SuccessFactors e-Recruitment Manual

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1. GENERAL

1.1 Introduction
This manual serves to support the e-recruitment system and covers the most important elements for using this system. It is important to know that different ‘roles’ exist within the e-recruitment system. Each role has its own responsibilities and authorisations in the procedure surrounding a new job requisition. The specific allocation of these roles can be different in each faculty / unit within Leiden University and is not always associated with your position. For instance, one person can fulfil multiple roles at the same time; your role can also be different for each job requisition.

This manual gives an explanation of all the possible options of the e-recruitment system. It is important to know that not all the information contained in this manual is relevant for you. The information that is relevant for you depends on your role within the recruitment procedure.

It is therefore recommended that when using this manual, you search in the Contents for the specific information that you need. If you still have any unresolved questions or problems after consulting this manual, please contact P-check. This user has access to all candidates and statuses within a job requisition. You should also contact P-check or HRM Vacancies if a candidate wishes to withdraw his/her consent to the Privacy Notice or his/her Candidate Profile.

1.2 Privacy and the candidate’s access to the recorded data
In order to apply for a job, an applicant creates a Candidate Profile and must accept the Privacy Notice. If the candidate wishes, he/she can later withdraw this consent to the Privacy Notice in his/her Candidate Profile at any time. This will result in his/her application being cancelled. If a candidate has not made use of his/her Candidate Profile for one year, it will be automatically deleted. A candidate can also ask to have his/her profile deleted before one year. If such a request is made, you should notify this to HRM Vacancies.

The data relating to a specific job application will be anonymised 30 days after the job requisition has been closed. For this reason, it is extremely important that the Secretary closes the job requisition.

The candidate can also request access to his/her data at any time. In accordance with the Privacy Notice for Job Applicants, this request proceeds via the University’s Data Protection Officer (https://www.organisatiegids.universiteitleiden.nl/en/regulations/general/privacy-notice-for-job-applicants).
1.3 Roles within e-recruitment

If you are involved in a recruitment procedure, you will be allocated one of the following roles:

1) Preparer pp
2) Hiring Manager hm
3) P-check pc
4) Submitter sm
5) HRM hr
6) Secretary se
7) Member of the Selection Committee mo

The specific allocation of these roles can be different for each faculty / unit within Leiden University. The role within e-recruitment is not necessarily the same as your own position. A further explanation of these roles is given in the next subsection.

Sections 1 to 4 of Chapter 1 are relevant for all roles and give a general explanation of how the e-recruitment system works. The other chapters and sections are only relevant for certain users. The sections that are relevant for your role, and that you should therefore read, are shown on the next page.

1.3.1 Explanation of the different roles

Preparer pp
The preparer creates a job requisition within the system and fills in all relevant data for the job. The preparer of a job and the hiring manager can be the same person. This may differ per faculty / unit. After creating a job, the preparer doesn’t have a role within the selection process.

Hiring Manager hm
Chair of the Selection Committee and responsible for the recruitment and selection process. The Hiring Manager informs the preparer (optionally) that a job requisition must be created in accordance with the procedure of the faculty / unit concerned. The Hiring Manager informs the Secretary via the system about the result of the ‘letter selection’ and at any time during the procedure can view and rate the applicants and see the current status in the procedure.

P-check pc
P-check checks the job requisition in the e-recruitment system that was created by preparer / submitter. P-check also has viewing rights for all applicants and all statuses in the selection process.

Submitter sm
The submittter completes the job requisition in the system after it has been created by the preparer.
HRM
The HRM role checks the official obligations (requirements of the job requisition format) and then ensures that the job requisition is placed online / opened. The expertise and responsibility of this role are covered by positions of staff members of the HRM department and will therefore not be explained in this manual.

Secretary
The Secretary is responsible for the administrative handling of the job requisition at the request of the Hiring Manager. The Secretary can manage, rate and move the applicants and has the rights required to change everything in the system. The Secretary deals with the correspondence (interview invitations, rejections, portfolio letters) with applicants at the request of the Hiring Manager. After a candidate has been hired, the Secretary must ‘drag’ this candidate to the ‘Hired’ folder, which closes the job requisition. The Secretary also places the unsuccessful candidates in the ‘End Status: Rejected’ folder, which causes the data to be anonymised after 30 days, in accordance with the privacy rules.

