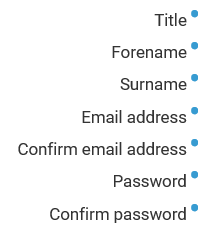
 **How do I create an online user account to apply for jobs?**

**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 your job application/s. Click submit and you will then receive an email to confirm your registration details.



**Please note,** for **external candidates** your email address is your **username**.

**Please note**, you can use the same log on details for the following jobs websites:

Rotherham Council, Doncaster Council and St Leger Homes of Doncaster

**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/external vacancies for the authority under the web recruitment option. You can also filter internal vacancies by using the key word search option.



If you leave the authority, you will not be able to log into the **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.

 **Will my email address be used for other purposes?**

No, it will only be used to contact you about your application.

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

You can view the status of your online applications 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 re-use 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](mailto:hrprecruitsupport@rotherham.gov.uk) – **external candidates**

[hrpgenenq@rotherham.gov.uk](mailto:hrpgenenq@rotherham.gov.uk) – **internal candidates** (Please include your payroll number in your email)

 **I want to apply for a couple of jobs, can I just submit one application?**

No. You will need to complete and submit an application form 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 and/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 reference number.

You can add information to your submitted online application provided we receive this information before the closing date. Please forward any additional 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](mailto:hrprecruitsupport@rotherham.gov.uk)

 **How do I withdraw my application?**

Please email recruit support [hrprecruitsupport@rotherham.gov.uk](mailto:hrprecruitsupport@rotherham.gov.uk) and provide us your consent to delete the submitted application form.

Please note when requesting to delete your application form, you will need to provide the job title and vacancy reference number.

 **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 will allow you to submit.

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

Unless specified on the advert, we can only accept a fully completed online application form.

 **Can I complete a paper copy of the application form, instead of using the online system?**

Applications should be submitted via our online recruitment system. You can request a paper form in exceptional circumstances and in this instance, you can email [hrprecruitsupport@rotherham.gov.uk](mailto:hrprecruitsupport@rotherham.gov.uk) with the vacancy reference number so you are sent the correct application form.

 **What’s the deadline for applications?**

For school vacancies the closing date is stated on the vacancy details page. All directorate 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 online. 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](mailto:hrprecruitsupport@rotherham.gov.uk)

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

Please check your junk/spam mailbox as your email may have wrongly interpreted the email as junk. We will respond to the registered email address linked to your jobs account.

 **Do you advertise your vacancies on Social Media?**

Yes, all our vacancies are placed on a variety of social media platforms.

Please ask your friends and family to join and like our pages to view all our latest opportunities.



[**Facebook**](https://www.facebook.com/RotherhamCouncilJobs) **- @RotherhamCouncilJobs**

[**Twitter**](https://twitter.com/RothCouncilJobs)**- @RothCouncilJobs**

[**LinkedIn**](https://www.linkedin.com/company/rotherhamcouncil) **– Rotherham Metropolitan Borough Council**

 **Does the Council run apprenticeship schemes?**

Yes, all our apprenticeship vacancies are advertised on the Rotherham Council Jobs website. If you enter the word ‘apprentice’ in the search criteria all the live vacancies in this search criteria will be picked up.

If you have any other questions in relation to apprenticeships, please email the Learning and Development team at [Apprenticeships@rotherham.gov.uk](mailto:Apprenticeships@rotherham.gov.uk)

 **How can I get further information about applying for a position with the Council?**

You can contact us via [hrprecruitsupport@rotherham.gov.uk](mailto:hrprecruitsupport@rotherham.gov.uk)

 **Do you contact referees before the interview?**

Referees are only contacted as part of the pre-employment checks process for successful applicants and this only happens after you have been offered and accepted a position.

 **How will I know if my application has been successful and I’m going to be invited for an interview?**

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, resulting in a change in status. You can check the status of your application by logging into your jobs account.

Please go into **My applications** - **submitted applications** – **Current stage**

 **Do I need to use a specific browser to access the Rotherham Council jobs website and apply for an online position?**

Yes, the jobs website is more responsive with Microsoft Edge, so please use this browser when you are submitting an online application.

