

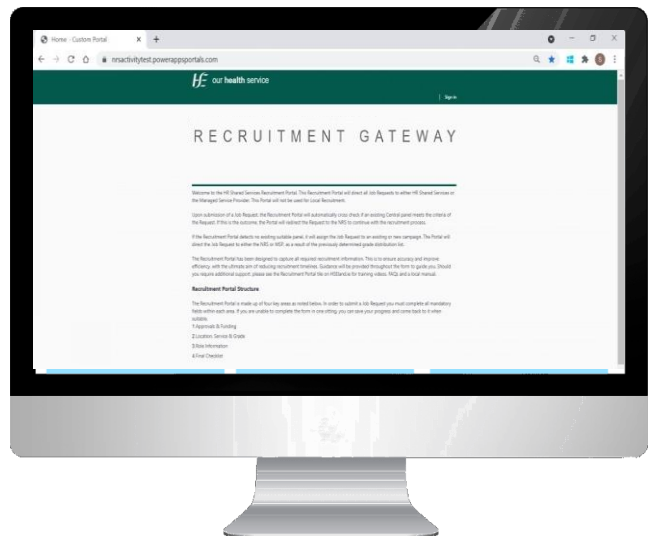
Recruitment Gateway Training Manual



Recruitment Gateway

Welcome to the Recruitment Gateway Training Manual

- The Recruitment Gateway is an online, secure platform which will enable 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 a dynamic form
- Services 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.
- Services will also be able to request amendments and cancellations to their job order if necessary directly on the Gateway.



This manual has been designed to support users when using the Gateway and forms part of a wider suite of training content. Videos, Quick Reference Guides and FAQ documents are also available on HSEland.ie to support users on using the Gateway (guidance on where to find these supports can be found in Chapter 8 of this manual).

The following page outlines how the manual is structured in greater detail, and how you may wish to leverage it as you engage with the Recruitment Gateway.

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Recruitment Gateway

What is the Recruitment Gateway?





1 What is the Recruitment Gateway?

Overview

- The Recruitment Gateway enables the creation of a job order digitally.
- **All job orders will be submitted through the Gateway**, including those that will be recruited locally, and those that will be recruited by the National Recruitment Service (NRS). Any necessary attachments can also be submitted through the Gateway.
- This will be achieved through the completion of a dynamic and intuitive digital form. The form will be accessible via computer/laptop or mobile device. For optimal use the form is best accessed on a large screen.
- Users will be able to save draft job order forms, as well as review the status of their job order which will improve visibility and oversight on job order submissions.
- Users can also request amendments or cancellations to their job order via the Recruitment Gateway.
- Users must have access in order to use the Gateway. There are four user roles which enable local services to complete their internal approvals on job orders directly on the Gateway.
- The four user roles are:
 1. Requester
 2. Approver 1
 3. Approver 2
 4. Submitter
- Whilst the Recruitment Gateway has these four roles, users are not required to use each role if it is not relevant for their area.
- The User Model can flex to suit the needs of each local service and their internal approval process. Chapter 3 outlines the User Model in greater detail, and provides insights into how to leverage the User Model in a way that suits all services.



1

What is the Recruitment Gateway? What has changed?

Prior to the development of the Recruitment Gateway:

- Job orders were completed manually on a Microsoft Word form.
- Several job order templates existed, and the correct template depended on the grade being recruited.
- Job orders were emailed to Local HR Teams.
- Job orders were emailed to NRS and landed in a queue to be logged manually by the job order team.
- Job orders were sent to Local HR Teams and NRS with incomplete information fields – ***60% of job orders received by the NRS were incomplete and required further attention.***
- As a result, multiple interactions between the sender and recruiter were required to complete the job order form and progress recruitment.
- All updates or edits required to a job order were completed by directly contacting the Local HR Team/NRS.

The Recruitment Gateway will:

- Enable job orders to be completed in a single digital form in a dynamic way and remove the need for various job order templates.
- Encourage new ways of working – users can only submit a job order for approval when all mandatory fields are complete.
- Improve data accuracy by providing consistent, standardised information for selection on the job order form.
- Provide a single platform to create and submit job orders both locally and to the NRS.
- Submit job orders directly to NRS which will automatically create a job order record. This will remove manual effort for the NRS team, improving efficiency and timelines.
- Allow users to oversee the progress of their submitted job orders and request any amendments/cancellations directly via the Gateway.
- Reduce the amount of verbal/manual interaction with Local HR Teams/NRS regarding job order progress.

HSE Recruitment Recruitment Gateway

Navigating the Recruitment Gateway



2

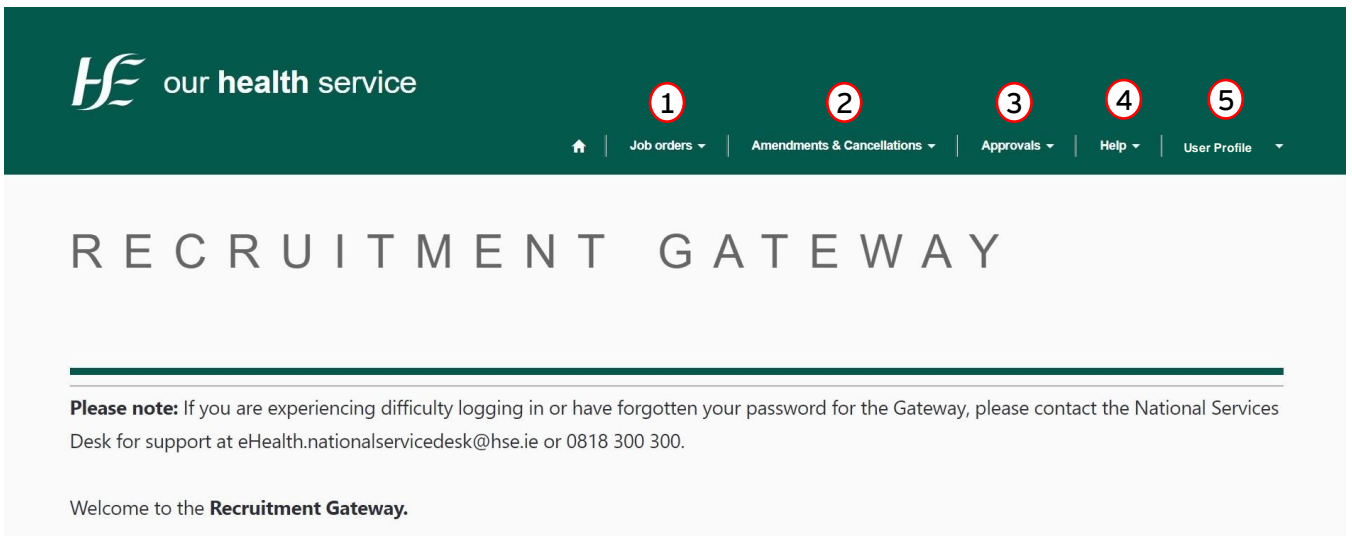
Navigating the Recruitment Gateway

What does it look like?

The Recruitment Gateway has been designed to be user-friendly and intuitive. It offers various functionalities such as creating a job order, requesting a job order amendment and reviewing the recruitment status of submitted job order.

As per the below image, the Recruitment Gateway has five core features.

1. Job orders
2. Amendments & Cancellations
3. Approvals
4. Help
5. User Profile





2 Navigating the Recruitment Gateway

What does it look like?

What does each functionality entail?