Member of the Selection Committee
The Members of the Selection Committee can view and rate the applicants at any time during the procedure and can see the current status. They are also responsible for reviewing application letters and recruitment interviews.
1.4 Basic information and changing settings

1.4.1 Logging in

To log in to the e-recruitment system, go to https://www.staff.universiteitleiden.nl/human-resources/hr-policy-and-code-of-conduct/hiring-and-recruiting/recruitment.

Then click on ‘Directly to the e-recruitment system’ in the right-hand bar.

Then log in with your ULCN account.

1.4.2 Homepage

After logging in with your ULCN account, you come to the homepage of the e-recruitment system. Depending on your role within the selection procedure, you have different possibilities (different boxes). By clicking on the pictures or text within these boxes, you can navigate to the various pages.

- Change language: change publication language for job requisitions in English
- Create New Job Requisition: for creating a new job requisition using a job requisition template
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- My Job Requisitions: summary of job requisitions created
- Interview central: summary of open and closed recruiting interviews
- ToDo List: list of your tasks relating to the recruitment process

At the top left of this page is the ‘Home’ button; click on this to reveal the following dropdown menu:

- Recruiting: summary of created job requisitions
- Company Info: organisation chart and search in list of staff members
- My Employee File: file of the personal data of staff members (name and email address)
- Reporting: for every job requisition there is an overview of all comments from the selection committee

### 1.4.3 Personal settings

At the top right of the homepage you will see your own name. Click on the ‘down arrowhead’ to reveal the dropdown menu with four options:

- Options
- Personalize Homepages
- Show version information
- Log out

If you select ‘Options’, you can set your personal preferences, including the language of the application (the standard setting is Dutch).
2. CREATE JOB REQUISITION

2.1 Create job requisition

After logging in, you come to the homepage of the e-recruitment system, where you can create a new job requisition in a number of steps.

**Please note:** If the job requisition will be in *English*, you should first change your language setting to English.

- Click on your name at the top right of the homepage, select the option ‘Options’, which reveals a dropdown menu, where you should click on ‘Change Language’.

Click on the ‘Create New Job Requisition’ image on the homepage to create a new job requisition text.
Select the job requisition form template: ‘Job requisition academic staff’ or ‘Job requisition support staff’.

You must then choose between two options:

1. **Copy existing job requisition**
   Select option 1 if you want to re-use an old job requisition from the system. A menu will appear, in which you can search for a previously entered job requisition. Fill in the various fields and then click on ‘Search’.

2. **Create new job requisition from blank template**
   Select option 2 if you want to create a completely new job requisition.
After clicking on option 2, you will see the following fields, where you have to enter information about the job requisition:

- **Job Title**: this is included in the job requisition text (e.g. Lecturer in Clinical Psychology)
- **Start date job requisition**: date on which the job requisition was included in the system
- **Submitter workflow job requisition**: completes the job requisition after it has been created in the system by the preparer.
- **P-check**: checks the data / information in the job requisition based on the input of the preparer and submitter.
- **HRM**: the people in HRM at Administration & Central Services (BB) who will edit and publish the job requisition. ‘BB vacatures HRM’ is automatically filled and doesn’t need to be changed.

Then click on ‘Next’ in the bottom right of the screen, to start writing the job requisition text.

### 2.2 Enter job requisition text

#### 2.2.1 General details of the job requisition

In the fields on the ‘Create Job Requisition’ page, you must first fill in the general details of the job requisition under the blue bar ‘General features of the job requisition’. The fields with a * are mandatory.
Explanation of general fields:

**Requisition ID:** This number is assigned automatically.

**Status:** At this stage, it is ‘Draft’.

**Publication Language:** This field is always displayed and is filled automatically. If the language in this field is not the same as the language in which the job requisition will be published, you should change the language setting of the system as described in section 2.1. Don’t forget to delete the job requisition with the incorrect publication language.

**Faculty/Unit:** Taken from SAP. If your department / section is not shown, you should contact HRM Vacancies.

**Parttime in FTE:** E.g. NL setting: 0,8 FTE or ENG setting 0.8 FTE. Parttime factor can be changed later in the text to e.g.: 0,8 – 1,0 FTE (NL) or 0.8 – 1.0 FTE (ENG).
2.2.2 Composition of Selection Committee
To add users to the Selection Committee, click on ‘Find User’ under the blue bar: ‘Members Selection Committee’. The roles with a * are mandatory. See page 14 for an explanation of the roles within the Selection Committee.

