FAQs: Mastering the Recruitment module

Sections

Job board integrations and management

Which job boards can you post to?
You can see the job boards here.

Is it possible to connect one account to multiple different accounts within one Job board?
Currently, you can connect one Employment Hero account with one account per job board at a time. However, you can connect to multiple different job boards.

Are there any additional costs to our Employment Hero billing/invoice to post roles to job boards?
Employment Hero does not charge you at all for posting to job boards; the Recruitment module is included in your subscription. For paid job boards, job post charges are through the job board directly.

How can we post roles to our own existing company website?
You can utilise the Careers Page API Tool to link open roles to your organisation's website. You'll find this under Settings > Recruitment Settings > Career Page (Careers Page API). More details here.

If I have existing jobs already posted directly on a job board, can we pull these into EH retrospectively?
No, jobs will need to be created through Employment Hero to then post onto the selected job boards. Applicants will then all flow into Employment Hero for you.

Is it possible to remove a job advert from a specific job board without closing the job?
Currently you need to close (or delete) the job to remove an ad from a Job board.

If a job has been posted to a job board, can you come back to it and post to another job board later in the process if you need to broaden the search?
Absolutely, just click to the **Open role** > **Edit job (pencil icon)** > **Adverts** > **Post to job boards**. You'll then be able to select any of your connected job board to post to, or can connect to any job boards that you haven't connected to yet.

How do we customise our Swag careers page?
You'll do this in **Settings** > **Recruitment Settings** > **Careers Page**. Here you can add your Logo and company details which will pull through to Swag jobs and your careers page. You can customise your careers page here.

Screening questions

Candidates don't always answer screening questions - why is this?
Currently, candidates can submit their application first, and then screening questions are sent to the candidate after the application is completed via a separate email to them.

Is it possible to make screening questions compulsory for candidates to submit their application?
Currently, because the screening questions are sent to candidates after they have submitted their application it isn't possible to force candidates to complete these. Their application is submitted before their screening questions are sent to the candidate. You can however, remind a candidate of screening questions (from the 3 dots on a candidate profile).

Communicating with candidates

How can we set up and use recruitment email templates?
[This article](#) details your recruitment email templates. From a candidate’s profile click onto the mail icon and once you've connected your email you will be able to select from your email templates, or can type a new email out.

With the email templates, is there a way to add our business signature which includes images?
Great suggestion! We've passed this on to our product team for future consideration.

How can we manage which emails candidates receive?
You can manage your emails from **Settings** > **Email Settings & Notification Settings**.

What tools can you use to schedule interviews with candidates?
After connecting with either a Google or Microsoft email, you can schedule interviews, which will trigger a calendar invite.

You can also consider utilising Calendly to schedule interviews.

Can you generate a Teams meeting link instead of a Google Meet?
We don't currently have a direct integration with Microsoft teams via the 'schedule event' tool. However, if you're using Calendly to share interview availability with candidates, your calendly events could be connected to your MS Teams so that a teams link is generated when an event is scheduled.

Is there a way to email candidates without the EH reference number in their subject line?
Currently we need the EH reference number in the subject line (our unique ID) to ensure the responses are populated back into the Activity Trail.

Is it possible to manage which email address the recruitment emails are sent from?
Yes, when connecting with Google or Microsoft, you can connect with any email, including your organisation's generic HR/jobs/talent type email. If you need to make changes to this over time you can disconnect your email and reconnect to the email address of your choice.

Is it possible to include links in the emails/email templates that are sent to candidates?
Yes, you can include links in an email or email template.

If the candidate is automatically disqualified because they dont answer the screening questions correctly will they be sent a disqualification email?
Not automatically, however you can still send emails to disqualified candidates, and the bulk function might be helpful here to send an email to all disqualified candidates.

Candidate management

Can you manually add a candidate who has not applied for a job, to a talent pool?
Yes, you can manually add candidates to your talent pool (from the Talent pool tab > **+ Add Talent**), and then if they fit the bill in future you can shortlist them to another open role.

Can we bulk import candidates that we currently have in a talent pool elsewhere?
Absolutely, you can either import candidates to your talent pool, or directly into a specific role. You can bulk upload up to 10 CVs at a time.