Job Orders	<ul style="list-style-type: none">• Users can create job orders digitally, save drafts and check if the job order has progressed or been rejected.• Users can see the progress of their job order e.g. has it been approved within their internal approval structure? Is it being recruited for locally or by the NRS? What stage is it at with NRS?
Amendments & Cancellations	<ul style="list-style-type: none">• Users can request amendments or cancellations for job orders they have created.• They can directly request an amendment to the job order on the Recruitment Gateway, and won't need to contact Local Recruitment or the NRS with change requests.
Approvals	<ul style="list-style-type: none">• Local services have been consulted and will align internal job order processes with the Recruitment Gateway in order to approve/reject job orders.• By assigning each user a particular permission, services will be able to digitise their internal job order approval process.• The Recruitment Gateway does not digitise the National Approval processes (Form A, B, A1 etc). Users must continue to arrange the relevant approvals for the post.
Help	<ul style="list-style-type: none">• Users can leverage the glossary of Gateway terms to support them when using the functionality
User Profile	<ul style="list-style-type: none">• Users can review and update their user details such as their email address and telephone number directly on the Recruitment Gateway



2

Navigating the Recruitment Gateway What does it look like?

- In order to fully use the Recruitment Gateway, users will be required to engage in various online form features. This includes using:
 - Drop downs
 - Look ups
 - Free text
 - Yes/No functions
 - Calendars
 - Tabs and tables

Users must leverage the above features as they progress through the job order form and use all Gateway features. Support on how to engage with each feature is provided on the following pages.


It is advised that users refer to this chapter should they experience difficulty in navigating the Gateway.



Drop Down list information fields

A drop-down list will have the following icon beside the information field



Click the  icon to see a list of data to select from

Example:

Grade Category*



Look up list information fields


A look up list will have the following icon displayed



Click the  icon to see a list of data to select from

Example:

CHO Area/Hospital Group/National Service*



Search bar option

Once the look up icon has been selected, you will be directed to a look up table. Use the **scrolling bar** on the right-hand side or search in the **search bar** on the top right-hand side for the relevant area.

Example:

.lookup records

Search

Choose one record and click Select to continue

Area/Group	Code	Is Parent?	Created On
<input type="checkbox"/> All		No	29/10/2021 10:43 AM
<input checked="" type="checkbox"/> Area 1			29/10/2021 10:43 AM
<input type="checkbox"/> Area 1/Area 2			29/10/2021 10:43 AM
<input type="checkbox"/> Area 1/Area 6			29/10/2021 10:43 AM
<input type="checkbox"/> Area 1/Area 6/Area 7		No	29/10/2021 10:43 AM
<input type="checkbox"/> Area 1/Area 7			29/10/2021 10:43 AM
<input type="checkbox"/> Area 1/Area 8			29/10/2021 10:43 AM

< 1 2 3 4 5 6 7 >

Select

Free text fields

To provide an answer in these fields, click in the white box and type the relevant information. Any text can be entered.

Example:

Post details

Role information

Department description*

Supervisory structure*



Yes or No field

Click either **Yes** or **No** as appropriate

Example:



Calendar

Users will be required to use the **calendar** icon for parts of the job order e.g. when inputting the projected start date of the job order or the contract end date. To do this, select the **calendar** icon and select the relevant date. This information will load onto your job order once selected.

Example:

Contract details

Contract type*

Projected start date

Contract end date

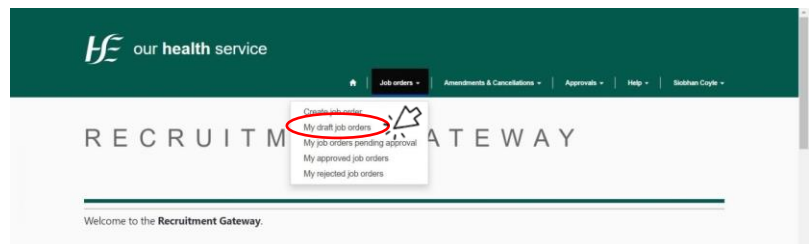
Duration (in months)

Local HR contact for payroll setup*

Tabs and Tables

Users can review all activities on their job orders, amendment & cancellation requests and approvals (for Approver 1, Approver 2 and Submitter) by clicking on the relevant tab along the top of the Gateway. In this example, a user has selected Job Orders > My draft job orders. Users can also click the Help and User Profile tabs.

Example:



When users click into the Job Order, Amendments & Cancellations or Approval tabs, they will be able to review various tables of activities. In this example, a user can see a table of all their draft job orders which provides high level information on each draft job order.

Example:

My draft job order

This drop down functionality stores all draft job orders. Only when you progress a job order by assigning it to the relevant approver or by directly submitting it (in the instance of a Submitter creating a job order directly) will it disappear from the 'My Draft job orders' tab. You may save job orders as drafts in order to retain relevant, mandatory information. By saving it as a draft, you can keep the progress you have made and source the final pieces of information required before progressing the job order.

Local HR Ref	Job Order Ref	Grade	Job Title	Created On
	AUD67387	Audiology, National Lead	N/A	11/10/2022 5:42 PM
	BIOC67395	Biochemist	Biochemist	11/10/2022 3:47 PM
	COI67356	Consultant Clinical Biochemist		17/09/2022 12:35 PM

Users can see full detail of the draft job order by selecting the drop-down arrow on the right-hand side as captured in this sample.

HSE Recruitment Recruitment Gateway

Using the Recruitment Gateway



Using the Recruitment Gateway User Model

The Recruitment Gateway has been designed with four types of users in order to grant flexibility for each local service to align it to their internal recruitment approval process. The four user types are; **Requester**, **Approver 1**, **Approver 2** and **Submitter**. The following pages provide an overview on each role.



Requester

- ✓ Create job order
- ✓ Save draft job order
- ✓ Create Amendment & Cancellation requests
- ✓ Review job order status
- ✓ Assign job order to Approver 1, or Approver 2, or Submitter for review & progression



Approver 1

- ✓ Create job order
- ✓ Save draft job order
- ✓ Create Amendment & Cancellation requests
- ✓ Review job order status
- ✓ Approve/Reject job order from Requesters and progress to Approver 2, or Submitter
- ✓ Assign job order to Approver 2 or Submitter for review and progression



Approver 2

- ✓ Create job order
- ✓ Save draft job order
- ✓ Create Amendment & Cancellation requests
- ✓ Review job order status
- ✓ Approve/Reject job order from Requesters and Approver 1's, and progress to Submitter
- ✓ Assign job order to Submitter for review and progression







Submitter

- ✓ Create job order
- ✓ Save draft job order
- ✓ Create Amendment & Cancellation requests
- ✓ Review job order status
- ✓ Approve/Reject job order from Requesters, Approver 1 and Approver 2 belonging to their Area/Group.
- ✓ Ability to assign job order for local recruitment, or submit to NRS
- ✓ Ability to change the job order from Local Recruitment to NRS and vice versa.
- ✓ View and action job orders/amendments/cancellations for their area/group



Using the Recruitment Gateway User Management & Access - Matrix

				
Action	Requester	Approver 1	Approver 2	Submitter
Create job order	✓	✓	✓	✓
Save job order	✓	✓	✓	✓
Create Amendment & Cancellation requests	✓	✓	✓	✓
Review job order status	✓	✓	✓	✓
Assign job order to Approver 1, or Approver 2, or Submitter for review and progression	✓	✓	✓	✓
Ability to assign job order for local recruitment, or submit to NRS				✓
Approve/Reject job orders assigned to them		✓	✓	✓
Approve/Reject amendments & cancellations assigned to them		✓	✓	✓
View & action job orders, amendments & cancellations for the area/group				✓
Ability to change recruitment from NRS to Local and vice versa				✓