<table>
<thead>
<tr>
<th>Member role</th>
<th>Required?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Secretary</td>
<td>Mandatory</td>
<td>Role automatically filled based on chosen submitter, can be changed.</td>
</tr>
<tr>
<td>Delegated Recruiter (optional)</td>
<td>Optional</td>
<td></td>
</tr>
<tr>
<td>* Hiring Manager</td>
<td>Mandatory</td>
<td>Role automatically filled based on chosen submitter, can be changed.</td>
</tr>
<tr>
<td>Delegated Hiring Manager</td>
<td>Optional</td>
<td></td>
</tr>
<tr>
<td>Other members selection</td>
<td>Optional</td>
<td></td>
</tr>
<tr>
<td>committee</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The following search screen appears:

Enter the user’s details in the fields and click on ‘Search’.

**Please note:** if the last name has prefixes, they should be entered in the ‘Last Name’ field here.

After clicking on ‘Search’, you will see the following screen:
Click on the button next to the user of your choice and then click on ‘Select User’.

You can assign the other roles by entering the first and last name of the desired user in the empty fields. If a user cannot be found, you can ask to have this user added via HRM Vacancies.
2.2.3 Fields of job requisition text for redeployment candidates

In fields A to C under the blue ‘Fields jobtext Redeployment Candidates’ bar, you must enter the basic information about the job requisition for redeployment candidates. This text is the same as the job requisition text that is used for internal and external candidates.

Please note: You must always enter the job requisition texts for the redeployment candidates first, before starting on the regular job requisition texts below these.

Field A: Header job description

To add the information in the introduction text (header text) at field A and the standard information about the faculty / unit and terms of employment at field C, click on the ‘Select Text’ button.

A pop-up screen will appear. Here you should click on the button next to the relevant organisational unit and then click on the ‘Select’ button.
If you wish, you can make the text fields larger by click-and-holding the black triangle at the bottom right of the field and dragging down with the mouse.

Then go to field B (because you do not need to do anything with the merge fields that appear in the text field).

**Field B: Key responsibilities and selection criteria**

At field B you must enter the job description and selection criteria of the job. To do this, you must first click on the ‘Edit Text’ button.

An empty text field appears. In this you can paste the description and criteria from Microsoft Office or another document, or type in the description and criteria.
Field C: Organisation and terms & conditions

When the standard text under field A ‘Header text of job requisition’ was selected, the text of field C was already automatically entered. If you do not see a pre-entered text here, you should first select the standard text under field A.

You must change the text in red in this text field manually. To do this, click on the ‘Edit Text’ button.

The yellow highlighted fields are merge fields that are automatically filled by the system. You are shown several options here, from which you must make the appropriate selection (e.g. duration of the appointment and salary).
Reference letter:
In case of an Academic Staff Job Requisition, a candidate is always given the opportunity to add references (for adding a reference letter, see subsection 3.2.2). If you wish to make this mandatory, you must add the screening question from the standard list of screening questions: ‘Have you added a reference letter?’ (for setting screening questions, see section 2.3).

For Support Staff Job Requisitions only the secretary can manually add reference letters.

2.2.4 Fields of job requisition text for regular candidates

The fields of the job requisition text for regular candidates are the same as the text for redeployment candidates. Here it is sufficient to simply click on ‘Same as internal’ at fields A, B and C.

If you wish to change the text, you should make the change at the text for redeployment candidates and click again here on ‘Same as internal’. The changes will then also be made for the regular candidates.

At the bottom, click on ‘Save’. After this, it is also possible to see a preview of the text (see 2.4).
2.3 Configure competencies and selection questions (optional) [CH] (changes [PD])

Competencies
Setting competencies can help the Selection Committee with rating applicants during and after the interview. Competencies are **not** included in the job requisition text, but can be added later. The Secretary can also make changes to them later. Competencies are included in reports.

To add competencies to the job requisition, click on ‘Add More Competencies’. The competencies are taken from the University Job Classification (UFO) system.

You can then search and add competencies in two ways:

1. To perform a targeted search of a keyword, select ‘Search’. In the empty text field at ‘Keywords’, enter a keyword and then click on ‘Start’. The system will now search for standard competencies associated with the keyword that you entered.

After you have clicked on ‘Go’, one or more competencies will be displayed. Tick the checkbox of the desired competency and click on ‘Add’.
2. To choose from a list of standard competencies, select the ‘Browse’ option. When you click on the CompanyID, a list of categories appears.
Select a category to see the various competencies included in this category. Tick the checkboxes of the desired competencies and click on ‘Add’.

