

EDUCATION JOBS SOUTH

Frequently Asked Questions (FAQs)

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Account Management

I can no longer access my old Education Jobs account. Why is this?

Since September 2024, the old Education Jobs platform is no longer available for use and is currently being decommissioned. However, any live job adverts have been transitioned from the old to the new platform. Therefore, you will need to set up a new account to access the new Education Jobs platform.

How do I create a new account to access the new Education Jobs platform?

Setting up a new account is quick and easy. Please click on the link below to the Microsoft Office Form and complete your details. This form will be reviewed by our Business Support Team who will set up your account and you will receive a Welcome Email from Education Jobs South with final set-up instructions.

Please note that you must obtain the Headteacher's authority first and if you are requesting an account for the Headteacher, you must also have their permission to do so on their behalf. To ensure this is not overlooked, you will be asked to tick/answer 'yes'.

What access level do I require?

Level One: The Recruitment Admin Team e.g. Admin Officers/Senior Admin Officers/HR Officers/School Business Managers – this role is for staff undertaking the day-to-day recruitment and/or administrative tasks from start to end. This will involve moving a candidate through each stage of the recruitment process. This might include submitting adverts, reviewing and shortlisting applicants, arranging interviews, obtaining references and other pre-employment checks as well as liaising with applicants/candidates throughout the journey. They can see all vacancies and the recruitment summary dashboard as well as simulate reports. This is the highest access level, and you must have at least one staff member in your school with this user access level.

Level Two: The Recruiting Manager e.g. Senior Admin Officers/HR Officers/School Business Managers/Admin Assistants – this role is very similar to the Recruitment Admin Team. However, it cannot review suggested candidates from the talent search function, add offline applicants into the system, edit a candidate's profile, or simulate reports. This role still provides plenty of access, although schools should note the certain limitations.

Level Three: The Hiring Manager e.g. Headteacher or Principal/Leadership/Head of Department or Faculty – this role is a far more restricted level of access designed for managers

and senior staff who can review completed applications, view shortlisted candidates and conduct shortlisting/interviewing, giving feedback to the Recruitment Admin Team throughout and choosing successful candidate(s) for hire. They can only see their own vacancy from shortlisting onwards and cannot interact with candidates. This role focuses on shortlisting onwards.

Level Four: The Reporting Manager e.g. Headteacher, Executive Head, Business Manager - those who wish to see all vacancies, review pre-employment checks and references and download candidate profiles. However, they have no ability to take any actions against an applicant/candidate or vacancy. Essentially, this is a read only role.

How many user accounts can my school or organisation have at any one time?

There is no restriction on the number of user accounts an establishment or organisation can have. Although, it is recommended that this number is reasonable so that governance of these user accounts is manageable. For a small establishment or organisation, we suggest up to 3 user accounts. Whereas for a larger establishment or organisation, we suggest up to 5 user accounts.

Is there a restriction on the number of adverts my school or organisation can place?

No, there is no restriction.

What do I do when a staff member with an Education Jobs account leaves?

It is important that when a staff member leaves your establishment or organisation that their user account is deleted promptly and no longer than within 4 weeks of their leaving date. This is for several reasons including GDPR compliance, maintenance and governance of live obsolete user accounts, keeping costs low and platform stability. To request an account update, please use the link below:

<https://forms.office.com/e/e8vtD0A0qV>

Please also remember to complete their Leaver Form in the usual way via the IBC. The system is not integrated with the IBC or SAP.

Will it cost me to create an account to access and use the new Education Jobs platform?

For those customers with an EPS Service Level Agreement, there is no set up fee as this is included within the costs of your Agreement. Whereas those users who do not have an EPS Service Level Agreement and are new to using Education Jobs, you will incur a setup fee of £75 per school.

Job (Advert) Authorisation

Do my adverts need to be approved by anyone before they are posted?

No. Until now, our Business Support Team has reviewed every advert before it was posted. With enhanced functionality, the new Education Jobs platform has in built equality, diversity and inclusion screening and retains a footprint of the adverts posted by each user.

Can I edit adverts myself?

Yes. This can be arranged at any stage of the recruitment process.

Jobs Board versus Applicant Tracking System

A Jobs Board is simply a website where employers post job adverts. Whereas an Applicant Tracking System is a type of recruiting software that streamlines the hiring process from beginning to end, tracking applications, scheduling interviews for those shortlisted, communicating with candidates on their application and provides useful insights from a reporting perspective as the data is stored in the software.