3

Using the Recruitment Gateway User Model

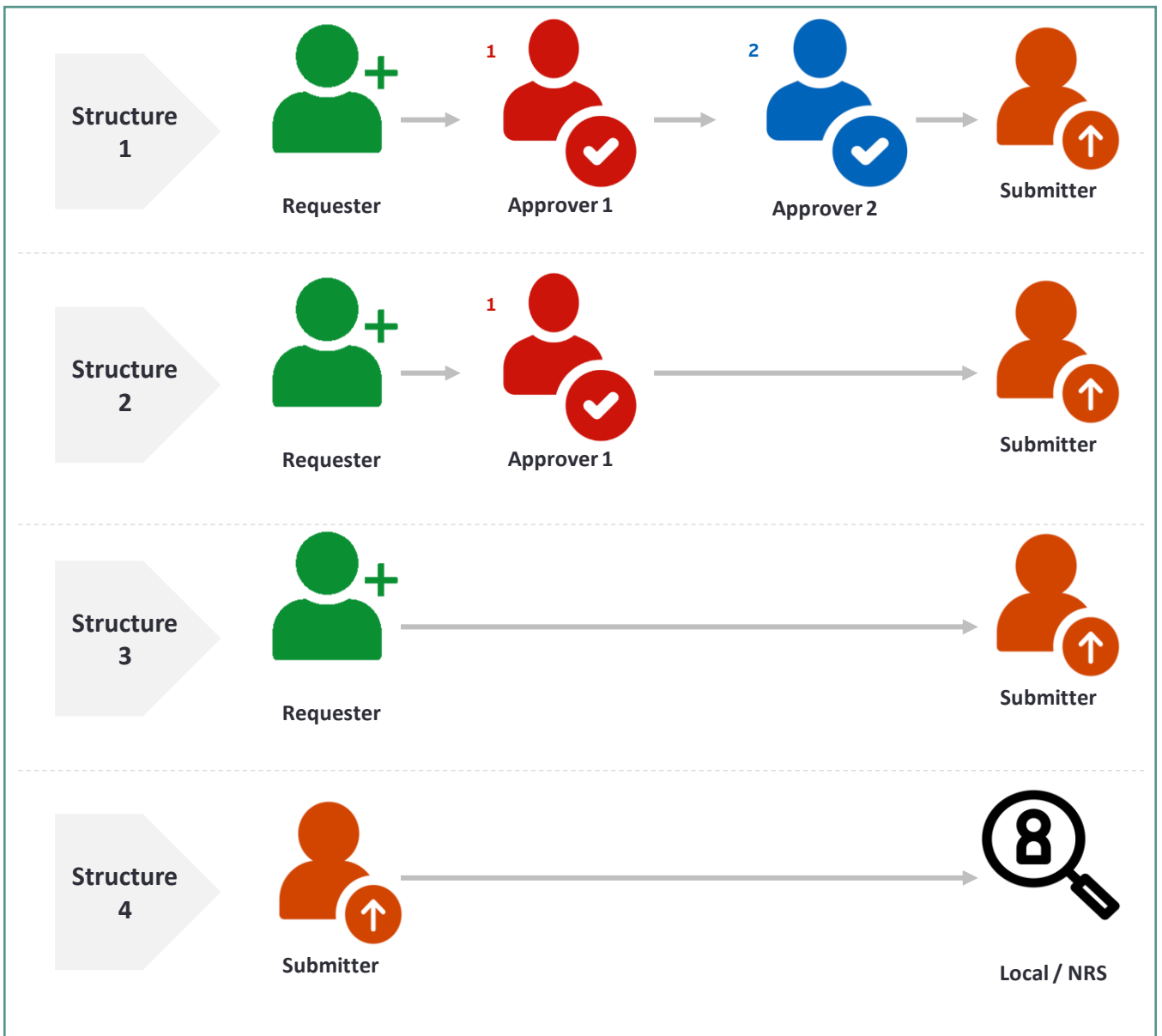
What user model is being used in my service?

- Depending on your internal recruitment approval structure, services will leverage all or some of the user roles available on the Recruitment Gateway.
- Each Head of HR or designated nominee has established the user model for their respective area.
- If you are unsure what user model has been implemented in your service area, please confirm this with your relevant HR Department.
- The following page outlines all the potential user structures which are possible on the Gateway.
- All services will be following **one** of these structures.



Using the Recruitment Gateway User Model

Approval Structure Matrix





3 Using the Recruitment Gateway User Model - Responsibilities

User responsibilities

Submission of a job order through the Recruitment Gateway effectively triggers the recruitment process. As a user of the Recruitment Gateway, you have a responsibility to ensure data entered is accurate and relevant, that all pre-approvals have been signed off, relevant information is collated and attachments are ready to be uploaded. In particular:

Role	Responsibility
Requester	<ul style="list-style-type: none"> • You have a responsibility to enter job order data accurately. • You have a responsibility to attach necessary documentation to your job order for the recruitment process. • You have a responsibility to progress the job order as per the user model structure agreed for your area. • You have a responsibility to log onto the Gateway frequently to keep track of your job orders. • You have a responsibility to correctly identify the Garda Vetting requirements of the role. • You have a responsibility prior to raising a JO that you have completed the approval to hire process.
Approvers (1&2)	<ul style="list-style-type: none"> • In addition to the Requester responsibilities outlined above, you have a responsibility to review all job orders assigned to you in detail, including reviewing all attachments and ensuring they are correct. • You have a responsibility to either follow up with the Requester or reject the job order if all information is not accurate and relevant attachments are not included. • You have a responsibility to progress the job order as per the user model structure agreed for your area.
Submitters	<ul style="list-style-type: none"> • In addition to the Requester and Approver responsibilities outlined above, you have a responsibility to ensure the job order is required within your service area. • You have a responsibility to appropriately assign it to either local recruitment or NRS teams, considering all potential panels before actioning this.



3

Using the Recruitment Gateway User Management & Access

How do I get access to the gateway?

For future users of the Gateway, the below steps must be taken to gain access:

Step 1: Ensure you have access to HealthIRL

- **All users of the Recruitment Gateway, will need to have access to the HealthIRL domain.**
- Where a new Gateway user is also a new HSE employee, they will likely already have HealthIRL access.
- However, where a new Gateway user is an existing HSE employee, they may not already have HealthIRL access and will need to gain this before requesting access to the Gateway.
- If a new user requires access to HealthIRL before requesting access to the Gateway, they should **email healthirl.migration@hse.ie as soon as possible** to arrange HealthIRL migration as required.

Step 2: Request Gateway access

- Complete a Request Form indicating the type of user permission that you need.
- Requests will require approval from the Head of HR (or delegated nominee) before being granted access to the Gateway. When a user submits the Request Form requesting these permissions, an email will be sent to the appropriate Head of HR (or delegated nominee) which will allow them to approve or reject the request.
- You will be advised when access is in place.
- Please find the access request form on <https://healthservice.hse.ie/staff/benefits-and-services/hr-forms/recruitment-gateway/>

A sample of the request form is captured in the following page.



Using the Recruitment Gateway Access & User Management

Access Request Form

Gateway Access

1. Your first name

2. Your surname

3. Email address

4. Your Service Area

5. What user permissions do you require?

Requester

Approver 1

Approver 2

Submitter

Never give out your password. [Report abuse](#)

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3

Using the Recruitment Gateway Access & User Management

What happens to a user's permissions if they leave the HSE?

- If a user leaves the HSE, their access to HealthIRL will be removed and they will no longer be able to access the Recruitment Gateway.

How do I change my user permission?

- If a user requires a different type of permission, they can indicate this on the Access Request Form.
- Authorisation from local HR will be sought before the change is implemented.



