The Future of Recruitment: SmartMatch Showcase

Session FAQs

Australia

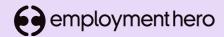|	
Can you use it on a role that has closed?	Yes you can do – if we have matching candidates you'll be able to view them against closed roles.
We have a Nurse practitioner business but all our recommended candidates are just nurses not nurse practitioners … how do we can more accurate matches?	Currently, we're matching by the job titles, locations and skills. Our matching logic will continue to develop over time to ensure we're suggesting the right candidates for you.
To clarify, are the jobs within the Swag jobs platform only internal? I've looked at Swag and the message is "No internal opportunities"....	For your employees, it will only show them open internal roles you have posted to Swag Jobs Board.
Is the Swag Job platform similar to SEEK? Are people aware of this app?	Swag jobs is a public job board, you can take a look here – https://jobs.swagapp.com/
Do the candidates know they are being smart matched at time of applying with Swag?	When creating a candidate profile they can opt in to this, if they would like their profile to be shared with employers (or out, if they don't wish to)
Is it based on the job title?	Currently, we're matching by the job titles, locations and skills. Our matching logic will continue to develop over time to ensure we're suggesting the right candidates for you.
How do we ensure only local candidates are listed e.g.. Melbourne candidates for a Melbourne based job?	The Smart Match technology will filter applicable candidates for the location you have selected for the advertised role.
Does that mean a manager is going to see those symbols against their reports?	Admins & users who are granted access to the Recruitment module via Custom Security Settings could view candidates in a few different areas of the platform (dependent on where you have enabled within Settings > Recruitment Settings > SmartMatch). Also, Hiring Managers would see suggested candidates only for the roles they are actively hiring.
So, to confirm, will all candidates have had to register or apply for a role via Swag previously?	All candidates would have created a candidate profile, and opted into sharing their profile with employers.
Can we turn off the symbols against individual profiles?	Within Settings > Recruitment Settings > SmartMatch you can manage where in the platform you would like matching candidates to be surfaced.

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Will it smart match to roles are not linked to a job add?	The idea ultimately is that you're able to access candidates at the moment you identify a need. So you'll see candidates for all roles.
What does the system look at when determining skills"? For example, our job description indicates requirements for Salesforce training (which is not in the job title) and the SmartMatch suggestions have not been recommending prospectives with that particular skill.	Candidates are already able to list the skills that they possess in their Swag profile. These will soon become visible to employers when looking at a recommended candidate's profile in SmartMatch. In addition to this, being able to identify which skills are important for a given role and then actively recommend candidates with these skills is an enhancement we plan on making to the recommendation algorithm.
How can we connect with candidate through SmartMatch. As we cannot view any contact details or email id of Candidate .	If you hit 'start recruitment' you'll then see a 'connect with candidate' option. You can also take a look at a candidates profile, where you would see contact details they have provided there.
We would like to set up a Talent pool for future positions to be advertised – is that possible? If so where and how do you do this?	Our Recruitment module does have a Talent Pool you can use to move candidates into should you wish to consider them for a future role.
Will this Smart Matching be available to all the EH customers?	Currently, all EH customers will have access to SmartMatch.
Our job titles also include our venue as we have multiple brands under 1 Employment Hero attached? and we are only able to link 1 Seek account. So our position name includes the brand name as well. Will this affect the matching?	Yes, we are aware that many people use the job title field within the Recruitment module to boost discovery of their job ads on job boards. This can include adding locations or terms like "remote" and "work from home" to the job titles. Currently, this will impact SmartMatch ability to recommend talent. For example, you will be able to see recommendations for "Software Engineer" but not "Software Engineer – Work From Home". This is a known issue to us and we're already looking into how we can solve this.
Can we refine the fields – location and role imperatives for example?	All recommendations are made in relation to the employee or job listing that you're currently looking at and so will be based on their job title and location.
How do you match candidates to newly created positions that don't have the usual titles?	You'll see that when you onboard a new employee or update an employee's job history, there is a field for "Job Title" and a field for "Industry Standard Job Title". This allows you to define the job title that suits you and your business while still being able to select a job title that's commonly used in industry in order to see relevant talent recommendations. For example, you're job title might be "Senior Code Ninja" however you're industry standard job title is then likely to be "Software Developer".