Can I continue using Education Jobs as a jobs board only (i.e. posting adverts only and receiving applications offline)?

Yes. If you would like to use the new Education Jobs platform for posting adverts only, please let us know by completing the Request a Change Form. We can toggle the option to receive online applications and the incidental online processing off.

Alternatively, there is the option for users to disable receiving online applications per advert. This means you benefit from choosing which jobs you would like to manage offline and those you would like to take advantage of using the Applicant Tracking System for. To do this, simply toggle the option "Disable ATS" in the job advert.

Is it possible for my school to begin with using only the new Education Jobs jobs board and then access the Applicant Tracking System later once I'm feeling more confident?

Yes. The usage of the Applicant Tracking System can be reviewed if you would prefer.

Can candidates still apply offline?

Yes. If you have disabled the ATS as you would like to manage the recruitment offline, you could insert a link to your website where a candidate can apply directly. Alternatively, you could attach an Application Form for download.

Can I add an offline candidate to the ATS to benefit from the additional functionality?

Yes. Sometimes candidates come across vacancies from other avenues, including verbal notification from staff. In these situations, such individuals can be added to the online system as what is called a Passive Candidate. This button is found by going into 'Jobs – View Jobs List – select your Advert – Click Passive Candidate'.

Registration s Logging In to the ATS

Why do I need to create an account despite responding to the School Communication and completing the MS Form to request a School User Access Account?

Whilst we have set up an account for the school users, these are solely to enable access to the system and is set up behind the scenes. It is still necessary for school users to register, creating a Password.

Can I log in without a password?

Yes, this is possible. Please see below instructions:

[How To Login](#)

I must use a QR Code to log in. Why and how do I do this?

Due to the Personal and Sensitive Data that the new platform will hold when receiving candidate applications, it is necessary to ensure the data is stored securely. Therefore, you will log in with your Username (your email address) and Password (which you will set up during registration) as well as obtaining a 6-digit code for added security.

The code can be generated by scanning the QR code and accessing an Authenticator Application on your smartphone. Alternatively, you can ask to receive the code by email.

Instructions are available on screen. However, to help, please see below shorter instructions:

- 1) Download on phone the Google Authenticator App from your phone's App Store (or similar name).

- 2) Once this has downloaded, open the app and click on the + icon at the bottom left of your screen.
- 3) Your mobile phone Camera will open as though you were about to take a photograph and a yellow link will pop up on screen. Click the link and insert the 6-digit code displayed in the app into the Code Verification box on your device.
- 4) Click 'Verify Code'.

The page is not loading and no code is received.

Please be patient. It can take a few minutes to load and be received.

Job Advert Creation Questions

Why can I not see an advert that has been published in my school or organisation?

It is likely due to the level of access your user account has. Therefore, speak to your Recruitment Team who can confirm if the advert has been posted and if this can be 'Shared' with you.

What are the different user types and their permissions?

Level One: The Recruitment Admin Team e.g. Admin Officers/Senior Admin Officers/HR Officers/School Business Managers – this role is for staff undertaking the day-to-day recruitment and/or administrative tasks from start to end. This will involve moving a candidate through each stage of the recruitment process. This might include submitting adverts, reviewing and shortlisting applicants, arranging interviews, obtaining references and other pre-employment checks as well as liaising with applicants/candidates throughout the journey. They can see all vacancies and the recruitment summary dashboard as well as simulate reports. This is the highest access level, and you must have at least one staff member in your school with this user access level.

Level Two: The Recruiting Manager e.g. Senior Admin Officers/HR Officers/School Business Managers/Admin Assistants – this role is very similar to the Recruitment Admin Team. However, it cannot review suggested candidates from the talent search function, add offline applicants into the system, edit a candidate's profile, or simulate reports. This role still provides plenty of access, although schools should note the certain limitations.

Level Three: The Hiring Manager e.g. Headteacher or Principal/Leadership/Head of Department or Faculty – this role is a far more restricted level of access designed for managers and senior staff who can review completed applications, view shortlisted candidates

and conduct shortlisting/interviewing, giving feedback to the Recruitment Admin Team throughout and choosing successful candidate(s) for hire. They can only see their own vacancy from shortlisting onwards and cannot interact with candidates. This role focuses on shortlisting onwards.