3 Navigating the Recruitment Gateway

Finding the Recruitment Gateway

Finding the Recruitment Gateway

- Users will be able to log on to the Recruitment Gateway using their HSE email address and password that they use to access their laptop/pc
- Users will require a computer or mobile device and Wi-Fi connection to use the Recruitment Gateway
- Please access the Gateway via Microsoft Edge, Google Chrome or Mozilla Firefox.
- The Recruitment Gateway **should not be accessed via Internet Explorer**.
- Users can access the Recruitment Gateway by clicking the following link: <https://recruitmentgateway.powerappsportals.com>

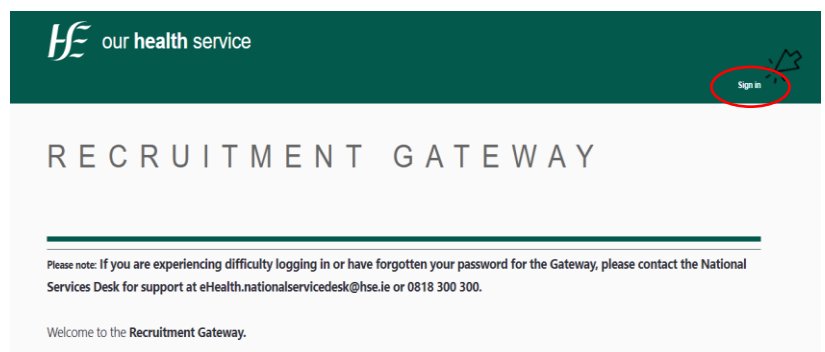
Please note: If you have forgotten your password for the Gateway, please contact the National Services Desk for support at eHealth.nationalservicedesk@hse.ie or 0818 300 300

Type <https://recruitmentgateway.powerappsportals.com> into your search bar in your internet browser and press enter



Once loaded, you will be directed to the Recruitment Gateway homepage.


Select sign in and use the credentials you currently use to access your system to log in



HSE Recruitment Recruitment Gateway

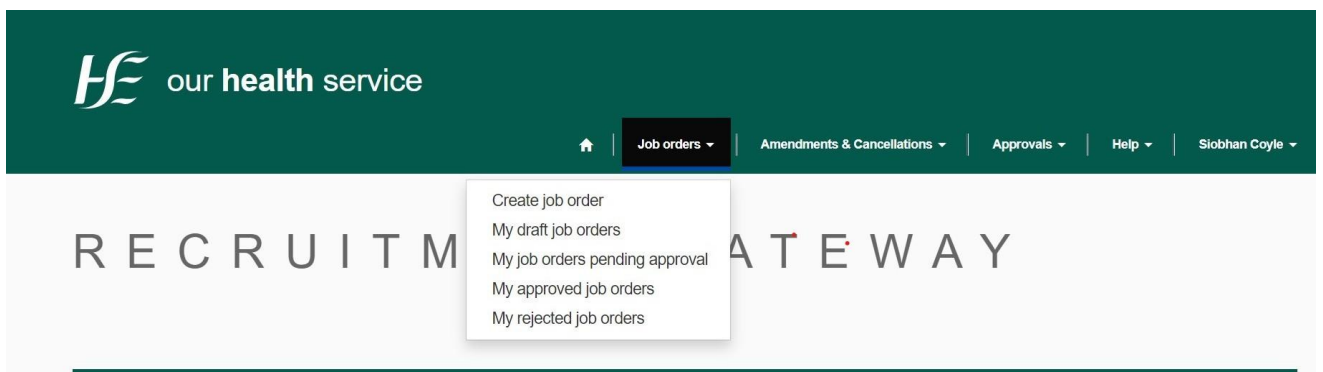
4 Job orders

4 Job orders

Click the **home icon** to return to the start of the manual 

Users will have the following options on the Gateway regarding job orders:

- Create job order
- My draft job orders
- My job order pending approval
- My approved job orders
- My rejected job orders



Please note:

- ! Users can click **Create job order** to create their job order, and view the status of all job orders through the other options e.g. my draft job orders, my job orders pending approval etc.
- ! The job order contains mandatory information fields which are recognisable by a red asterisk * beside them.
- ! Users will be unable to progress or save a job order without completing all mandatory fields.
- ! There is information pop-ups provided beside each field which users can see by hovering their mouse over the relevant field. These provide additional tips or guidance to help users complete the form.
- ! Please use the glossary on the Help tab of the Gateway to assist you when completing the job order, particularly for information fields you are unsure of or need further context before completing.



Creating a job order

Users will work through various sections of the job order form. A progress bar will be presented along the top of the form to show progress. The following pages provide a high-level overview of each section and helpful tips to consider when working through them.

Grade

- This section of the job order form focuses on all information relating to the Grade of the post. The digital form is dynamic, and therefore alters depending on the information provided. Complete this section by providing answers to the below fields:

Grade

Grade category *

Grade *

Grade code*

Grade group

Staff group

Job title*

Uncategorised job title

Job specialty

Save & Proceed

Helpful tips:

- When you select a **grade category**, the list of options under **grade** and **job title** will change to only provide you options related to that grade category which you have selected.
- If the **job title** that you need is not listed, you can create a new one for your job order by selecting 'N/A'. If you do this, the uncategoryed job title field becomes mandatory. You must then enter your required job title in the **Uncategorised job title** field. Once you have completed this section, click **save & proceed** at the end of the page.
- You can save your progress, leave the job order and return to it at a later date if required. To do this, ensure you are clicking **save & proceed** throughout.
- **Grades** and **Job Titles** are often listed with 'senior' at the end of the phrase e.g., Physiotherapist, Senior instead of Senior Physiotherapist. In the instance of a job title, users should make sure to look through all options provided before selecting 'other' and creating a new job title



Location & Service

This section of the job order form focuses on all information relating to the Location and Service of the post. Once you have completed the information in this section, select **Save & Proceed** at the end of the page.

New Create Job order

25%

Location & Service

Location	Service
CHO area/Hospital group/National service *	Service*
<input type="text"/>	<input type="text"/>
Geographical Area *	Sub service*
<input type="text"/>	<input type="text"/>
Location*	
<input type="text"/>	
Location details	
<input type="text"/>	

Helpful tips:

- When you select a **CHO area/Hospital Group/National Service**, the list of options under **Geographical area** and **Location** will change to only provide you options related to that area/group/service.
- If your location is not listed, you can create a new location for your job order by selecting **Location not listed** and typing your new location in the **Location details** field. If you do this, the Location details field becomes mandatory.



Post details

This section of the job order form focuses on all role information relating to the post. Once you have completed the information in this section, select **Save & Proceed** at the end of the page.

New Create Job order

50%

Post details

Role information

Contract details

Department description*

Supervisory structure*

Additional Post Specific Requirements

Additional post specific requirements other

Weekly working hours*

Whole time equivalent (WTE)*

Is competency in Irish required?*

Contract type*

Projected start date

Contract end date

Duration (in months)

Local HR contact for payroll setup*

Hiring Manager details

Hiring manager first name*

Hiring manager last name*

Helpful tips:

- If you require assistance when filling in Department Description and Supervisory Structure, please refer to the **Glossary** on the **Help** tab of the Gateway for guidance.
- Please ensure the **Whole time equivalent** correctly reflects the **weekly working hours** inputted. The information in these two fields should correlate.
- If you select a non-permanent contract type, you will be required to insert an **end date OR duration**. You cannot input information into both fields – choose which field suits your job post.
- If the Hiring Manager is not creating the job order, users can capture the Hiring Manager information on the form. If you are a Hiring Manager filling in this form, please enter your own contact details.
- It is important that the Hiring Manager information is inputted accurately as it will be used for future Expression of Interest communications.
- Multiple **Additional Post Specific Requirements** can be selected. Please select any appropriate requirements. If the Additional Post Specific Requirements for your post are not listed, please select **Other** and then enter the appropriate details in the **Additional Post Specific Requirements other** field.
- Please ensure that you articulate these requirements accurately as this information will be shared with the candidate at a later stage in the recruitment process



Post details

This section of the job order form focuses on all role information relating to the post. Once you have completed the information in this section, select **Save & Proceed** at the end of the page.

