UQ Jobs Manual

Manage Jobs and Applications

<table>
<thead>
<tr>
<th>Division/Unit:</th>
<th>HR Business Analysis and Improvement Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version:</td>
<td>1.0</td>
</tr>
<tr>
<td>Document Status:</td>
<td>Final</td>
</tr>
<tr>
<td>Date Issued:</td>
<td>20/02/2015</td>
</tr>
</tbody>
</table>
# Table of Contents

1. Introduction ........................................................................................................................................ 3
2. The Recruitment Process .................................................................................................................. 4
3. Manage Jobs ...................................................................................................................................... 6
   3.1 Use the Manage Jobs functionality ................................................................................................. 6
4. Manage Applications .......................................................................................................................... 9
   4.1 Access the Manage applications page .............................................................................................. 9
5. Managing Job Applications Individually ............................................................................................ 11
   5.1 Select Applicants individually ......................................................................................................... 11
6. Managing Job Applications using Bulk Actions ................................................................................ 12
   6.1 Selecting Applicants for Bulk Actions ............................................................................................. 13
   6.2 Bulk Assign .................................................................................................................................... 16
   6.3 Bulk Communicate .......................................................................................................................... 17
   6.4 Bulk Compile and Send ................................................................................................................... 19
   6.5 Bulk Invite to Apply ......................................................................................................................... 21
   6.6 Bulk Move ..................................................................................................................................... 23
7. Close a Job ......................................................................................................................................... 26
   7.1 Close a Job ..................................................................................................................................... 26
1. Introduction

**Purpose:** This guide provides the Instructions to manage jobs and their applications. The Manage Jobs and Manage Applications functions allow you to search, view and make certain changes to jobs and applications.

**PPL:** 5.30.01 Recruitment and Selection

**Resources:** Recruitment and Selection Manual

Authorised Approvers

**Forms:** Recruitment Checklist Academic Appointments

Recruitment Checklist Professional Staff Appointments

The following symbols are used throughout this document:

- This icon is used to highlight important information.
- This icon is used to represent a warning.
- This icon is used to represent a tip or trick.
2. The Recruitment Process

The flowchart below illustrates the stages of the recruitment process at The University of Queensland.

**RECRUITMENT PROCESS WORKFLOW**

As indicated in the flowchart above, there are several stages through the recruitment process when you will be required to manage the job and its applications.
**Reminder:** A job status is either current or non-current. If the job status is current, then it is progressing through the recruitment process. If the job status is non-current, then its progress through the recruitment process has come to a stop. Update the job status to ensure accurate reporting of the stage of the recruitment process.

<table>
<thead>
<tr>
<th>Job Status</th>
<th>Current/Non-Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft</td>
<td>Non-current</td>
</tr>
<tr>
<td>Pending Approval</td>
<td>Current</td>
</tr>
<tr>
<td>Approved</td>
<td>Current</td>
</tr>
<tr>
<td>Declined</td>
<td>Non-current</td>
</tr>
<tr>
<td>Sourcing</td>
<td>Current</td>
</tr>
<tr>
<td>Shortlisting</td>
<td>Current</td>
</tr>
<tr>
<td>Reference Check</td>
<td>Current</td>
</tr>
<tr>
<td>1(^{st}) Interview</td>
<td>Current</td>
</tr>
<tr>
<td>2(^{nd}) Interview</td>
<td>Current</td>
</tr>
<tr>
<td>Offer</td>
<td>Current</td>
</tr>
<tr>
<td>Filled</td>
<td>Non-current</td>
</tr>
<tr>
<td>Offer declined</td>
<td>Non-current</td>
</tr>
<tr>
<td>On hold</td>
<td>Non-current</td>
</tr>
<tr>
<td>Cancelled</td>
<td>Non-current</td>
</tr>
</tbody>
</table>
3. Manage Jobs

The Manage Jobs function allows you to search, view, edit and close jobs (within your permissions).