Level Four: The Reporting Manager e.g. Headteacher, Executive Head, Business Manager - those who wish to see all vacancies, review pre-employment checks and references and download candidate profiles. However, they have no ability to take any actions against an applicant/candidate or vacancy. Essentially, this is a read only role.

What is the difference between a job authorisation and a job requisition?

We are not using job authorisation functionality. Therefore, please ignore this and do not worry if you encounter any messages or banners in the ATS referencing this. However, job requisition functionality can be used. This functionality means before your advert is published, it will first need to be approved by a user within your establishment with higher permission levels. This user will review the draft advert and will approve it for publication.

Can I still post an Enhanced Advert?

Yes, although it is more accurately known as a Featured Advert. The Featured Advert will be pinned underneath the Featured Advert section and will have a burgundy colour text box surround to make your advert more prominent.

Due to the considerably more enhanced and modernised platform, many of the “old” Education Jobs Enhanced Advert features are included within the “new” Education Jobs platform as standard features. These include: font colours, font style (bold, underline, italic), attachments, links, logos, images and videos.

What title should I give my advert?

Please title your advert as follows:

Post/Job Title

For Example, your title would look like this:

“Classroom Teacher”

When assigning roles during the creation of an advert, what do I need to do?

It is possible to assign different roles to different users when creating an advert. This allows other users to view the advert, check its progress and become involved in the recruitment process, if desired.

You must check that the correct user is being assigned to the advert, and the best way to do this is to click on their name and profile and verify their email address.

Is Headteacher Recruitment still handled in the same way as the old Education Jobs platform?

Yes, Headteacher Recruitment will be handled in the same way as currently. The Business Support Team will be utilising the functionalities of the new platform to streamline the recruitment process on behalf of the school. For certain parts of the process access may be provided to relevant school staff or governors to view information on the platform, however most of the process for schools will be the same as it is currently.

What if my school or organisation does not have an EPS Service Level Agreement?

No problem. Education Jobs can be used by ad-hoc users as well as SLA customers.

If you would like information concerning our available SLAs, please contact the EPS Schools Casework Manager, Vikki Maxwell, at Vikki.maxwell@hants.gov.uk.

I do not have a full Education Personnel Services SLA. Can I purchase a bundle of adverts?

Yes, it is possible to purchase a bundle of 10, 20 or 30 standard adverts. To purchase these bundles, please complete the Contact Us Form below:

<https://forms.office.com/e/e8vtD0A0qV>

Are there any training materials available for me to use?

Yes. In addition to these FAQs, you will have access to the Knowledge Hub which holds a large collection of questions and answers including screen shots and videos. There are also some specific videos tailored to the new platform and these can be found within the Education Jobs South Guidance box in the link below.

[Education jobs Hampshire | Hampshire County Council \(hants.gov.uk\)](#)

How do I access support if I encounter an issue or have a question?

For technical support and account management queries such as account deletion or amendment, please complete the Contact Us Form:

[Contact Us Form](#)

If you have emailed our Business Support Team directly concerning a technical related issue, you will be redirected to complete this form. This ensures you receive the correct advice and level of support, promptly.

For any Recruitment Policy related questions concerning Human Resources/Employee Relations support, please contact the EPS Helpdesk in the usual way via an Online Query Form.

[EPS Contact Us](#)

Dashboard

What is the Dashboard?

The Dashboard is your Home Page in the ATS. This is where you will see an overview of your recruitment.

Please follow the link below to find out what the Dashboard looks like and what each section performs.

[Introduction To Dashboard](#)

Advert Creation

Can I use a template Job Advert?

Yes. See guidance below.

[Jobs - Job Templates](#)

How do I produce a new Job Advert?

Please follow the links below to find guidance on creating a new job advert.

[Job Creation](#)

Why does the Salary range in my advert keep being overwritten?

If you have entered a salary range of minimum to maximum and have also inserted free text into the field 'Salary Text', the free text overrides the ranges. Therefore, you should leave 'Salary Text' blank if you would prefer the ranges to be displayed. Usually 'Salary Text' is for when a recruiter does not wish to disclose the salary range and would prefer to mention something like "Competitive" instead.

What do I type in for Purchase Order?

If you have a purchase order number that should be quoted on the invoice for your advert, please type it here. If you do not pay for adverts or do not have a purchase order number, please leave this blank.

What is my URN?