Garda Vetting Information

Please indicate if Garda Vetting is required for this role. It is the responsibility of the Hiring manager to identify if the role requires Garda Vetting or not.

The HSE is obliged to strictly ensure that only roles falling within this legislative category are submitted to the An Garda Síochána National Vetting Bureau (NVB). The legislation referred to is the National Vetting Bureau (Children & Vulnerable Adults) Acts 2012 to 2016

The National Vetting Bureau (Children & Vulnerable Adults) Acts 2012 to 2016 requires all individuals engaging in relevant roles to be Garda vetted before they can commence their duties within/on behalf of the HSE.

Relevant work refers to any work/activity which is carried out by an individual, a necessary and regular part of which consists mainly of the person having access to, or contact with, children or vulnerable adults. Managers must give consideration to the nature of the work/activities which will be undertaken and the extent to which the individual will have access to children and/or vulnerable adults.

To ensure you remain compliant with this legislation, please check to ensure that you are requesting vetting for a relevant role meeting the stated criteria. Do not request vetting for a role which does not meet the stated criteria. Successful candidates will be submitted to the NVB for vetting or not vetted based on your decision as submitted in this job order, this request is not validated by NRS.

Further details on the process for Garda Vetting of new employees and other persons engaged in relevant work with children or vulnerable adults can be found in Circular 012 2018:

<https://www.hse.ie/eng/staff/resources/hr-circulars/hr-circular-012-2018-re-garda-vetting-requirements.html>

If Garda Vetting **is not required** for your role, you must outline how the role does not require Garda Vetting in the field provided.

Please select the statement that applies to this role*

I confirm that this role DOES NOT REQUIRE Garda Vetting I confirm that this role REQUIRES Garda Vetting

Please outline your justification on how the role does not require Garda Vetting*

If Garda Vetting **is required** for your role, you must provide the reason why the role requires Garda Vetting by clicking the **Select** button.

Please select the statement that applies to this role*

I confirm that this role DOES NOT REQUIRE Garda Vetting I confirm that this role REQUIRES Garda Vetting

Please select Garda Vetting by clicking the "Select" Button

Search



Select

Helpful tips:

- Additional information is provided on the form to assist you in determining if Garda Vetting is required for the role. Please read this information in detail.
- Users should only confirm that Garda Vetting is required if **absolutely necessary** for the role.
- If users do confirm it is necessary, they will be able to select from a long list of Garda Vetting requirements.
- Users can receive support on whether or not they should request Garda Vetting by clicking into this circular – <https://www.hse.ie/eng/staff/resources/hr-circulars/hr-circular-012-2018-re-garda-vetting-requirements.html>



Approvals & Funding

This section of the job order form focuses on all information relating to Approvals & Funding for the role. Once you have completed the information in this section, select **Save & Proceed** at the end of the page.

75%

Approvals & Funding

Approvals Summary

Initiative

Sub initiative

Approval form*

Reason*

Recruitment sub reason

Reason details

Funding source

Approval Details

Position number/SAP position number

Primary notification number

SWP&I log number

Approved by*

Approver title*

Date approved*

DD/MM/YYYY

Supporting Information

Cost centre

Personnel area*

Upload documents

Add files

Save & Proceed

There are no folders or files to display.

Please attach here the agreed Job Specification for the role. To access Job Specifications currently available, or to access the Job Spec Template to support you in generating your own, please see the Job Specification Repository at <https://www.hse.ie/eng/about/who/healthbusinessservices/hbshumanresource/hr-job-specification-repository.html>. You will also find additional supports in the Recruitment & Selection Toolkit available in the Discovery Zone on www.hseland.ie.

Helpful tips:

- It is important that information captured here reflects the Approval to Hire form that you possess for this post.
- Users must not submit job orders without a completed Approval to Hire form and PPHA form.
- Ensure your PPHA form is saved with 'PPHA' in the document title.
- Once you have entered the relevant information click **Save & Proceed**. You will then be prompted to attach these forms directly to the job order record on the Gateway.
- You will be able to attach documents from your desktop. You can attach more than one document at a time.



Assign Approver

Once you have completed the job order, you will be provided with a full view of the entire job order for review. At the end of this page, you will be prompted to assign it to an Approver (Note: if you have Requester, Approver 1 or Approver 2 status. If you are a Submitter creating a job order, this will automatically populate with your name and will automatically fall into your approved job order tab).

For Requesters, Approver 1 or Approver 2's, select the relevant Approver from the drop-down list depending on your local internal approval structure.

Once you are ready to progress the job order, change the **Job Order – action to be taken** field from **'Save to draft'** to **'Progress for review'**.

Job order status

Job Order – action to be taken

Save to Draft

Approver 1

Approver 1 decision

Approver 2

Approver 2 decision

Submitter

Submitter decision

Helpful tips:

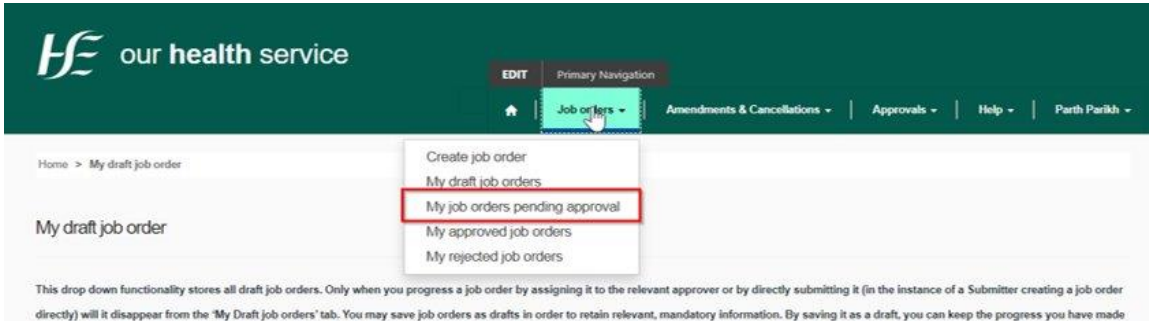
- Depending on your local service approval structure, you will either select an Approver 1, Approver 2 or Submitter. You will only select **one Approver/Submitter**.
- Select an Approver that you typically send job order to however, if you do not recognize the names on the list and are unsure who to assign it to, contact your Local HR team to confirm same.
- Once you have assigned the Approver, you can either save the job order as a draft or progress it for review.
- Depending on what you choose, you will be able to see the job order in your drafts or those awaiting approval.
- If you progress your job order and would like to see the outcome, check your **Approved job orders** and **Reject job orders** tabs.
- It is important that users pay close attention to the **Job Order Reference** number (which will be visible on each table within My job orders pending approval, My draft job orders, My approved job orders and My rejected job orders) as they keep track of what they have inputted onto the Gateway.