**Screening questions**

The use of screening questions makes it possible, for instance, to reject applicants automatically if they do not meet the set selection criteria (this option is generally discouraged except when large amounts of applicants are expected). When an applicant is rejected, the Hiring Manager must ask the Secretary to send the relevant correspondence.

To add screening questions, click on ‘Add More Questions’.

There are then three ways to select and add screening questions:
1. Select the option ‘Search’ and enter a keyword in the text field at ‘Keywords’. Then click on ‘Go’. The system will now search for standard screening questions associated with the keyword that you entered.

After you have clicked on ‘Go’, a list of search results will be displayed. Tick the checkboxes of the desired questions and click on ‘Add’.

2. Select ‘Browse’ to choose from a list of standard screening questions. First choose the desired language of the screening questions in the ‘Select Language’ field.
After selecting the language, click on ‘Questions’ and then on ‘Recruiting: Pre-Questions Candidates’. You will now see a list of one or more standard questions. Tick the checkboxes of the desired questions and click on the ‘Add’ button to add the questions.

3. If you select the option ‘Create’, you can enter screening questions in the empty text field yourself. Click on ‘Add’ to add the questions you have created.
For each screening question, you can opt for a number of desired answer notations. Click on ‘Multiple Choice’ after the relevant screening question to select an answer notation. Select the desired answer options and click on the ‘Close’ button to close the dropdown menu.
For each question selected, you can also indicate whether answering it is mandatory, or whether a negative answer will cause the candidate to be placed in a separate group ‘Automatically Disqualified’ (‘Disqualifier’). See below for an explanation of the answer options.

### Explanation of answer options for screening questions:

**Required**
- It is mandatory for the applicant to answer the question.

**Disqualifier**
- A negative answer will cause the applicant to be automatically placed in a ‘Rejected’ group. The applicant cannot see this and has not yet been informed.

**Score** (optional)
- The number of affirmatively answered questions is recorded. A ‘wrong’ answer scores 0.

**Weight** (optional)
- This makes it possible to indicate the priority of the questions. The total does not have to amount to 100, but this often makes things clearer. Example: there are 4 screening questions, each with a weight of 25. If an applicant has answered 3 of these questions affirmatively, the weight of the score is 75. This makes it possible to compare the candidate with other applicants in the selection process. For 3 questions, use: $33.3 + 33.3 + 33.4 = 100$.

**Required score**
- An applicant is automatically placed in a ‘Rejected’ group if his/her total score on the questions is lower than the set required score. This applies, for example, with a total weight of 100 with required score of 50. If a required score does not apply, the required score is 0.
2.4 View job requisition

Before viewing, make sure to save the job requisition. Then click on ‘External Posting Preview’ at the top right of your screen for a preview of the job requisition text.

2.5 Send job requisition

Select the ‘Send Job Requisition to the submitter’ button at the bottom right of the screen to send the form to the submitter. The submitter will check the job requisition and complete it, if applicable. After giving his/her digital approval, the submitter sends the job requisition to P-check for the final changes and checking. P-check then sends the job requisition to HRM for further processing.

2.6 Approve job requisition

To approve a job requisition, go from the homescreen of the e-recruitment system to your task by clicking on the tile ‘Recruiting Approvals’.

Tick the checkbox of the job requisition that you want to approve. The job requisition form is opened, showing all the basic information about the job, such as hours, scale, FTE etc. A Selection Committee has also been entered.
If you are satisfied with the displayed job requisition text, you can immediately select ‘Submit Job Requisition’ or ‘Send job requisition to HR’ at the top or bottom of your screen, depending on your role in the workflow.

You have the possibility to send the job requisition back to the previous actor in the workflow. This person can change the job requisition based on your feedback and send it again. You can also change the job requisition as desired and decide to send the job requisition to the next step in the workflow.

If you wish to make changes to the text, go to steps 2.2.2 – 2.4 to do this. The procedure for this can differ from one faculty/unit to another. For instance, it can be agreed that you will notify the changes P-check/HR and they will then incorporate the changes.
3. APPLICATION PROCEDURE

3.1 View number of applicants

To view applicants, go from the homepage of the e-recruitment system to the ‘Recruiting’ page. Click on the picture in the box or select the ‘Recruiting’ option in the dropdown menu at ‘Home’.

Then in the dropdown menu at ‘Filter Job Requisition Forms’, select ‘Open and Pending Job Requisitions’.