 **What is a criminal records check?**

Applicants who are offered certain jobs - for example, working with children or vulnerable adults - will require a criminal records check at an enhanced level:

* under the [**Rehabilitation of Offenders Act 1974**](http://www.legislation.gov.uk/ukpga/1974/53)**,** a person with a criminal record does not have to tell us about any 'spent' convictions, unless the job they are applying for is exempted under the act
* some positions are exempt from the Rehabilitation of Offenders Act 1974 because of the type of work that will be carried out - these positions will need an enhanced check from the [**Disclosure and Barring Service**](https://www.gov.uk/disclosure-barring-service-check) (DBS). We will tell you in the advert if a Basic or Enhanced DBS check is needed

## See the source image **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 the information. Please save any information regularly.

 **Completing your ‘Skills and Experience’ section of the application (sometimes referred to as your Personal Statement)**

Please use this section to explain how your experience, skills, knowledge, and personal qualities meet the essential shortlisting and interview criterion listed in the first page of the job and person profile, for the job you are applying for. **Give examples of how you have used your skills, abilities etc and make sure you outline your achievements.**

It is not enough just to say that you meet the criteria - you should describe in detail how your experience matches the requirements, perhaps using a separate paragraph for each criterion. It is not advisable to type directly into this section as it requires a large volume of information which should be saved regularly. For security reasons, the page will time out after long periods and information could be lost. We strongly recommend you type this section on a word document and then copy and paste the final version into this field.

**Please refrain from using bullet points as this can cause issues with formatting**.

 **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.

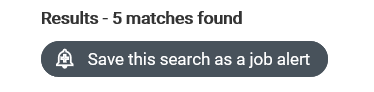
 **How often are new vacancies advertised on the site?**

New vacancies are advertised on the site on an ongoing basis. It is worth visiting the site regularly to make sure that you don’t miss out on any new vacancy opportunities. Alternatively, you can register for specific job alerts.

 **How can I set up job alerts?**

You can set up multiple job alerts for vacancies that you might be interested in, and you will receive job alert emails every Friday afternoon with any new matches to your search. To set up a job alert, in the **key words search** option enter for e.g., administration, housing, HR etc or any job search criteria you wish to be emailed to you.

Then click the grey ‘Save this search as a job alert’ button as shown below.



 **How will you keep in touch with me?**

If you have applied online and have included your email address and telephone number, we will use one or both of these routes to contact you.

 **Can I ask for feedback on my application?**

Due to the volume of applications received we cannot provide feedback at the short-listing stage. If you have been interviewed for a role the recruiting manager will provide feedback as standard practice.

 **What is it like to work for** **Rotherham Metropolitan Borough Council?**

For more information on working at Rotherham Metropolitan Borough Council and the benefits available to our employees, please visit the Jobs & Careers section of our main site. <https://www.rotherham.gov.uk/jobs>

A more comprehensive document listing information about our Pay & Benefits package is attached to every advert, alongside the Job & Person profile.

 **What is my User ID?**

Your User ID is your **email address** for **External** applicants.

Your User ID is your **payroll number** for **Internal** applicants.

[](https://www.cumbria.gov.uk/jobsandcareers/faqs.asp" \o ")**[How do I know that you have received my application form?](https://www.cumbria.gov.uk/jobsandcareers/faqs.asp" \o ")**

Online applicants will receive a confirmation email when their application is successfully submitted.

[](https://www.cumbria.gov.uk/jobsandcareers/faqs.asp" \o ") **[What happens to the personal information on my application form?](https://www.cumbria.gov.uk/jobsandcareers/faqs.asp" \o ")**

This information will be treated within the strictest confidence. The equal opps section will be separated and used for monitoring purposes only. The interview panel will not have sight of this section of the application 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.

[](https://www.cumbria.gov.uk/jobsandcareers/faqs.asp" \o ") **[I have a disability and](https://www.cumbria.gov.uk/jobsandcareers/faqs.asp" \o ")** **[Rotherham Metropolitan Borough Council is a Disability Confident Employer. What does this mean for me?](https://www.cumbria.gov.uk/jobsandcareers/faqs.asp" \o ")**

Rotherham Metropolitan Borough Council is a 'Disability Confident Employer' and we welcome applications from anyone with a disability. We will automatically invite a disabled applicant to interview if they meet the essential criteria for the post that they have applied for. We will also provide any requested reasonable adjustments required throughout the recruitment process.

 **What pre-employment checks are required?**

References, a DBS check (formerly called a CRB check), qualifications and proof of eligibility to work in the UK are required for most roles.

 **How do I access applications that I have previously submitted for roles with Rotherham Metropolitan Borough Council?**

You can view all previous **submitted** online application under **My applications** > **Submitted applications.** Please note that the online applications are only saved for 12 months.