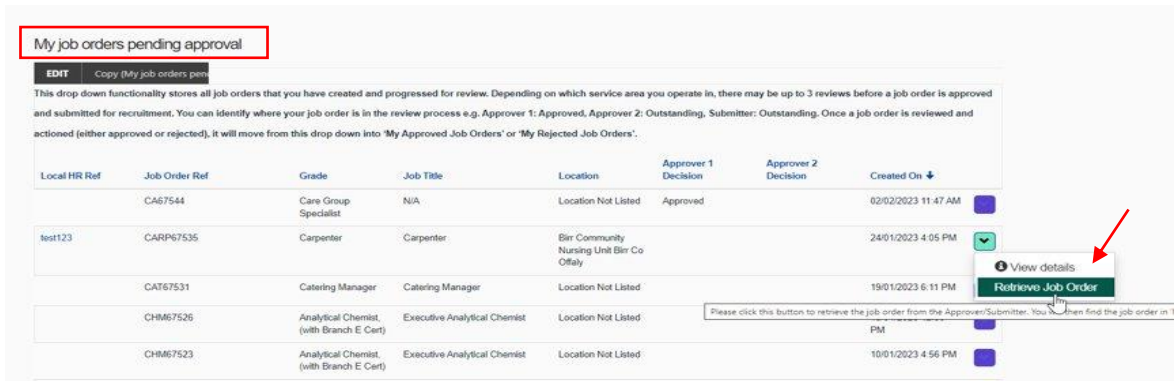
Retrieving a Job Order

If the Approver/Submitter, that you assigned the job order to is unavailable to progress a submitted Job Order and it is still pending approval, it is possible to retrieve the Job Order, make amendments (e.g. select an alternative Approver) and resubmit for approval.

Select the option **'My job orders pending approval'** from the Job Orders menu.



Select the arrow to the right of the job order and click **'Retrieve Job Order'** button. This will retrieve the Job Order from the Approver/Submitter. The Job Order will now be found in **'My draft job orders'**. **Proceed to progress the job order as normal from draft.** In the 'Job Order Status' section of the form, the user can select a new Approver and then resubmit the Job Order for approval.





Job Order tables


Users can view the progress and status of their created job orders via the Job Orders tab on the Gateway. Please see a high-level overview of each tab below:

My draft job orders	<ul style="list-style-type: none">• Job orders in this table have not progressed for recruitment.• A Job order will remain in this table until users are ready to progress with it.• A Job order can also be deleted if users do not wish to progress it.
My job orders pending approval	<ul style="list-style-type: none">• Once you have progressed a job order, you will be able to view it in your 'My job order pending approval' table.• If a job order remains in this drop down, it means that it hasn't been reviewed by the relevant Approver/Submitter you assigned when creating the job order.• Submitters will not have this option on their view of the Gateway as all job orders created by a Submitter are automatically approved.
My approved job orders	<ul style="list-style-type: none">• Once the Approver/Submitter that you assigned to the job order to has reviewed and approved your job order, you will be able to view it in the 'My Approved job orders' table.• If your job order is listed under this drop down, it means that the Approver/Submitter you assigned it to has approved it, and either progressed it onto the next stage of approvals, or submitted it for local/NRS recruitment.• This table will provide information on your job order e.g. you can see if the NRS or local is recruiting for it. If it is being recruited by NRS, you can see a high level status of the job order e.g. Expressed or Campaign Underway.
My rejected job orders	<ul style="list-style-type: none">• If the Approver/Submitter that you assigned to the job order to has reviewed and rejected your job order, you will be able to view it in the 'My Rejected job orders' table.• If your job order is listed here, it means that the Approver/Submitter you assigned it to has rejected it, and has not progressed the job order further.• If the Approver/Submitter you assigned the job order to rejects it, they will be required to insert a reason for the rejection.• You will be able to review this reason in the table within the 'My Rejected job order' table. You will also receive an email to notify you.• The job order may have been rejected for a number of reasons including (list not exhaustive):<ul style="list-style-type: none">• There isn't a need for the job order• There isn't budgetary approval for the job order• There is an error on the job order so the Approver/Submitter has rejected it and requested that you edit the job order and re-submit it to them for review• Submitters will not have this option on their view of the Gateway as all job orders created by a Submitter are automatically approved.

HSE Recruitment Recruitment Gateway

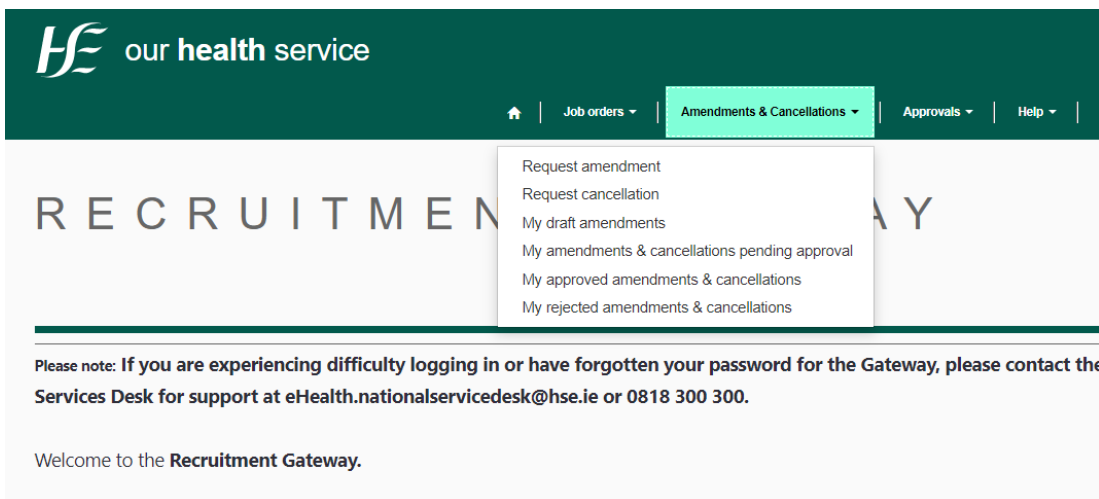
Amendments & Cancellations

5 Amendments & Cancellations

Click the home icon to return to the start of the manual 

Users will have the following options on the Gateway regarding amendments & cancellations:

- Request amendment
- Request cancellation
- My draft amendments
- My amendments & cancellations submitted for review
- My approved amendments & cancellations
- My rejected amendments & cancellations



Please note:

- ! After progressing a job order, users may wish to amend it. Instead of emailing and/or phoning Local recruitment or the NRS, users will be able to request the amendment directly via the Recruitment Gateway.
- ! Similar to progressing job orders, users will require their amendment requests to be reviewed and approved as per their local internal approval process via the Gateway.
- ! Users cannot cancel an amendment request.
- ! Users cannot create more than one amendment request for a job order at the same time. If they raised an amendment request, they need to await the outcome of that request before raising another request for that job order.
- ! Therefore, it is advised that users make all their edits/amendments in a single request instead of at different times.
- ! Until an amendment or cancellation request is approved, the original job order remains live in the recruitment system.



Creating an amendment or cancellation request

Users will use the **Amendments & Cancellation** tab to create a request. They will be prompted to select the job order that they wish to amend or cancel and a high-level reason for the request e.g., change required to location.

The image shows two screenshots of a web application interface. The top screenshot is titled 'Request amendment'. It features a text box for 'Job Order *' with a blue search icon. To the right, under 'Amendment submission', there is a text box for 'Amendment Title' and a larger text box for 'Amendment Reason *'. The bottom screenshot is titled 'Request cancellation'. It features a 'Job Order *' dropdown menu with 'CNM67373' selected, a 'Recruitment Type' dropdown menu with 'Local' selected, and a 'Cancellation submission' section with a 'Cancellation Title' text box and a 'Cancellation Reason *' text box containing 'Change in career'. A blue 'Submit' button is located at the bottom left of the 'Request cancellation' form.

