
iTrent Recruitment – Frequently Asked Questions (FAQ's)



**Employee
Service Centre**

**LIVE
LEARN
WORK
INVEST
VISIT**

Version Control

Version	Author	Date Completed	Description
0.1	Amy Dale/John Doherty	March 2023	Initial guide

Developed By:

Name	Date
Workforce Systems Development Team/Workforce Resourcing Team	March 2023

Reviewed & Approved By:

Job Title	Name	Date	Version Approved
Workforce Systems Development Lead	Nichola Millen	March 2023	1
Data, Quality & Projects Lead	Sharon Cairns	March 2023	1

Document Owner

Document Owner	Name	Contact Details
		ESC- WorkforceSystemsDevelopmentTeam@northlan.gov.uk

Contents

The New Process FAQ's..... 4

Requesting to Recruit FAQ's 5

Shortlisting FAQ's..... 6

Interview FAQ's..... 7

Offering FAQ's..... 8

The New Process FAQ's

1. Will Recruitment currently underway continue on the current system?

Yes, any Recruitment which was already completed via Talentlink prior to the Go Live Date of 27/02/2023 will continue to be processed via Talentlink. Any new requisition requests from 27/02/2023 will now be requested and managed via iTrent Recruitment.

2. Will there be guidance on the new process?

Yes, a user-guide is available together with user videos which explain the new process. We would encourage you to use the user guide when recruiting to ensure that the process is completed correctly and no errors are made. These materials can be found [here on MyNL](#).

Recruitment training should also be completed by managers on [LearnNL](#).

3. Who do I now send Advert Request forms to?

iTrent Recruitment replaces the current advert request form process and these should no longer be completed. You should now request to recruit and manage the recruitment process via your myTeam account.

4. With multiple positions that get advertised as a collective requisition and recruited and managed by interview panels on behalf of several teams – does this work any differently?

This will work in a similar manner to the old Talentlink process.

5. How do applicants receive emails? Do they still come from MyJobScotland?

Applicants will be emailed directly from iTrent to their registered email address.

6. If I've made an error, how do I fix it?

If you have made an error then please contact ESC-RecruitmentTeam@northlan.gov.uk providing the REQ reference number and details of the error for further advice.

Requesting to Recruit FAQ's

1. *Can you request to recruit for more than one position within the same requisition?*

Yes, if the job title of the positions is the same, you can request to recruit for more than one vacant position. As an example, if you have five Library Assistants within different locations, you can request to recruit for the five within the one requisition – you don't need to complete five separate requisition requests.

2. *Will managers only be able to Recruit for their own teams on iTrent? What about large scale recruitment when they want to fill for example thirty positions across the service?*

Managers will not be restricted to only recruit for positions within their own teams. For large scale campaigns, this will work in a similar manner to the old Talentlink process where a manager from one area/locality/school can recruit for the same post in other areas/localities/schools. However, you will only be able to view the position details and history for the POSNs which directly report to you. For positions across the service,- the reporting manager for each POSN should check this prior to one manager requesting the requisition.

3. *If someone enters a resignation in iTrent will we then be able to start the recruitment process?*

Yes. In order to recruit for a position there should be an "Occupancy End Date" against the occupying employee (if the position is not already vacant) and this will be generated by a resignation on itrent.

4. *How long does the authorisation process take?*

The authorisation stages are HRBP Admin, Finance, HRBP and once approved, this will be sent to our Workforce Resourcing Team to publish. The approval process will be timely, and reminders are sent to each stage of the approval chain after 48 hours if this has not been actioned.

5. *Within the "Request to Recruit" section, will NL Properties be available to select within the drop-downs?*

Yes – all North Lanarkshire Council and associated employers will be available.

6. *Will managers see all POSN information for their service or only the ones they directly manage?*

You will only see POSN's which directly report to you. If you are not the direct manager, the direct manager should carry out the POSN checking process and confirm to you when this is done to allow you to progress with the request.

7. *What will happen if services join together for Recruitment to undertake the one panel – will one manager take the lead for putting the request to recruit on iTrent?*

Yes, there can only be one Recruiting Manager on the system. Any other managers who require access can then be added as Panel Members and this should be indicated in your request.

Shortlisting FAQ's

1. *Can we shortlist before the requisition closes?*

Yes, you can now shortlist before the requisition closes. However, you **must not** progress applicants passed shortlisting until the day after the closing date. The only downside to this is that applicants may withdraw after you have shortlisted.

2. *What if I make a mistake when I am shortlisting?*

Please contact the Workforce Resourcing Team as soon as possible at ESC-RecruitmentTeam@northlan.gov.uk

3. *Can we contact applicants at shortlisting if we have a query about their application e.g a qualification query?*

No, applicants are now anonymous therefore you will not be able to access contact information for the applicant. Please contact the Workforce Resourcing Team for support.

4. *How does shortlisting now work? Does each member log in to shortlist?*

Shortlisting is now processed on iTrent and when you request to recruit, you should confirm the name and employee numbers of the panel. The panel will then be granted with panel member security access to allow them to shortlist. As the recruiting manager, you will shortlist via your myTeam.

Interview FAQ's

1. *As applicants are now anonymous, what if when you progress applicants to interview, you know or are related to one of the applicants?*

If you have any concerns over known applicants, please contact the Workforce Resourcing Team for further advice at: ESC-RecruitmentTeam@northlan.gov.uk

2. *How are interview assessments done?*

Each member of the panel are still required to complete interview assessment forms for each applicant using the relevant form below:

- [Interview Assessment Form \(Non-Teaching\)](#)
- [Interview Assessment Form \(Teaching\)](#)

These should then be retained by the interview panel in line with retention schedules and destroyed after 6 months.

3. *What stage do you nominate a person conducting interviews?*

The recruitment panel should be confirmed on your requisition request to ensure the relevant people have appropriate access prior to shortlisting and interviews. Each panel member is required to complete their shortlisting on the system and therefore must be confirmed before progressing with this.

4. *What if an applicant cancels their slot and re-books another slot?*

Applicants will be able to cancel and re-book another available slot up until the interview booking end date.

Offering FAQ's

1. *How are references sent? Will the Workforce Resourcing Team still contact them?*

Reference requests are sent to the successful applicant's referees via iTrent and the Workforce Resourcing Team will issue these electronically. The referee will then receive an email link to confirm whether or not the reference provided is satisfactory.

2. *What about unsuccessful but appointable applicants – how do we process this?*

All unsuccessful applicants should be moved to the stage Reject After First Interview to ensure they receive an email confirming their outcome. If there are any appointable applicants, these can then be moved to the stage Reserve Applicant.

3. *Will any fields auto populate on the contract offer form to reduce the time taken to complete?*

The Contract Offer form is unique to the applicant and therefore still requires manual input.