**Please note:** When you select ‘Open and Pending Job Requisitions’, you see all current job requisitions. However, the dropdown menu also offers the possibility of showing job requisitions with another status. Then only the job requisitions that meet your filter criterion will be shown (e.g. ‘Closed Job Requisitions’ or ‘Open Job Requisitions’).

Under your job requisitions, you can see the number of candidates who have applied for the job. Click on this.

You then come to a screen with a list of all the candidates who have applied for the job.
3.1.1 Set candidate order

To set a preference for how candidates are positioned in the list, click on the folder icon next to the job title (see arrow 1). Then click on ‘Candidate Summary’. You can also filter within the system by means of the screening question: ‘Are you an internal candidate?’ This makes it possible to obtain a list of the internal candidates. Internal candidates who are rejected are (preferably) informed of this by telephone by the Hiring Manager.

At the top of the next screen, click on ‘Preferences’.
Click on ‘My Display Preferences’.

With ‘Display Options’, you can add or delete columns. Not all columns can be deleted. ‘Display Options’ is available in the Job Requisition Summary and the Candidate Summary.

The following remarks apply in relation to the Candidate Summary: the column ‘Candidate Type’ also shows internal candidates here as ‘External’, because of the way in which SuccessFactors is installed at the University. It is therefore advisable to activate ‘Are you an internal candidate?’ in ‘Display Options’.
3.2 Add applicant and/or references to job requisition

3.2.1 Add applicant

P-check can add candidates to the system him/herself.

To include a candidate as a new applicant in the application procedure, from the homepage of the e-recruitment system go to ‘Recruiting’. Click on the ‘Recruiting’ tile or select the ‘Recruiting’ option in the dropdown menu at ‘Home’.

In the dark-blue bar at the top of the ‘My Job Requisition Summary’ page, click on ‘Candidates’.

Then select the orange tab: ‘Add Candidate’.

A pop-up now opens, in which you can enter details of the applicant. When you have entered all the details correctly, click on ‘Create Profile’.

After this, it is also possible to upload the CV and cover letter. Then click on ‘Save’.
To definitively add the applicant to a job requisition, first search for the candidate by name, and he/she will then appear in the system. Then click on the relevant applicant to select him/her.

Click on the ‘Forward to Requisition’ button, to propose the candidate as a new applicant for the relevant job. Then select the right job by ticking its checkbox.
To then forward the applicant to the right job, click on ‘Forward to Selected’. As soon as the candidate has been added to the job requisition, he/she will receive an email thanking him/her for applying. A candidate is never notified by email that he/she can apply.

3.2 Add references

References can easily be added to an applicant. To do this, you must first open the Candidate screen of the applicant concerned.

If the applicant must not be allowed to see the reference letter (because it was sent directly by a referee) you can add the letter under ‘Anonymous References’. To do this, click on ‘Attach a Document’. If the candidate is allowed to see the reference letter, it can be uploaded under ‘references’.

**Please note:** When the candidate is forwarded, the application status must **always** be set to **New Applicants**. That is to say, you should never use the status: ‘Forwarded’.
3.3 Manage applicants

3.3.1. Print candidate profiles

On the homepage of the e-recruitment system, select ‘My Job Requisition Summary’. Then in the dropdown menu select the option: ‘Open and Pending Job Requisitions’.

Under your job requisitions, you can see the number of candidates who have applied for the job.

Click on this. You will now see a list of all the candidates who have applied for the job.
You can save or bulk print a summary of all the candidates. It is possible to include the CV and cover letter in the summary. Tick the checkboxes of all the candidates, click on ‘Action’ in the menu bar above the list, and in the dropdown menu select ‘Print or Save’. For reasons of sustainability and privacy, it is advisable to print as few confidential documents as possible.

**Please note:** References can not be saved and printed in bulk, but only separately for each candidate. This is done as follows:

- Open the Candidate Profile of the candidate whose reference letter you want to print.
- Then open the relevant reference letter. The letter now opens in a different programme (e.g. Word or Adobe Reader).
- You can now print the reference letter.
3.3.2 The process flowchart

Above the list of candidates there is a white bar, consisting of various elements.

This is the process flowchart.

Each element in this chart serves as a separate folder. The applicants can be moved to these folders, thus assigning a status to the applicant in the selection process (see 3.5). When an applicant is moved, he/she only sees that the application is being processed, not how it is being rated.

