Hiring Manager Portal FAQ's

	Question	Response/Action
1	I can't save my job – I'm getting an error message	Have all mandatory fields been completed in the system? - ***Note:*** *PAF is mandatory – if you don't yet have a PAF, then you can add a reason why in this field – check with your Business Partner that it is ok to advertise without a PAF or your vacancy will not be approved.* - *If not all mandatory fields are completed, complete them and try saving again.* - *If still a problem, contact **HRAssistant@ljmu.ac.uk***
2	I am trying to add further panel members, but their names aren't appearing to select	- Have they been trained in use of the system? Their names will only appear once they have been trained and set up with a Hiring Manager Portal account. - The individual will require training to then be able to have access – please check the Staff Development Calendar to book on a session or contact j.foster-hyde@ljmu.ac.uk to arrange an online urgent training session.
3	Can I copy information from a previous job into my new vacancy request?	- Yes – if you go into your previous job, click on 'Options' then 'Copy Job' – the job title contains 'Duplicated' at the front, so this should be edited to ensure it reads correctly along with any other information that needs to be changed.
4	I have submitted my job for approval, but haven't had an email confirmation	Email notifications aren't sent when a job has been submitted for approval. - Check the vacancy via the 'My jobs' tile on your dashboard. There will be a status update in the top right-hand corner and the status should have changed from 'Draft' to 'Submitted'. **If it is still in 'Draft' status, they you haven't yet submitted it – you will need to go to 'Options' then 'Submit for Approval'.** - You will receive an email once the approval process has been completed advising you that your vacancy will be advertised imminently.
5	Can I make the application form bigger when reviewing?	You can close down the 'preview pane' by clicking on the menu icon which will give more space on screen. You can also zoom in to increase the size of the form.
6	I need to add a panel member after my job has been approved so I can't do this as have no edit access.	The Job Owner will need to grant access via the candidate folders rather than the Interview Selector. - Go to the candidate list for the job you are working on. '

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		- Select 'Options' and 'Share' – choose 'Review' and search for the panel member(s) who need the access by starting to type their surname and they will appear. **Please do not select 'Trusted' when sharing as this will delegate to that person and allow them to update in your name.** • Click on the green + sign to add them and save. This will generate the email to give the panel member the access. **Or alternatively HR can add panel members on your behalf, contact HRAssistant@ljmu.ac.uk**
7	How does a panel member I have added access the applications?	- The panel member will receive an email when they have been granted access to a candidate folder. The email contains a link to the applications. - The applications are always available to view in the 'Shortlists' menu item on the Hiring Manager Portal dashboard.
8	My 'star ratings' aren't showing against some of my candidates in the 'Assessment Score (Application) column	Have all criteria drop-downs been completed in the Assess Candidate screen? - **No** – once all criteria have been assessed, the star rating will show. - **Yes** – try refreshing the page, if this doesn't work, contact HRAssistant@ljmu.ac.uk
9	A candidate has mentioned further information is in their CV however I can't see a CV in the system	- Ensure you check the drop-down box above the candidate application form as any additional documentation uploaded (where permitted – see below) will appear here. If still no CV to view, check the job details in the system: - If the application form chosen by the hiring manager is '***Application Form No Document Upload***', the candidate will not have had the option to attach a separate CV and not updated their supporting statement when realising a CV can't be submitted. Candidates are advised in the application instructions that they will not get the opportunity to upload further documents. - If the application form chosen by the hiring manager is '***Application Form with docs'*** contact HRAssistant@ljmu.ac.uk to check as there could be an issue.
10	I haven't got a 'Reject' option in my menu items	Are you the job owner? **Yes** – has the candidate folder been closed in error (there will be no checkboxes next to each candidate)? *HR may need to reopen it, contact* HRAssistant@ljmu.ac.uk **No** – the job owner will need to perform these steps. If someone else needs to do it on their behalf, they will need to be assigned as the Job Owner, please contact HR to discuss.
11	I haven't got a 'Proceed' option in my menu items to shortlist my candidates	Are you the job owner? - **Yes** – has the candidate folder been closed in error (there will be no checkboxes next to each candidate)? *HR may need to reopen it, contact* HRAssistant@ljmu.ac.uk

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		- **No** – the job owner will need to perform these steps. If someone else needs to do it on their behalf, they will need to be assigned as the Job Owner.
12	When I finalise my schedule, I am not taken to the template email that will be sent to candidates so I'm not sure whether anything has been sent out	Check your schedule – have you included a blank slot without any information as this will stop your schedule from finalising. - **Yes** – delete the blank slot by selecting the red x icon next to the slot - **No** – contact HRAssistant@ljmu.ac.uk
13	I have finalised my interviews, but need to add another slot to the schedule, can I do this	- **Yes** – in the Interview Schedule, click on 'Add New Slot' – you can manually add in all the details for your new slot (or copy and paste information from one of the others if everything will remain the same, just on a different date/time) **Note: Once you amend an interview schedule, it will revert back to 'Planned' again, therefore you will need to 'Save' and 'Finalise' the interview again for the changes to take effect and be visible to candidates.**
14	Can I book a slot on behalf of a candidate if they have technical problems or would prefer this	**Yes** – click on the 🧑‍🦰 icon next to the slot you would like to book for the candidate and select the candidate you are booking it for. • **Please note, this will not automatically send an invite to them, you will be taken to a screen to generate an interview invite and the date/time will not automatically pull through** (we are looking at a fix for this). • At the bottom of the screen, select the 'E60 – Interview Confirmation – Scheduler' email template • The letter template will appear and can be previewed but **ensure the interview date/time and any applicable Special Arrangements are added** which you can enter by adding this into the **Email body** box.
15	One of my candidates has declined the offer of an interview offline, how do I remove them from the Interview Schedule	Go into the 'Interviews' tab on your dashboard and select 'View all my schedules', if necessary searching via Reference Number for the right role (if multiple appear). • The candidate list will appear at the bottom of the screen. • Click on the 🧑‍❌ icon next to the candidate you want to remove and this will remove them from the schedule.
16	I haven't got a 'Proceed' option within 'Options' to request offer for my preferred candidate	Are you the Job Owner? **Yes** – has the candidate folder been closed in error (there will be no checkboxes next to each candidate)? *HR may need to reopen it, contact* HRAssistant@ljmu.ac.uk **No** – the job owner will need to perform these steps. If someone else needs to do it on their behalf, they will need to be assigned as the Job Owner.
17	I have requested offer for my candidate but don't know whether it has been received in HR.	You should have received a pop-up message when submitting the offer details form (confirming salary, line manager etc.), this will have confirmed that you want to submit the details of your successful candidates to your Business Partner for approval.

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		Check the candidate status in your candidate list – it should now be showing as 'T12 Proceed to Offer'. If not contact HRAssistant@ljmu.ac.uk
18	I would like to close-down the candidates who were unsuccessful at interview, but I have already spoken to them so don't want to send an email. Can I do this?	**Yes** – you can select 'Options' and 'Reject' and select the 'Rejection at 1st Interview – no email' option.
19	How do I reopen a job that has previously been closed?	What is the reason the job was closed originally? **Closed/Filled** - a new vacancy should be submitted; you can copy the job details by following the steps in row 3 above. **Withdrawn** – HR will need to re-open the job, contact HRAssistant@ljmu.ac.uk