Every establishment has a six-digit Unique Reference Number issued by GIAS. This number is used by the UK Government to identify education establishments in the United Kingdom. The URN can be found on the Getting Information About Schools website ([Get Information about Schools - GOV.UK \(get-information-schools.service.gov.uk\)](http://get-information-schools.service.gov.uk)).

A URN is similar to an establishment's Department for Education Number which consists of three-digits to identify the Local Authority followed by four-digits to identifying the establishment. However, if an establishment changes Local Authority, the DfE Number also changes whereas a URN remains the same.

How do I post my advert to the Oxfordshire Jobs Board?

When completing your advert go to 'Custom Fields – Jobs Board – select either Hampshire/South or Oxfordshire'. Alternatively, if you would like your advert to be published on both sites then select the option 'Both Oxfordshire and Hampshire/South'.

Where do I insert our Safeguarding Statement?

This should be included in Step 2 – Job Description. Therefore, make sure that this statement is copied and pasted into the text or attached as a document. A prompt has been inserted into the templates, although please do tailor to your establishment or organisation so it is appropriate.

What should I insert into the field for Contract Details?

This is not a mandatory field. However, this field may be used if (for example) the Contract Type is Temporary, Fixed Term or Casual, you may wish to insert the length of the contract or the reason for cover (such as Sickness).

Does the advert display the interview date(s) or assessment day(s)?

This is possible and we recommend inserting this clearly within your advert text.

Can I amend a Job Advert once it has been published?

Yes. Here is a link to guidance on amending an advert.

[Job Administration](#)

I would like to share a Job Advert with a colleague. How can I do this?

This is straightforward and support on this can be found in the link below.

[Job Administration](#)

What time do applications close and can I select different options?

All applications will close at midnight on the date chosen. There are no other time options available.

Can I accept late applications?

Yes, this is possible. Such individuals can be added to the online system as what is called a Passive Candidate. This button is found by going into 'Jobs – View Jobs List – select your Advert – Click Passive Candidate'.

Can I keep extending the closing date on an application instead of having to repost it?

No and this is purposeful to ensure reporting is accurate and to reduce mistakes on adverts in case they have not been amended correctly.

What templates are relevant to our establishment/organisation?

For ease, we have compiled a catalogue of the various template documents. Please click here to see what templates are relevant for your establishment/organisation:

[Ed Jobs Forms, Packages and Templates.xlsx](#)

Managing Applications

What is next once an application is received?

Once you receive an application, this will be visible under New Applicants. It will then be necessary to process the application through the headings (known as Buckets) such as Longlisted, Shortlisted, Interview, Offered, Accepted and Hired.

Below is a video that provides an overview of the processing stages.

[Recruitment Stages](#)

Where do I view my live adverts?

Live adverts can be found under the Job List. Below is a link to guidance on how to navigate the Job List.

[Jobs - Live Jobs](#)

What do all the buttons and icons mean?

To become familiar with the buttons and icons displayed in the ATS, please follow the link below:

[ATS Icons](#)

How do I view a Candidate's Profile?

Reading a Candidate's Profile is simple. Follow the guidance below on the easiest way to view their profile and what each element means.

[Reviewing A Candidates Profile](#)

How does scheduling interviews work?

Here is some useful guide on arranging interviews with shortlisted candidates.

[Scheduling & Rescheduling Interviews](#)

[Reviewing A Candidates Profile](#)

Is it possible to send a Candidate confirmation of their interview so this is not missed?

Yes. Please find below step-by-step instructions on how to arrange this.

[Scheduling & Rescheduling Interviews](#)

Can I send an ad-hoc email to a Candidate?

Yes, this is possible, and a useful video can be found in the link below.

[Email A Candidate](#)

Can I apply for a job I can view or that has been shared with me as an Applicant, even though I usually access and use the platform as a Recruiter?

Yes, this is possible by using a different email address and registering for a new account upon log in.

Onboarding

What is onboarding?

Onboarding means reference checks for a Local Authority Maintained School or Academy using IBC for Contract production and any other non-maintained establishments using IBC for Contract production.

For those Academy Trusts or organisations that do not use IBC for Contract production, e.g. Master Data Schools, onboarding will include Contract production. Although, this functionality is under development and currently unavailable.

Onboarding excludes other pre-employment checks such as DBS and other agency checks, Occupational Health referrals and the like. It solely is reference checks.

There is a video below that demonstrates how to manage onboarded users.

[How To Manage Onboarded Users](#)