Explanation of elements in the process flowchart:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Forwarded</strong></td>
<td>The candidate has been forwarded from the candidate archive to the requisition, but has not yet personally applied.</td>
</tr>
<tr>
<td><strong>N/A</strong></td>
<td>This folder is not used.</td>
</tr>
<tr>
<td><strong>Confirmed Application</strong></td>
<td>Applicants who have applied via the portal (automatic when an application is sent).</td>
</tr>
<tr>
<td><strong>Rejected in Preselection</strong></td>
<td>Candidates who were rejected in an initial screening can be placed in this folder by the selection committee. This is particularly convenient when the number of applicants is very large and when the selection criteria are not met. Applicants who are to be rated by the entire Selection Committee remain in the ‘New Applicants’ folder.</td>
</tr>
<tr>
<td><strong>Result Review Selection Committee</strong></td>
<td>The Hiring Manager moves the applicants to this folder with its subfolders. The Secretary is also authorised to move a candidate from the status ‘New Applicants’ to:</td>
</tr>
<tr>
<td></td>
<td>- Invite to Interview</td>
</tr>
<tr>
<td></td>
<td>- Retain (In Reserve)</td>
</tr>
<tr>
<td></td>
<td>- Reject</td>
</tr>
<tr>
<td><strong>Interview Rounds (processed by Secretary)</strong></td>
<td>For the interview rounds, the Secretary moves the applicants to this folder with the subfolders:</td>
</tr>
<tr>
<td><strong>Hired</strong></td>
<td>The applicant who is ultimately selected by the committee is displayed / placed in this folder. This also indicates to HRM that the procedure has been completed.</td>
</tr>
<tr>
<td><strong>Final Outcome: Rejected</strong></td>
<td>This is where the candidates who will not continue with the procedure are placed. The folder contains the following subfolders:</td>
</tr>
<tr>
<td></td>
<td>- Rejected</td>
</tr>
<tr>
<td></td>
<td>- Rejection by Telephone</td>
</tr>
<tr>
<td><strong>Final Outcome: Automatically Disqualified</strong></td>
<td>This folder contains applicants who gave a negative answer to a disqualifying screening question.</td>
</tr>
<tr>
<td><strong>Profile Deleted by Candidate</strong></td>
<td>The candidates shown here withdrew their Candidate Profile during the selection process.</td>
</tr>
<tr>
<td><strong>Profile Deleted on behalf of Candidate</strong></td>
<td>The candidates shown here had their Candidate Profile withdrawn by the University during the selection process, at their own request.</td>
</tr>
<tr>
<td><strong>Privacy Notice Refused</strong></td>
<td>The candidates shown here withdrew their consent to the Privacy Notice during the selection process.</td>
</tr>
<tr>
<td><strong>Final Outcome: Candidate Withdrawn</strong></td>
<td>The candidates shown here withdrew their application during the selection process. These candidates received an automatic confirmation when they withdrew their application.</td>
</tr>
</tbody>
</table>
3.4 Rate applicants

To give applicants a rating, you must first go to the Job Requisition Summary.

Under the job requisition concerned, you can see the number of candidates who have applied for the job. Click on this.

This brings you to the Candidate Summary, where you can also give applicants a rating.

Click on the applicant’s name to view his/her profile.

The information that the candidate entered when sending the job application is displayed. You also have access here to this candidate’s answers to the screening questions.

By clicking in the light-blue bar on ‘Cover Letter’ or ‘Resume’, you can view the documents uploaded by the applicant.

The right-hand column of the Candidate Profile shows the latest status regarding the applicant.

Both the Members of the Selection Committee and the Secretary have access to candidates and can view their documents. However, only the Secretary and the Hiring Manager are permitted to move candidates to the next step in the selection process. Hiring Managers only have access to the status group ‘Letter Selection’.
Under these tabs, you can monitor the following processes:

<table>
<thead>
<tr>
<th>Table</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments</td>
<td>Comments posted by committee members, secretary, or Hiring Manager are visible here.</td>
</tr>
<tr>
<td>Correspondence</td>
<td>All correspondence via automatic replies and email templates are displayed here and can be read here.</td>
</tr>
<tr>
<td>Application Status Audit Trail</td>
<td>When a candidate is moved to another ‘folder’ (e.g. from ‘New Applicants’ to ‘Invite to Interview’), the action is shown here, including the description of the new status. The person who moved the candidate is also shown here.</td>
</tr>
</tbody>
</table>

If you wish to add a comment to a candidate yourself, click on ‘Add’ in the right-hand column of the Candidate Profile.

Then type your comment in the relevant text field.