3.1 Use the Manage Jobs functionality

To use the Manage Jobs functionality, complete the following steps:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Use the Manage Jobs functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Locate the applicant(s) you need</td>
</tr>
</tbody>
</table>

**For Hiring Managers**
- On your dashboard, select **Manage jobs** from the side menu on the right

**For HR Staff**
- On your dashboard:
  - Select **Jobs** from the top row
  - OR
  - Click on **in the top right hand corner then select Manage jobs from the menu**

<table>
<thead>
<tr>
<th>Jobs</th>
</tr>
</thead>
<tbody>
<tr>
<td>New job</td>
</tr>
<tr>
<td>My panel jobs</td>
</tr>
<tr>
<td>Manage jobs</td>
</tr>
<tr>
<td>My jobs</td>
</tr>
<tr>
<td>My sourced jobs</td>
</tr>
<tr>
<td>My job approvals</td>
</tr>
<tr>
<td>Manage job templates</td>
</tr>
<tr>
<td>Manage forms</td>
</tr>
<tr>
<td>Steps</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>Step 2</td>
</tr>
</tbody>
</table>

The Manage jobs screen will display. To access a specific job you can select the correct job from the list displayed on the Manage jobs screen or to search for a specific job click on **Show other search criteria**. This expands the list of criteria you can use for your search:

- Complete the fields that you have information for in the fields above. **Note:** You do not have to complete all fields
- Click **Search**.
<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Use the Manage Jobs functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 3</td>
<td>View or edit a job</td>
</tr>
<tr>
<td></td>
<td>• After performing your search above, the Manage jobs screen will display the job(s) that match your search</td>
</tr>
<tr>
<td></td>
<td>• To view and make changes to the job, click on the title of the job which is hyperlinked</td>
</tr>
<tr>
<td></td>
<td>• The Job card will display and you can view/update the details</td>
</tr>
<tr>
<td></td>
<td>• Click Submit &amp; exit to save any changes you have made, or click the Cancel link to go back to the overview page if you don’t want to make changes to the job card.</td>
</tr>
</tbody>
</table>
4. Manage Applications

Throughout the recruitment process you will be required to access individual or multiple candidate applications. Applications are attached to the specific job card(s) that they have applied to, and can be accessed via the Manage applications function.

4.1 Access the Manage applications page

To access the applicants and their applications for a relevant job, complete the following steps.

<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Access the Manage applications page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Locate the applicant(s) you need.</td>
</tr>
</tbody>
</table>

**For Hiring Managers:**

- Click on Manage applications on the right menu of your dashboard
- Click on the Search tab
- Enter UQ Jobs number in the Job/campaign: field and click on
- Optional: Enter first and last names of the applicant you are looking for in the respective fields
- Click Search.

**For HR Staff:**

- Click on People at the top of your UQ Jobs dashboard
- Click on the Search tab
- Enter UQ Jobs number or Job Title in the Job/campaign: field and click on
- Optional: Enter first and last names of the applicant you are looking for in the respective fields
- Click Search.

**OR**

- From your UQ Jobs dashboard, click on the dropdown arrow to the left of the Job Title
  - Click on View all applications and locate the applicant(s) from the list displayed
Step 2

The Manage Applications screen displays with the job title and two tabs that you can toggle between:

- **Results** *(default tab)*

  Accessing the Manage Applications screen will display the list of applicants on the Results tab.

  ![Results Tab Example](image)

- **Search**

  Clicking on the Search tab will display the job that the Results tab is based on. Another search can be conducted from the Search tab by following Step 1 above.

  ![Search Tab Example](image)
5. Managing Job Applications Individually

The View Application function below will enable you to view an individual candidate’s entire application page comprising of Personal Details, previous Applications and activity History.

5.1 Select Applicants individually

To select applicants individually, complete the following steps:

---

### Instruction – Selecting Applicants Individually

**To view an individual application:**

- From the Manage applications page, you can view an individual application by selecting ‘View application’ located on the right hand side of the application. Alternatively, click on the name of the applicant you wish to view.

- Once you have selected View Application, you will be able to view individual candidate information as displayed below:

  ![Application Information](image)

  - **Address:** 1/55, Porter Street, Parkside, Parkside, SA 5063, Australia
  - **E-mail:**
  - **Applications**
    - **Human Resources Manager**
    - Submitted: 9 Mar 2015 via UniJobs
  - **History**
    - **Date & time:** Friday, 27 Mar 2015, 2:10pm
    - **Item:** E-mail: UQ Jobs: Application outcome, to: Human Resources Manager

- The applicant’s list of applications is visible from the applicant card. Depending upon the access a person has will determine what can be viewed from the applicant card. The History section of the applicant card will list the sequence of events of the lodging of the application as well as the application documents.
6. Managing Job Applications using Bulk Actions

The Manage applications page (below) will provide you with the Bulk Action menu.

