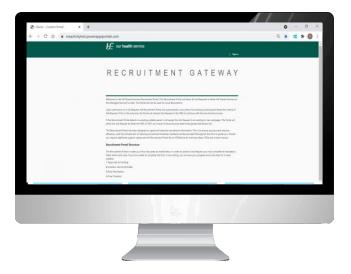# Recruitment Gateway
Frequently Asked Questions

Recruitment Gateway

Welcome to the Recruitment Gateway Frequently Asked Questions (FAQ) document

- The Recruitment Gateway is an online, secure platform which will contribute to a more streamlined recruitment process within the HSE.

- The Gateway will replace the current job order form, which has 9 MS Word variations, and instead provide one dynamic form.

- Gateway users will be able to track the progress of the job order, such as identifying who is recruiting for it (i.e. the NRS or their local recruitment team), and how far along in the process it is.

- Gateway users will also be able to request amendments and cancellations to their job order if necessary directly on the Gateway.

This FAQ document has been designed to support users when using the Gateway and forms part of a wider suite of training content. A training manual, quick reference guide, and videos are also available on HSELanD.ie to support users on how to use the Gateway.

Will the Gateway replace the local job order process?

The Recruitment Gateway can be used to create and progress all* job orders across local services. This includes job orders that will be recruited for locally and job orders that will be recruited by the NRS. The NRS will no longer accept job order forms submitted on MS Word via email and/or verbally. Job order templates accessed on the HSE Staff HR Form website will be replaced with a link to the Recruitment Gateway.

*Consultant Job Orders will **not** be submitted via the Gateway, they will continue to be progressed as per current processes*

If the Gateway will process all job orders, how will it align to my local approval process?

The Gateway has four user types to accommodate the various internal job order approval structures that exist across services. Users will either have Requester, Approver 1, Approver 2, or Submitter access. Permissions and user types will be determined by each Local HR team. The user types will allow for local approvals to occur prior to a job order being recruited either locally or by NRS. For example, a Hiring Manager (Requester) may be required to send all job orders to their team lead (Approver 1) who must send all job orders to their Local HR colleague (Approver 2) who then requires approval by the overall HR team (Submitter) before the job order can be progressed. Chapter 3 of the training manual provides additional information on the various local approval processes that exist.

How can I access the Gateway?

Users of the Gateway must be allocated appropriate permissions and log in details prior to accessing the Gateway – this includes having access to Health IRL. If you do not have access to HealthIRL and require access to the Recruitment Gateway, please email healthirl.migration@hse.ie. The HealthIRL migration team will arrange migration to HealthIRL.

Once you have confirmed that you have access to Health IRL, you will need to complete a Gateway access request form. This can be accessed on the Gateway webpage by clicking this link **https://healthservice.hse.ie/staff/benefits-and-services/hr-forms/recruitment-gateway/** and scroll to the **Access** section.

Your request will go to a nominated point of contact in your area who will review and approve your request. You will receive an email confirming your request has been granted.

Once access is granted, you can access the Recruitment Gateway via **https://recruitmentgateway.powerappsportals.com**. Please log in using your usual log in details

Will the NRS no longer answer queries by email or phone?

The Gateway has been designed to capture as much information as possible regarding job orders, while providing users with information that they can select from. Users will be able to view the status of their job orders recruited by the NRS directly on the Gateway, and can raise amendments and/or cancellation requests via the Gateway. Therefore, many job order related queries will now be managed via the Gateway. If users cannot receive the information they require from the Gateway, they are advised to contact the askNRS helpdesk on 0818 473677 (if calling from abroad please call +35341 6859596) or email askNRS@hse.ie

How will I know who is recruiting the job order I created?

Once a job order is created on the Gateway, has progressed through the user's local approval process, and is approved to be recruited, users can view the job order on 'My Approved Job Orders' menu. This table will provide information on who is recruiting the job order (e.g. Local or NRS).

Does the Gateway replace the Approval to Hire process?