Finally, click on ‘Save’ in the light-blue toolbar. Your comment is now saved and can be seen by other Members of the Selection Committee.
3.5 Move applicants

Applicants can be moved in two ways.

**Method 1**
Hold the cursor above the black-and-white square in front of the applicant’s name and ‘drag’ the Candidate Profile to the desired folder / subfolder.

To drag multiple candidates to the same folder (and subfolder, if applicable), you should first tick the checkboxes of the desired candidates before ‘dragging’ them.

**Method 2**
Tick the checkbox of one or more candidates in order to determine the next phase in the selection process.
Click on the tab ‘Action’. In the dropdown menu that appears, select ‘Move Candidate’.

The dropdown menu is in the same order as the selection process. If the committee has decided to invite the candidate to an interview, you should first select ‘Results review selection committee’.
Then select the option: ‘Invite for job interview’.

If you then decide not to move the candidate, you can click on ‘Cancel’. To make the move definitive, click on ‘Apply Updates’.

The candidate has now been moved to another folder.

3.6 Communication with the applicant

When the ‘preselection’ has been completed, there are no candidates left under ‘Confirmed Application’. You can easily see this in the process flowchart.

All the candidates have been moved by the Secretary or Hiring Manager to either ‘Rejected in preselection’ or ‘Result review selection committee’.

In this example, none of the candidates were disqualified in an initial screening. The committee has made a decision about 1 applicants.

Please note: Only the Secretary is authorised to send emails to the applicant. Candidates can therefore only be invited via the Secretary.
Move the candidate to the ‘Interview Rounds’ folder (to be handled by [66]), click on the tab ‘Action’ and then select ‘Email Candidate’ in the dropdown menu.

If you select multiple candidates, a ‘bulkmail’ can be sent. All the candidates will then receive the same email.

When multiple candidates are emailed at the same time, all their names appear in the list of addressees; however, they will not be able to see each other’s addresses when they receive the email.

Because the time specified in an invitation to an interview is variable, in this example we will only email one candidate at a time.

The email function is opened. Most of the options are the same as all other email software. For instance, you can add CCs and BCCs. However, the email function also offers two extra options:

- **Language**: here you must select the language to be used in your email.
- **Template**: you are not required to formulate the correspondence with applicants yourself. In this dropdown menu, you can select from various templates, depending on the nature of the correspondence.

In this case, it is the template: ‘Secretary status change: invitation first interview’.
The yellow fields are automatically filled by the system. **You must change the red fields yourself, and other text sections if necessary.** The red text is intended as an indication of where certain text must be placed. It is advisable to only delete the red text after you have entered the correct information.

**Please note:** The yellow fields are filled automatically; you therefore do **not** need to change them manually.

A CC and BCC recipient can be added to each email that is sent with a template. The only condition is that the selected employee exists in SuccessFactors.

![CC and BCC fields]

It is also possible to add an attachment to the email (e.g. a route description). To do this, click at the bottom of the page on ‘Attach a Document’:

![Attach a document button]

Click on the ‘Next’ button to see the preview of the email and then click on ‘Send’ to actually send the email or on ‘Back’ if you want to change the text.

In the candidate’s application form, the sent email is shown under ‘**Application Status Audit Trail**’.
3.7 Schedule recruiting interviews & inform the Selection Committee

When the interviews have been scheduled, they can be confirmed to the interviewers of the Selection Committee. This makes it possible to rate applicants via the system after the interview.

Click on ‘Set up Interviewers’ via the file detail screen of the candidate.

Click on ‘Add’ to search for the interviewer’s name. Select the interviewer and then enter the date and time of the interview.

If you have chosen the wrong name, click on the ‘trash can’ icon next to ‘Notes’ to remove the interviewer’s name.

If you tick the relevant checkboxes, the cover letter and CV of the candidate in question will be included in the invitation email.

Click on the ‘Send Email’ button to send the interview details to the Selection Committee. If you add another interviewer later, you can choose to send the email only to the added interviewer.

**Please note:** If you also wish to take part in the recruiting interviews yourself, remember to also add your own name. If you forget to do this, you will not be able to rate the interviews online.
The emailed interviewers will receive a standard email, which states:

- Name of applicant and recruiting job title
- Names and interview times of Selection Committee
- Display of Job Description and Selection Criteria
- Competencies
- Attachments: Resume and Cover Letter (if checkboxes are ticked for sending)

The file detail screen now shows who will conduct recruiting interviews with the candidate and when.