Helpful tips:

Amendments

- When a user has entered the reason for the request, they will be presented with a full view of the job order where they can edit the job order fields and change the information required e.g. change location or hiring manager details.
- Users will then submit this request to the same Approver/Submitter they assigned the original job order to.
- Users can create a draft amendment request.

Cancellations

- Once users have requested a cancellation and selected the job order they wish to cancel, they will also be able to include a reason for the cancellation request.
- Once a reason has been entered, this request will go directly to the Approver/Submitter they assigned the original job order to.
- Users cannot create a draft cancellation request.



Amendment & Cancellation tables


Users can view the progress and status of their amendment and cancellation request via the Amendments & Cancellations tab on the Gateway. Please see a high-level overview of each tab below:

My draft amendments & cancellations	<ul style="list-style-type: none">• Requests in this table have not progressed for review• Draft requests can remain in this table until users are ready to progress with the request.• Draft requests can also be deleted if users do not wish to progress with the request.
My amendments & cancellations pending approval	<ul style="list-style-type: none">• Once you have progressed a request, you will be able to view it in your 'My Amendments & Cancellations pending approval' table• If a request remains in this drop down, it means that it hasn't been reviewed by the relevant Approver/Submitter you assigned it to.
My approved amendments & cancellations	<ul style="list-style-type: none">• If your request is listed under this drop down, it means that the Approver/Submitter you assigned it to has approved it, and either progressed it onto the next stage of approvals, or submitted it to local recruitment/NRS for action.• This table will provide information on your job order e.g. you can see if the NRS or local recruitment team is recruiting it. If it is being recruited by NRS, you can see a high level status of the job order e.g. Expressed or Campaign Underway.• When an amendment request is approved, this will update the original job order that users can see in the 'My approved job orders' table. Therefore after an amendment is approved, the exact same information on that particular job order will be evident in 'My approved Job Orders' and 'My approved Amendments & Cancellations' tables.• When a cancellation request is approved, the original job order will be removed from 'My approved job orders' table.
My rejected amendments & cancellations	<ul style="list-style-type: none">• If your request is listed here, it means that the Approver/Submitter you assigned it to has rejected the request, and has not progressed the request further.• If the Approver/Submitter you assigned the request to rejects it, they will be required to insert a reason for the rejection.• There are two scenarios in which amendment/cancellation requests may be listed under the 'My Rejected Amendments & Cancellations' table:<ol style="list-style-type: none">1. One or more of the Approver/Submitter in your internal approval structure has rejected it, and has not progressed the job order further2. The request was approved by your internal approval structure however, it was rejected by the recruiter of the original job order (either Local recruitment or the NRS)• If the request is rejected in either of the above scenarios, the rejecter will be required to insert a reason for the rejection. You will be able to review this reason in this table. You'll also get an email on same.

HSE Recruitment Recruitment Gateway

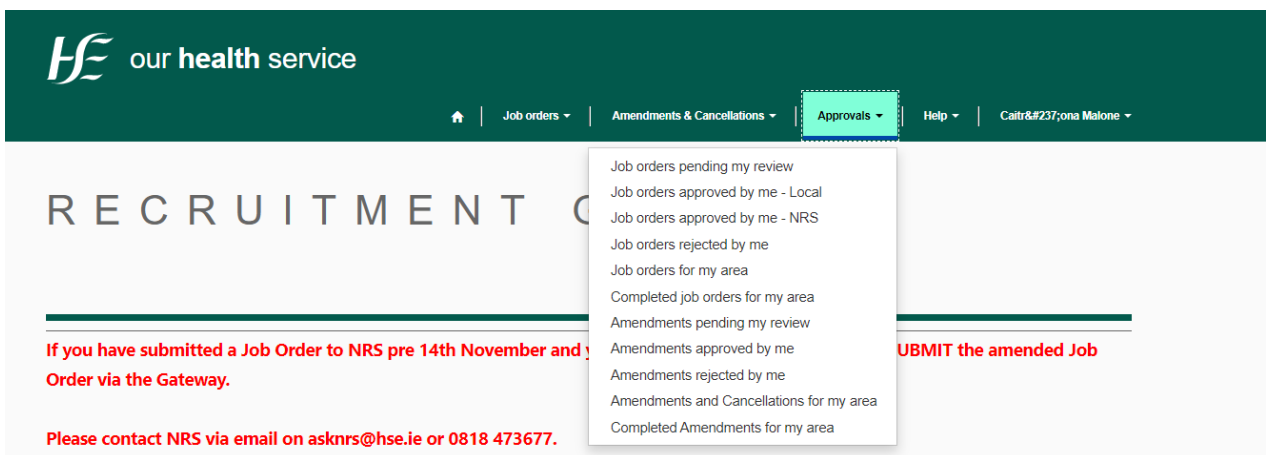
Approvals

6 Approvals

Click the **home icon** to return to the start of the manual 

Users will have the following options on the Gateway regarding Approvals:

- Job orders pending my review
- Job orders approved by me – Local (Submitters only)
- Job orders approved by me – NRS (Submitters only)
- Job orders rejected by me
- Job orders for my area (Submitters only)
- Completed job orders for my area (Submitters only)
- Amendments pending my review
- Amendments approved by me
- Amendments rejected by me
- Amendments and Cancellations for my area (Submitters only)
- Completed Amendments and Cancellations for my area (Submitters only)



The screenshot shows the top navigation bar of the Recruitment Gateway. The logo 'HSE our health service' is on the left. The navigation menu includes 'Home', 'Job orders', 'Amendments & Cancellations', 'Approvals', 'Help', and 'Caitr#237;ona Malone'. The 'Approvals' dropdown menu is open, listing the following options: 'Job orders pending my review', 'Job orders approved by me - Local', 'Job orders approved by me - NRS', 'Job orders rejected by me', 'Job orders for my area', 'Completed job orders for my area', 'Amendments pending my review', 'Amendments approved by me', 'Amendments rejected by me', 'Amendments and Cancellations for my area', and 'Completed Amendments for my area'. Below the navigation bar, the word 'RECRUITMENT' is visible in large letters. There are also some red text prompts: 'If you have submitted a Job Order to NRS pre 14th November and Order via the Gateway.' and 'Please contact NRS via email on asknrs@hse.ie or 0818 473677.' and 'SUBMIT the amended Job'.

Helpful tips:

- ! Users with Requester permissions will not see the Approvals drop down on their homepage or along the top of their display.
- ! It is important to highlight that those with Approver 1, Approver 2 and Submitter permissions can still leverage the Job orders and Amendments & Cancellations functionalities as if they are creating a job order themselves.
- ! However, such users may also be required to review and approve job order and requests from other members within their service area or team.
- ! This will depend on the user model that your service area has implemented.