The Bulk Action function can be used to save time and help categorise people in one easy step. It allows for the ability to apply an action to multiple applicants simultaneously and the various tasks you can complete using this function are listed in the drop-down menu.

When viewing all applications, you can perform a bulk action by selecting from the ‘Select a bulk action’ dropdown list situated at the top right hand side of the screen.

The following sections will provide instructions on using Bulk Action for selected applications.
6.1 Selecting Applicants for Bulk Actions

On the Manage applications screen, the three checkboxes on the farthest left column next to each applicant can be used to group applicants together. The three different colours indicate that applicants can be sorted and distributed into a maximum of three groups and the same bulk action can be applied to each group.

Using checkboxes to group applicants is particularly useful for the following actions:

- Bulk assign
- Bulk communicate
- Bulk compile and send
- Bulk invite to apply
- Bulk move.

Instructions – Selecting Applicants for Bulk Actions

To select all applicants:

1. To select all, click on the selection drop down.
2. You will be presented with the following options:
   - Select All pages for all applicants
   - Select Current page for all applicants on the current page
   - The ‘green’ checkbox will be ticked for all selected applicants. Selecting a bulk action will apply to every selected applicant.

   ![All pages and Current page options]

3. Similarly, if you select the ‘amber’ or ‘red’ All/Current pages option above, the ‘amber’ or ‘red’ checkbox will respectively be ticked for all selected applicants. Selecting a bulk action will, likewise, apply to every applicant.

   ![Amber and Red options]

Note: If you move between pages, your selections will be maintained.
To select different groups of applicants:

- Ticking the same-coloured checkboxes for two or more applicants will put them in the same “group”. You can then apply the same bulk action to each group of applicants.

- Example (Updating applicant statuses for a job with 100 applicants):
  
  o On the Manage applications page, group the applicants up such that you have a maximum of three groups, i.e.

  ![Image of application statuses]

  - Starting with ‘green’, UQ Jobs will take you through each coloured group and you can apply a bulk action for each group of applicants.

  ![Image of bulk action status]

  For example, if you have a job with 100 applicants, all of whom you need to review the applications, you might decide to tick the ‘green’ box for all the applicants that you want to proceed to 1st interview with, ‘amber’ for the ones you want to hold on to for now and ‘red’ for the applicants that you don’t want to proceed with. After selecting, you can click on the bulk move option from the drop down box in the same page, and move each group to the relevant application status.
To select individual applicants:

- Tick the checkboxes for the applicants you would like to apply a bulk action to
- A bulk action can be applied to one or more applicants that you have used the same-coloured checkboxes for

Note: If you move between pages, your selections will be maintained.

- Select from the Select a bulk action drop-down menu after selection. The following window will show the status bar below.

- Once you have finalised all steps for the two applicants who were selected in the ‘green’ group as in the picture above, you will then perform the activity required for the one applicant selected in the ‘amber’ group, and finally, complete required action for two applicants selected in the ‘red’ group. Applicants that were not ticked in the first instance will remain in the ‘new’ status.

To clear your selection/untick all checkboxes:

- Select Clear all from the drop-down menu.
6.2 **Bulk Assign**

**Bulk Assign** lets you assign multiple applicants to a hiring manager for review. The hiring manager must access UQ Jobs to review the applicants.

To bulk assign applicants, complete the following steps:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Bulk Assign applicants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>View the applications by the desired method</td>
</tr>
<tr>
<td>Step 2</td>
<td>After reviewing the applications, use the checkboxes to select applicants to be bulk assigned.</td>
</tr>
<tr>
<td>Step 3</td>
<td>From the <strong>Select a bulk action</strong> drop-down list at the top of the screen, select <strong>Bulk assign</strong>.</td>
</tr>
</tbody>
</table>
Step 4 | Select the application status from the drop-down list and click **Next**. Enter the name of the hiring manager to assign these applications for review in the ‘Owner’ tab. This will allow the hiring manager to view the application(s).

![Bulk assign](image)

The search icon (binoculars) can also be used to search for the required person.

---

Step 5 | Click on **Assign** at the bottom of the window.

Step 6 | A message status will advise you of the number of applications assigned.

Step 7 | To view the assigned applications, the hiring manager will click the Assigned applications link from the menu.

---

6.3 **Bulk Communicate**

**Bulk communicate** allows you to send an ad hoc communication to multiple applicants. For example, you may need to let multiple applicants know that a job is on hold.