No. Users must continue to complete the current Approval to Hire forms and process. Users will be able to attach relevant Approval to Hire forms directly to the job order on the Gateway, and they will be prompted to confirm they have obtained the relevant approvals before the job order can progress. Please find Approval to hire forms here **https://healthservice.hse.ie/staff/benefits-and-services/hr-forms/approval-to-hire-forms/**

Can I save my draft job order if I'm not ready to progress?

Yes. If you do not have all the required information before progressing a job order, you can save this and come back to it at a later time.

I have forgotten my password or am having issues logging in – what do I do?

If you have forgotten your login credentials, please contact the National Services Desk for support at eHealth.nationalservicedesk@hse.ie or call 0818 300 300

Can I attach documents to the job order?

Yes. Users will be able to attach several documents to the job order on the Gateway e.g. relevant job specifications, PPHA forms and Approval to Hire forms. Users will be prompted in the job order form to include these attachments. If a job order has been amended, users will be able to remove and re-attach updated documents (if required) directly on the Gateway.

Do I have to submit a Job Description or Specification?

It is not mandatory to submit a job specification with a job order on the Gateway. However, if you have a job specification that you think may be helpful for NRS/MSP, please attach this document when prompted. This will ensure the recruitment process can commence as quickly as possible" once the post is submitted. Please refer to https://www.hse.ie/eng/about/who/healthbusinessservices/hbshumanresource/hr-job-specification-repository.html for Job Specification templates.

It is important to note that if information included in the job specification differs to the information included in the Gateway, the information included in the Gateway will be used to recruit for the post.

How will I know if a suitable panel held by NRS exists before assigning to a job order for local recruitment?

The Gateway does not provide an overview of panels held by NRS. Therefore, Submitters will be required to contact NRS via the askNRS helpdesk to confirm whether a suitable panel exists for a job order prior to deciding to recruit it locally. Users can contact the helpdesk on 0818 473677 (if calling from abroad please call +35341 6859596) or email at askNRS@hse.ie

Where do I go if I am experiencing difficulty using the Gateway?

Users should direct all queries relating to the Gateway to the askNRS helpdesk (0818 473677 or if calling from abroad please call +35341 6859596, or email askNRS@hse.ie). Once logged by the helpdesk, queries will be triaged to the relevant team e.g. Job Orders team, Digital HR team or the eHealth & Disruptive Technologies team depending on the type of query or issue raised.

Can I edit a submitted job order?

Users may amend a job order that has been reviewed and approved for recruitment. In this instance, they must create an amendment request for that job order. Users can directly edit the form and then progress it through the same local approval process the original job order went through (e.g. Requesters > Approver 1 > Approver 2 > Submitter). Only if the amended job order has been approved by the user's local internal approval process will the updated job order be shared with the recruiter. Users cannot edit a job order that has not yet fully progressed through the internal job order approval process. In this instance, users must wait for this job order to be approved before raising an amendment request.

Please note amendment requests will delay the recruitment process so it is advised that relevant and accurate information is provided in the initial job order submission.

Where do I get all mandatory information if I don't know it?

Many fields on the job order form will have information that you can select from. In addition, please leverage the Glossary under the Help page of the Gateway for support on how to complete mandatory information fields. Users should also leverage the Recruitment & Selection Toolkit (found on HSELanD) for guidance on sourcing the relevant information that is mandatory on the job order form. This includes information such as the log number, primary notification number and position number (depending on the grade being recruited). If you still require assistance, please contact askNRS.

How do I know who to send my job order to on the Gateway?

You can check your own user permissions by reviewing the user profile section of the Gateway which will indicate whether you have Requester, Approver 1, Approver 2, or Submitter access.

The Recruitment Gateway is set up to align with the user model of each service as advised by each HR Team. For example, if a service is utilising Requesters > Approver 1 > Submitter model, the Requester user will only see Approver 1 users in their service to select. You should select the colleague in your area or whom you would normally send job order forms to. Your local HR team can provide further information if needed. If you do not know who to contact for advice, you can also reach out to askNRS who will provide you with a point of contact locally.