this form. Your personal details will be stored for a maximum of twelve months at which time they will be confidentially disposed of. If you are successful in your application your personal information will be kept securely on your personal file.

What pre-employment checks are required?

This depends on the post you have applied for. References, qualifications and proof of eligibility to work in the UK are required for all roles but generally only as part of the pre-employment checks process for successful applicants. DBS check (formerly called a CRB check) are required for some roles working with children or vulnerable adults.

I cannot find a vacancy on your website, can you help?

If the closing date of the vacancy has passed, it will no longer appear on the website and will be closed for applications.