To bulk communicate, complete the following steps:
<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Bulk Communicate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>View the applications by the desired method</td>
</tr>
<tr>
<td>Step 2</td>
<td>After reviewing the applications, use the checkboxes to select applicants that will require communication.</td>
</tr>
<tr>
<td>Step 3</td>
<td>From the <strong>Select a bulk action</strong> drop-down list at the top of the screen, select <strong>Bulk communicate</strong>.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Select the appropriate communication template from the options provided.</td>
</tr>
</tbody>
</table>
### Step 5

Click **Next >**.

All merge fields will automatically display the correct information once the email is sent.

### Step 6

Complete/update any fields as necessary, then click **Send**.

---

### 6.4 Bulk Compile and Send

**Bulk compile and send** allows you to collate selected applications into a PDF document and send the collated document in an e-mail to the committee members. Bulk Compile and Send is one of the more commonly used bulk actions in UQ Jobs.

To bulk compile and send, complete the following steps:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Bulk Compile and Send</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>View the applications by the desired method</td>
</tr>
<tr>
<td>Step 2</td>
<td>After reviewing the applications, use the checkboxes to select applicants to be bulk compiled and sent.</td>
</tr>
</tbody>
</table>

---

![Academic Admin Officer (496726)](image)
**Step 3**  From the **Select a bulk action** drop-down list at the top of the screen, select a **Bulk Compile and Send**.

![Select a bulk action]

**Step 4**  Select the documents you would like to include in the PDF (for example, resume and application form).

![Bulk action status: Complete - 2 Applicants]

**Step 5**  Click **Create PDF** at the bottom of the page.

**Step 6**  You may wish to download the PDF. If you would like to download the PDF, right click on the **Download document** link and select **Save Target As**...

Your document is ready to download:

- **Download document (95.5 kb)**

  Indicate where you would like to save the PDF. You may also like to re-name the file.

**Step 7**  When the download is complete, you will be prompted to open the PDF (it will open in a separate window).
### Step 8
Click the OK button to return to Manage applications.

### Step 9
If you would like to send the PDF to a colleague, hiring manager, or even yourself, select Yes to the question “send document.”

- **Send document:** [ ] Yes [ ] No
- **Owner:**
  - No owner selected.
- **Other e-mail:**

Before sending the compiled PDF it is important to view the size of the PDF (see Step 6). Emails with attachments over 10mb in size may not send successfully via the UQ email system.

### Step 10
Click the OK button to send the PDF.

---

### 6.5 Bulk Invite to Apply

**Bulk invite to apply** allows you to invite multiple applicants to apply for a different job.

To bulk invite to apply, complete the following steps:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Bulk Invite to Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>View the applications by the desired method</td>
</tr>
<tr>
<td>Step 2</td>
<td>After reviewing the applications, use the checkboxes to select applicants to be bulk invited to apply for a different job.</td>
</tr>
</tbody>
</table>

![Academic Admin Officer (496726)](image-url)
**Step 3**

From the **Select a bulk action** drop-down list at the top of the screen, select **Bulk Invite to apply**.

![Select a bulk action dropdown](image)

**Step 4**

On the **Invite to apply page**, complete all mandatory fields indicated below to proceed.

![Invite to apply form](image)

**Step 5**

Click **Next >** then **Proceed**.
### 6.6 Bulk Move

**Bulk move** allows you to move multiple applicants to a different application status. The Bulk move action is a quick method of assigning a group of applicants to a specific application status, for example Shortlisting unsuccessful.

To bulk move applications, complete the following steps:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Bulk Move</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>View the applications by the desired method</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>After reviewing the applications, use the checkboxes to select applicants to be bulk moved. From the <strong>Select a bulk action</strong> drop-down list at the top of the screen, select <strong>Bulk move</strong>.</td>
</tr>
</tbody>
</table>
Step 3

Select the preferred application status (e.g. shortlisting) from the drop-down menu.

Click Next >.
Step 4

The following page confirms your request to bulk move applicants and provides options to notify them:

- Bulk action status: 4 Applicants Complete
- You have requested to move 4 applicants to the status "COMPLETE".
- You now have the opportunity to notify these people.