### 3.8 Rate recruiting interviews

The Selection Committee can easily see an overview of all the candidates who are to be interviewed. There are two ways to do this.

<table>
<thead>
<tr>
<th>Method 1</th>
<th>Method 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediately after logging in, click on the ‘Interview Central’ tile or your ‘Task’ tile on the homepage.</td>
<td>From any screen, navigate via the ‘Job Interviews’ button in the blue bar at the top of your screen.</td>
</tr>
</tbody>
</table>

The candidates with whom a recruiting interview is scheduled will be displayed on this page.

When the recruiting interview has taken place, the Members of the Selection Committee can rate the interviews by clicking on the ‘Rate now’ button after the name of the relevant candidate.
The following screen will be opened:

The committee members can give a rating for the competencies that have been added to the job requisition and, if they wish, also an explanation. The rating can still be changed later.

This screen also offers the possibility of uploading notes relating to the recruiting interviews. To do this, click on the ‘Upload notes’ button.

In this screen, committee members can also give their Overall Ratings based on the recruiting interview. On the basis of this information, the Hiring Manager ultimately notifies the Secretary of which candidate will be hired or rejected.

The Secretary has easy access to an overview of the ratings given by all the Members of the Selection Committee, by clicking on the ‘View Candidate Ratings’ button in the Job Requisition Summary.
3.9 Move candidate to end status and close job requisitions

The procedure has only been fully completed when one candidate has been placed in the ‘Hired’ folder, which only the Secretary can do. The other candidates must be placed in the ‘End Status: Rejected’ folder.

**End Status: Rejected**

**Please note:** As soon as the selected applicant is placed in the ‘Hired’ folder, the selection procedure in SuccessFactors has been completed. This means that the job is immediately removed from the Job Requisition Summary. You should therefore first place the rejected candidates in the ‘End Status: Rejected’ folder. This will cause the candidate’s application data to be anonymised after 30 days.

*This action is extremely important for compliance with privacy rules.*

In the Job Requisition Summary, a small difference in the background colour of each line visualises whether a job requisition has been definitively closed, as the next screenshot shows:

In the summary, under the ‘Display Options’ heading, you can tick the checkbox of the option: ‘Status’.
When you click on ‘Update Screen’, the status of the job requisition is added to the summary.

3.9.1 Close job requisition
To close a job requisition, go to the My Job requisitions.

To open a Job Requisition that can be closed, click on the Job Title.

When the page has opened, a dropdown menu can be seen after ‘Status’:
Option 1 – ‘Filled’
If an applicant has been hired.

Option 2 – ‘Cancelled’
If the job requisition has been withdrawn or terminated without anyone being hired.

**Please note:** This action does not result in information being removed. All the data of applicants, the job requisition text etc. are retained and remain available in accordance with the NVP Recruitment Code.

To confirm your selection, click on ‘Close Job Requisition’ at the bottom of the page.

If you selected the ‘Filled’ option, to make absolutely sure, you will be asked to confirm your selection:
After this, the Job Requisition Summary will be displayed and the procedure has been completed.

### 3.9.2 Change a status to ‘Hired’ for the first time

An easy way to close a job requisition is to do this immediately when an applicant receives the status ‘Hired’. When you set the status ‘Hired’ and this results in all the jobs on a job requisition form being filled, the following message is displayed:

If you click on **OK**, the job is set to ‘Filled’. The applicant is moved to the ‘Hired’ folder and the job requisition is closed.

**Please note:** This action does not result in information being removed. All the data of applicants, the job requisition text etc. are retained and remain available for the agreed length of time.

If you click on ‘Cancel’, the applicant is still moved to the ‘Hired’ status, but the job requisition is **not yet closed**. Therefore the job requisition will remain visible as an uncompleted job requisition. The Secretary will have to enter this later manually.

*NB: Every job requisition must be closed by the Secretary at some time.*

### 3.10 Reports

A report can be produced, for instance, so that the Selection Committee members’ comments on the ‘letter selection’ can be placed in a summary.

At the top of the homepage of the e-recruitment system, click on ‘Home’ and in the dropdown menu select ‘Reporting’.
Then select ‘Ad Hoc Reports’.

Click on the report name: ‘Notes of Selection Committee on letter selection’.

The following pop-up will appear on the screen:

Then select the option: ‘Run Online’.
Click on the ‘Generate Report’ button to confirm your selection. Another pop-up screen will then appear, with all the results in the report.

You can then export the results yourself to CSV, Excel, PDF or PPT.