

## **Careers – Web Recruitment**

### **What is Web Recruitment?**

Web Recruitment is a best practice software solution that supports the entire recruitment lifecycle.

### **What are the benefits of Web Recruitment?**

Many of the benefits of Web Recruitment will be seen internally, including faster processing times, immediate access to applications, reduced risk of error, improved security of personal information, and the ability to manage processes online reducing our environmental footprint.

There are also significant benefits for applicants:

- You will have the ability to apply online 24 hours a day, 365 days a year using a range of electronic and mobile devices
- You will be able to login and see all the jobs you've applied for
- You will be able to set up alerts to notify you when jobs you are interested in are advertised
- There may not be a specific vacancy when you initially login but you will be able to register for 'job alerts'.

### **How do I register for job alerts?**

When you go to the Recruitment Portal, you will see the words 'Sign in' in the header (at the top of the webpage) next to the City of Melville banner. Click on these words and then 'Register for Recruitment'. Read the privacy statement and enter the required data in the fields. All fields marked with a red asterisk must be completed. Click on 'Continue'.

You will receive an email from [recruitment@melville.wa.gov.au](mailto:recruitment@melville.wa.gov.au) asking you to activate your account. Click on this link. A page will open titled 'Confirm account successful'. Click on 'Click here to continue' to view current vacancies and add job alerts to choose the job types that you would like to know about if a job becomes vacant.

### **How often will the job alerts be sent?**

As soon as a job that relates to one of your preferred job categories is advertised an email will be sent to you. The email will contain a link that will take you directly to the job vacancy so that you can apply if you wish to.

Simply click on the 'Apply now' button at the bottom of the page and follow the instructions. All fields marked with a red asterisk must be completed.

### **What if I don't have an alert set up?**

If you don't have an alert set up, it's simply a matter of finding a suitable job and following the link in order to apply. This will open an application process for you to complete and submit online.

### **Can I send my resume in so that you have it for when something suitable comes along?**

By registering for a 'Job alert' you will know when a suitable vacancy is being advertised.

### **What do I do if I need help?**

There is a Job Applicant Guide available to assist you with the application process. If you require further assistance after reading through our Frequently Asked Questions, please call the Customer Relations Contact Centre on 1300 635 845 between the hours of 8:00am and 5:00pm (Australian Western Standard Time).

If you require assistance, please send an email to [recruitment@melville.wa.gov.au](mailto:recruitment@melville.wa.gov.au) and our first available representative will respond within 2 business days. Please include your contact details, reference number of the position and a full description of your query.

### **How do I find out more about a position I am interested in?**

Each job advertisement includes contact details for the Recruitment Coordinator for that vacancy.

### **Can I submit a hard copy application?**

The City of Melville prefers to receive applications via the Recruitment Portal.

### **How will I know if my application has been received?**

You will receive an automated email on receipt of your application or registration of interest.

### **I don't have an email address - what should I do?**

To sign up and register for City of Melville Jobs and email alerts you will need a secure email address. Free email accounts are available to the public including Gmail, Hotmail or Yahoo or search for one of your choice. You will need to establish your new email account before you can register in the City's Recruitment Portal.

### **I don't have access to a computer - where can I submit my application?**

City of Melville Libraries have public access computers with internet access and staff, who will be happy to assist you. Please check the opening times of our Libraries [here](#).

### **Who will see my application or registration of interest? Is it confidential?**

Your application or registration will be treated with upmost respect and confidentiality. Initially, the only person(s) to see your details will be members of our recruitment team, the hiring manager and the selection panel members involved in the role(s) you have applied for.

All details entered into the system are confidential and cannot be accessed by unauthorised people.

All City of Melville employees commit to protecting personal information through our Code of Conduct and Records Management Operational Policy.

### **I can see a closing date on the job advertisement but what is the closing time?**

All closing dates will be indicated on the relevant vacancy.

### **How do I attach documents to my resume (e.g. education certificate)?**

Make sure that the file you want to attach is not too big. The file should be less than 2mb. Make sure the file is in an acceptable format. The Web Recruitment system accepts document in Microsoft Word (.doc or .docx), Adobe Acrobat (PDF) files and Rich Text Format (.RTF). The document name should only indicate up to 15 characters and can only contain letters (A-Z) and numbers (0-9).

**I am halfway through my application but need to go out. What do I do? I don't really want to enter everything again.**

At any stage of the application after you have entered your details you will be able to save the information you have entered. Simply click on the 'Save' button'. When you are ready to complete your application, sign in to your account which will show the heading 'My Applications'. The My Applications heading will show all the jobs you have applied for and their status. Simply find the one you need to complete (the status will be draft), click on 'Modify' at the top of the page and continue your application.

**I have applied for a job but now I realise I didn't add one of my certificates. What can I do?**

You can update your application any time before the job advertisement closes. Sign in to the Recruitment Portal. Under the heading 'My Applications' click on the application you wish to modify and select 'Recall'. Once the page reloads, click 'Modify' and update the respective elements of your application and submit again. Your application will be updated. If you gain a Licence or Qualification relevant to the position you have applied for after the position has closed, you will need to call the contact for the position and advise them of any changes to the application.

**I have changed my mind about applying for a job. How do I delete my application?**

Sign in to the Recruitment Portal. Under the heading 'My Applications' click on the application you wish to delete. Under the heading 'Application Summary' click 'Delete'. You will receive an email confirming that you have withdrawn your application.

**I no longer wish to use the City of Melville Recruitment Portal Web Recruitment system. What do I do?**

Sign into your account and click on your user name displayed in the top right hand corner of the page. Select 'Delete Account'. Please provide a response and select 'Delete Account'. You will be automatically signed out and the 'Vacancies' screen will appear. Should you wish to apply for a job in the future you will need to sign up again as a different user.

**How will I know if I am selected for an interview?**

If you have been successful in being short listed for an interview you will be first contacted via phone call and subsequently an email to confirm the day, time, location and method of interview e.g. phone or face to face.

**I can't get past the screen I'm on - what do I do?**

This may be because you have not completed one or more of the mandatory fields, identified by a red asterisk (\*). You must provide a response to these questions before you can proceed to next screen.

**My computer skills are limited and I need some assistance to apply via the Recruitment Portal. Who can help me?**

You can ask a friend or family member for help or alternatively the Customer Relations Contact Centre staff are trained in how to use Web Recruitment who will be happy to assist you. Please check the opening times on our website.

**Will you tell me if I am not successful?**

You will be notified at various milestones in the recruitment process e.g. if you are invited to attend an interview, if you are unsuccessful, if you make it through to the pre-employment check stage or when we would like to make you an offer.

**How do I get help if the system isn't working?**

Click on the help button on the top right hand side of the page and follow the prompts. This will direct you to the Aurion help desk website.

**Can I submit a late application?**

Once a job has closed it is not possible for an applicant to submit an application. Therefore we will no longer be accepting late applications. We recommend that you subscribe to our job alerts, to ensure you receive notification as soon as any new jobs are published, to give you plenty of time to apply before the closing date.