Communication template: -- No template --
- Confirmation to remain on database
- Delay with process
- Hold up on site feedback
- Incomplete Application (non system generated)
- Issue Incomplete Application reminder (Academic promotions)
- Job Cancelled
- Keep warm
- Position Filled
- Position On Hold
- Requesting Candidate Contact
- Shortlisting unsuccessful - internal applicants only
- Shortlisting unsuccessful - no work rights
- UQ Jobs Applicant Profile

- If no communication is necessary, select **No template** from the drop-down menu above; then select **No** in the following field: E-mail: Applicants: ☐ Yes ☐ No
- If applicants need to be notified, select the relevant email template from the drop-down menu above; then select **Yes** in the following field: E-mail: Applicants: ☐ Yes ☐ No

Any updates/adjustment can be made to the selected email template by simply clicking in the body of the template and updating the text required.

Please note: all merge fields will automatically display the correct information once ‘move now’ is selected and the email is sent.

Step 5

In the ‘Update job status field’, the decision to update the job status will depend upon the application status selected and what stage the recruitment process is current at.

Update job status from to : ☐ Yes ☐ No

Step 6

Click **Move now**

You will be directed back to the Manage applications page and the following message will display:

**You have just moved 4 applicants to the status "COMPLETE".**
7. Close a Job

Only Faculty, Institute and Central HR staff have the ability to close a job.

7.1 Close a Job

Once a job has been finalised (e.g. filled/cancelled/unsuccesful), the recruitment process in UQ Jobs needs to be finalised by **closing the job**. It is imperative to close a job once it is finalised irrespective of the recruitment outcome as it ensures the following steps are taken:

- The ‘Time to Fill’ clock is stopped and a total time to fill figure is calculated
- Any open sourcing channels are closed (e.g., if the job is being advertised on the UQ Jobs website, the ad will no longer be available)
- Your job will move from a *Current* job status to a *Non-current* job status
- Your job will no longer appear on your Dashboard. To locate a closed job, conduct a search via Manage Jobs, refer to Section 3 for more information.

Once a recruitment activity has completed (job closed), HR staff should not “re-open” the job to conduct another recruitment activity. Instead it is recommended to copy the job (see Step 7 below) and start a new recruitment activity. The reason for this is that the previous recruitment activity was closed for a reason – unsuccessful activity, cancelled, etc. If management decides to recruit for that role once more, a new recruitment activity (job card) should be created to reflect the new activity.

Only HR Staff have the ability to copy a job.

To close a job, complete the following steps:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Close a Job</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>On the <strong>Manage jobs</strong> screen after you have performed your search, click on the <strong>Close job</strong> icon to the right of the job you are closing.</td>
</tr>
<tr>
<td></td>
<td><strong>OR</strong></td>
</tr>
<tr>
<td></td>
<td>If you are on the <strong>Job card</strong>, click on <strong>Close job</strong> by scrolling to the bottom of the page on the position info tab.</td>
</tr>
</tbody>
</table>

The Close Job icon can also be found by clicking on the information icon beside the Job Name.
<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Close a Job</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 2</strong></td>
<td>From the drop-down menu, select the relevant job status. <strong>NOTE:</strong> This list may vary slightly.</td>
</tr>
</tbody>
</table>

If there are any applicants in a current status, the system will notify you before you are able to close a job.

| **Step 3** | Select the required option from the drop-down menu and enter the date the recruitment process was finalised. |

If a job was filled, enter the commencement date of the employee as the Date filled.

| **Step 4** | Select No to the question ‘Job closed agency notify’. |

<p>| <strong>Step 5</strong> | Click <strong>Save</strong> to finalise. |</p>
<table>
<thead>
<tr>
<th>Steps</th>
<th>Instructions – Close a Job</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 6</strong></td>
<td>You have now successfully closed the job and will be redirected to the last page viewed. To view closed jobs select <strong>Non current recruitment</strong> from the <strong>Status</strong> drop-down menu to view the list of jobs.</td>
</tr>
</tbody>
</table>

![Manage jobs](image)

<table>
<thead>
<tr>
<th>Status:</th>
<th>Non current recruitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Types:</td>
<td>All</td>
</tr>
</tbody>
</table>

| **Step 7** | To Copy a job  
Search to locate the closed job card and click the hyperlinked job title to view the Job Card.  
Click the Copy Job link (top left-hand corner).  
Complete the Job Card as per normal.  
All the previous job card information is automatically populated except for the Approval process. |

![Home Jobs People](image)

View applications  Copy job