Top tips – Contents

Top tips for Applying for a position
Here are some of our top tips which we hope will make the process a little easier for you.

Internet access
All Hertfordshire libraries have computers which can be used to access the internet, for more information, please click the following link (or search Hertfordshire Libraries wifi from hertsdirect.org Home page); http://www.hertsdirect.org/services/libraries/computerswifi/

There are also free Wifi access points throughout Hertfordshire; click here for information (or search Hertfordshire Free Wifi access from hertsdirect.org Home page): http://www.hertsdirect.org/services/hertsonline/netaccesspoint/

Before you apply:

Please consider carefully all the details in the Job Outline (and recruitment pack, if applicable) and ensure you are able to meet the minimum requirements required for the job. The decision to invite candidates to interview is based on the information you provide in your application and supporting statement, so ensure you give clear examples of your experience.

When you start your application, you will need to decide whether you will need to re-access/view your application once you have submitted it – in order to be able to do this, you will need to create an account (if you skip this – you will not be able to re-access your application)

Creating your account – when creating your account, make a note of the User ID and password you have created, be aware that these are also case sensitive, so need to be re-entered exactly how they were created. It is recommended that you use your email address as a memorable User ID.

Activating your account – when you start your registration, you will be sent a system automated email (from noreply@hertfordshire.gov.uk), requiring you to activate your account – you will need to do this immediately, otherwise you will be unable to access your account details or application until this is done. If you have not received the email, please check your SPAM/Junk folder.

Logging in

Log in using the User ID you created when you registered. The User ID (or Login) and password are case sensitive.

Password Resets
If you have forgotten your password, you can request a new one by clicking in the 'Forgot Password?' link – you will be asked to enter your first name, surname and email address – ensure your provide the email address you used when setting up your account. You will be sent a system generated password (this can be reset once you have accessed your account, by clicking on the 'Change your password' link). In some cases it may take up to an hour for the password reset email to be received.

Resetting your password – when resetting your password, ensure it is at least 8 characters in length.

Completing the online application form
All questions marked with a * are mandatory question and must be answered – you will not be able to submit your application until all mandatory questions have been answered.

Personal information

Home Phone Number and Mobile Phone Number
Enter the contact number you prefer to be contacted on - Enter your telephone number as you would, but miss off the starting '0' for example if the number you want to enter is: 0300 123 4040, this would be entered as +44 300 123 4040

Are you currently employed by Hertfordshire County Council on a permanent or fixed term appointment?
Enter yes (if paid by Hertfordshire County Council and have an allocated payroll number) or no (if paid by an Agency or other)

Questionnaire 1

Do you have permission to work in the UK?

 Select the appropriate answer based on your circumstances. For example;

- If you were born in the UK or EU or have indefinite leave to remain; answer 'yes'
- If you require a work permit in order to take up employment, please state 'No'.

Would you classify yourself as having a long term disability, physical or mental impairment?
Select the appropriate answer based on your circumstances. As a Two Tick employer: if you have a disability and meet the core criteria we will guarantee you an interview.

Current employment details

Please complete your current employment details.

Previous employment history

Please start with the most recent, excluding your current employer and work backwards ensuring that all periods of time (including any gaps in employment history) are accounted for in the last 5 years. If you have had any gaps at all (including unemployment, school etc.) please ensure that you include them.

Please ensure you do not add extra positions in this section which you do not need (blanks), if this happens please select '*Remove Section: Employer*'.

Qualifications

Please include all qualifications, training and/or professional body memberships that may be relevant to your application please ensure you include all dates and awarding bodies

Reference Details

If you are employed, you will only be asked to provide details of one referee. This is because we will contact the Current Employer that you have provided for the first reference for all candidates, and for roles that require a DBS check, at least two references will be obtained.

If you have indicated that you are not currently working, please ensure you include the details of two referees - one should be your most recent/last employer. All appointments will be subject to receipt of satisfactory references. HCC will only contact referees, if you are successful at interview

Please note in line with HCC's policy, when providing an email address of your referee we can only accept email addresses from official company or registered body accounts and not from personal email accounts (gmail/hotmail etc).

Referrals

Have you been referred to this job by a current Hertfordshire County Council employer?
E.g. refer a friend scheme – enter the appropriate answer based on your circumstances.

Attachments – Supporting Statements

As part of the application you are required to complete a full supporting statement detailing your suitability to the job based on the requirements of the role/job outline.

The person specification describes the skills, knowledge and experience we expect a candidate to have, which we will use to determine whether you are shortlisted. It is important that you show how you are able to satisfy each of the stated criteria. Please make sure you show in your application, by explaining in detail, how you meet each of these criteria, give examples, where appropriate.

If you do not complete a full supporting statement, your application may be rejected.

You can either add your supporting statement by adding the document as an attachment (e.g. a word document) select the 'Browse' button and locate the document where you saved it or by typing your statement text direct into the field available.

Questionnaire 2

HCC is an equal opportunities employer. We respect the diverse experience and talents that every individual brings to our organisation and to ensure we treat everyone fairly, we need to collect your equalities data for statistical monitoring purposes only.

This section is confidential and anonymous and is never used in the selection process for any job.

Please ensure you answer each question accurately. Your answers will be saved separately to your application and is excluded from your candidate pack when submitted for shortlisting.

Submit

All questions marked with a * are mandatory question and must be answered – you will not be able to submit your application until all mandatory questions have been answered.

When attempting to submit your application, the system will indicate the 'page' where you need to complete further information by providing you with a 'Warning' alert – please review your application again and answer all mandatory questions before attempting to submit again.

Once you have submitted your application, you will receive an 'on screen' message confirming your application has been submitted and this will be followed up with a confirmation email.

Talent Pools

What is a Talent Pool? Interested in working for Hertfordshire County Council? If you register with our talent pool and tell us what jobs you are interested in we can contact you when a suitable vacancy arises. If you are matched to a job, you will be contacted by email and asked if you would like to formally apply – at this stage, you will need to complete a full application and supporting statement relevant to the job you are applying for.

Experiencing Problems?

If you experience problems when applying or accessing your account, please email talentlink@hertfordshire.gov.uk providing the following information:

- Username & Password
- URL for the page you are using/experiencing problems with:
- Position applying for?
- Browser (Firefox, Chrome, IE (and version)?)
- Operating System (Windows (version?) or Apple?)
- Device Used (PC, Mac, Tablet?)
- Please provide screenshots of any error message you are receiving/or provide details of the steps you are taking

Please note; we do not have an out of hours support service, so your email will only responded to during office hours (08:30 – 17:00 Monday to Friday) – we will endeavour to acknowledge/respond to your email within 2 working days.