Can you see when candidates applied, is their application date stamped?
Yes! This is found under the Candidate Info tab of their application - refer to the 'Application submitted' date stamp.

How do you make candidate tags?
Please see this step-by-step guide on creating candidate tags.

How do you capture referral details when a candidate is referred?
The source of the candidate's application will display as 'Referral' which you can click to view the name and email of who they were referred by.

Is it possible to sort candidates by application time?
At present we don't sort the candidates by their application time.

Is it possible to preview attached candidate documents without downloading them?
Our development teams are looking to add a preview screen within the 'Candidate info' so you can preview the attached documents.

Can we have more disqualification reasons or the ability to customise the disqualification reasons?
It isn't currently possible to customise the disqualification reasons however we're always keen to understand how we can further improve the recruitment module. If there is a specific function you think is missing, please share your feedback with our support team who can share this context with our product teams for consideration.

In the activity section of the recruitment section, can you add confidential notes that the hiring managers cannot see?
Not currently; hiring managers can see the activity trail for any candidate in the role they are managing.

How could we document interview notes?
A few possible suggestions. You could note these directly in the Activity Trail, or if you have an interview evaluation template set up you could use the scorecard there to make notes against specific criteria. Once completed, these will also be stored in the activity trail of that candidate.

Can we attach documents such as handwritten interview notes?
Yes, you can attach documents in a candidates Activity trail, by clicking onto the paperclip icon.

Can you bulk shortlist candidates for a Hiring Manager to review?
Possibly a few different suggestions. You could have a stage in the hiring process which is 'Hiring Manager Review' so that candidates moved into that stage form the shortlist to review. Alternatively, you could tag a candidate with a custom tag 'HM Shortlist'.

At what point do you issue a contract to a candidate that has accepted an offer?
From the 'Hired' stage of the hiring process, you will see the option to 'Onboard. This opens our Employee Onboarding tool and will prefill certain fields that we may have for this candidate to simplify your onboarding process even more. This video shows our onboarding experience including issuing a contract.

Role management

Is it possible to copy a job that is being reposted without having to complete all the fields again?
Yes, from the roles tab you can copy a job by clicking on the three dots next to the job you wish to copy.

Can a role have multiple Hiring Managers?
Yes, you can absolutely select more than one Hiring Manager.

Once filled, how do I close a role?
You can close a job from the **Recruitment** > **Jobs** tab. Click onto the 3 dots (more options) on the right hand side for the role you'd like to close. Select **Close this job** > **Confirm**.

Is it possible to post roles to be visible to internal candidates only?
This is something we have planned for future development. We hope this to be available by the end of the year but this is subject to change..

On the Swag app, internal employees will only ever see your own internal vacancies posted to your company’s Swag careers page under the the **Careers** tab of the app. This is an easy place for internal employees to see internal vacancies, but they're also visible publicly on the Swag job board.

Is it possible to see draft saved roles before posting as this is showing only as open or closed?
Jobs will appear in the open jobs. You don’t have to post the job to a job board at the point you create it, so it is possible to create your job, it will then appear in open jobs, and then once you are ready to post you can edit the job (pencil icon) > click onto the Adverts tab > click on the post to job boards button.

Reporting

Can you clarify the difference between the Time to Fill, and the Time to Hire?
The Time to Hire metric is based from the time the candidate applied (i.e when their candidate profile was created for that role) to the time they were moved to the Hired phase.

The Time to Fill is a measure of the time between when the role is opened and the onboarding date for the successful candidate. The role opened date is defined as either when the role was created *if* the role has never been closed or reopened, or the last time the role was reopened if it has been closed previously.

You could also think of the Time to Hire as the candidates journey from when they applied for the role through to being moved to the hired phase, while the Time to Fill is the Roles journey from being opened to being filled.

Managing user access to Recruitment

If we give an employee access to Recruitment via the Custom Security Settings, does that mean they can see all roles within the Recruitment module?

Yes, the Custom Security Settings would be used if you wanted a non-admin to have access to the full recruitment module (including all roles). If you wanted to grant more limited access only to a specific role, you might want to assign someone as a Hiring Manager or Collaborator. More details here.