Approval tables

Users can view the job orders and amendment/cancellation requests assigned to them on the Approvals tab on the Gateway. Please see a high-level overview of each tab below:

Job orders pending my review	<ul style="list-style-type: none">• Job orders assigned to Approvers or Submitters will be stored in their 'Job orders pending my review' table.• Each local internal approval structure will determine the process by which job orders will be assigned for Approver/Submitter review. Job orders which are awaiting review by the Approver/Submitter will appear in this table (See Chapter 3).
Job orders approved by me (Approvers)	<ul style="list-style-type: none">• If an Approver approves a job order and wish for it to progress, they will be able to view job orders they have approved in the 'Job orders approved by me' table.• There may be a scenario whereby an Approver creates their own job order. In this instance, they are essentially 'approving' their own request. Such job orders will also be highlighted in this table.• If an Approver would like to see the status of the job order (e.g. who is recruiting it, what stage the job order is at if recruited by NRS) that they have approved, they will be able to do so by viewing this table.
Job orders approved by me - NRS/Local (Submitters)	<ul style="list-style-type: none">• If a Submitter approves a job order and wish for it to progress, they will be able to view job orders they have approved in the 'Job orders approved by me – NRS/Local' tables.• There may be a scenario whereby a Submitter creates their own job order. In this instance, they are essentially 'approving' their own request. Such job orders will also be highlighted in this table.• If a Submitter would like to see the status of the job order (e.g. who is recruiting it, what stage the job order is at if recruited by NRS) that they have approved, they will be able to do so by viewing this table.• Submitters can use this menu to change the Recruitment Type from Local Recruitment to NRS Recruitment and vice versa.
Job orders rejected by me	<ul style="list-style-type: none">• If an Approver or Submitter rejects a job order, they will be able to view this in the 'Job orders rejected by me' table.• As noted, Approvers and/or Submitters may reject a job order because a certain piece of information must be revised or changed. In this scenario, when the original job order creator reviews the rejection reason and updates the job order, they will edit and re-submit the job order for approval again.• Once this is actioned, the job order will no longer be identifiable in the 'Job orders rejected by me' table, and will instead be located back in the 'Job orders pending review' table for the Approver/Submitter to re-review.



Approval tables

Users can view the job orders and amendment/cancellation requests assigned to them on the Approvals tab on the Gateway. Please see a high-level overview of each tab below:

Job orders for my area (Submitters only)	<ul style="list-style-type: none">• As Submitters make the final decision on whether a job order is progressed and where it is recruited by (either locally or NRS), it is important that Submitters have oversight on all job orders being raised for their area.• If a job order is assigned to a Submitter who is on a period of leave, or cannot access the Gateway, it is important that other Submitters can progress that job order and not cause delay to recruitment timelines.• As a result, Submitters are able to review and progress job orders in their area that were not originally assigned to them by clicking into 'Job orders for my area' table.• This is a functionality only available to Submitters.
Completed job orders for my area (Submitters only)	<ul style="list-style-type: none">• Submitters are able to review all job orders in their area that have been actioned (submitted or rejected) by clicking into 'Completed job orders for my area' table.• This is a functionality only available to Submitters.
Amendments pending my review	<ul style="list-style-type: none">• Amendments & Cancellation requests assigned to Approvers or Submitters will be stored in the 'Amendments pending my review' table.• Each local internal approval structure will determine the process by which job order amendment/cancellation requests will be assigned for Approver/Submitter review. Amendment/Cancellation requests which are awaiting review by the Approver/Submitter will appear in this table (See Chapter 3).
Amendments approved by me	<ul style="list-style-type: none">• If an Approver or Submitter approves a request and wishes for it to progress, they will be able to view it in the 'Amendments approved by me' table• There may be a scenario whereby an Approver or Submitter creates their own amendment/cancellation request. In this instance, they are essentially 'approving' their own request. Such job orders will also be highlighted in this table.• If an Approver and/or Submitter would like to see the status of the job order Amendment/Cancellation request (e.g. who is recruiting it, what stage the job order is at if recruited by NRS) that they have approved, they will be able to do so by viewing this table.
Amendments rejected by me	<ul style="list-style-type: none">• If an Approver or Submitter rejects an Amendment/Cancellation request, they will be able to view this in the 'Amendments rejected by me' table



Approval tables

Users can view the job orders and amendment/cancellation requests assigned to them on the Approvals tab on the Gateway. Please see a high-level overview of each tab below:

Amendments & Cancellations for my area (Submitters only)	<ul style="list-style-type: none">• As Submitters make the final decision on whether a job order Amendment/Cancellation request is progressed, it is important that Submitters have oversight on all requests being raised for their area.• If a request is assigned to a Submitter who is on a period of leave, or cannot access the Gateway, it is important that other Submitters can progress that job order and not cause delay to recruitment timelines.• As a result, Submitters are able to review and progress requests in their area that were not originally assigned to them by clicking into 'Amendments & Cancellations for my area' table.
Completed Amendments for my area (Submitters only)	<ul style="list-style-type: none">• Submitters are able to review all amendments and cancellations in their area that have been actioned (submitted or rejected) by clicking into 'Completed amendments for my area' table.• This is a functionality only available to Submitters.




Approving & Rejecting Job Orders, Amendments & Cancellation requests

Users will leverage the ‘Approvals’ tab to review job orders, amendments & cancellation requests assigned to them. The following guidance follows the example of approving a job order, however, please follow the same steps when reviewing and approving/rejecting an amendment or cancellation request.

Helpful tips:

Approving a job order

- View the detail of the job order by clicking on the **Review** button to the right of the job order 
- When you have reviewed a job order and are happy for it to progress for recruitment, scroll to the end of the job order form and select **Approve** under **Approver 1 Decision**, **Approver 2 Decision** or **Submitter Decision** information fields (depending on what role you are) as per the below screenshot.
- Select the next **Approver/Submitter** to review the job order from the drop down. Please select **just one** Approver/Submitter.
- Click **Save/Submit** (this option will vary depending on your permission type).

! Additional step for Submitters:

- Submitters will also be required to decide if the job order should be recruited **locally** or by the **NRS**. Include your decision using the drop-down under the **Recruitment Type** field. **Click Submit**.

Please note: This decision should align with the Recruitment Operating Model which was launched on 31/08/22. Submitters will have the final say on whether a job order is recruited for locally or if it will be recruited by the NRS.

Job order status

Approver 1 <input type="text"/>	Approver 1 decision <input type="text"/>
Approver 2 <input type="text"/>	Approver 2 decision <input type="text"/>
Submitter <input type="text" value="Siobhan Coyle"/>	Submitter decision <input type="text" value="Approved"/>
Recruitment type* <input type="text" value="Local"/>	

Please note:

As shown in the above screenshot, users will only be able select from the drop down box aligned to their user permission type. For example in the above screenshot, a Submitter cannot enter a decision in the **Approver 2 Decision** field – this is flagged as an error



Approving & Rejecting Job Orders, Amendments & Cancellation requests

Helpful tips:

Rejecting a job order

- If you have reviewed a job order assigned to you and you do not believe it should progress for recruitment, you can reject it. Approver 1, Approver 2 and Submitter user permission roles will follow the same process to reject a job order.
- To reject a job order, scroll down to the end of the job order form and select **Rejected** from the drop down under the **Approver 1 Decision**, **Approver 2 Decision** or **Submitter Decision** information fields (as before, you will only be required to enter your rejection response in the user role that you have been assigned. E.g. if you are a **Submitter**, select **Rejected** from the **Submitter Decision** information field)
- When you have selected **Rejected**, a **Rejection Reason** box will appear (as per the below screenshot). This is a mandatory information field.
- Type in a high level reason as to why you are rejecting the job order e.g. incorrect WTE, wrong approval form is attached.

Job order status

Approver 1	Approver 1 decision
<input type="text"/>	<input type="text"/>
Approver 2	Approver 2 decision
<input type="text"/>	<input type="text"/>
Submitter	Submitter decision
Siobhan Coyle	Rejected
Rejection reason*	
<input type="text"/>	

Please note:

- You may reject the job order because a piece of information is incorrect, or you would like the job order creator to attach a different form or include additional information before you progress it.
- If this is the case, insert what needs to be changed on the job order in the rejection reason box and ask the job order creator to incorporate this feedback and re-submit the job order.
- The job order creator will see this on their view of the Gateway. They will be able to review and edit the form as per your feedback and re-submit it for your review



Approving & Rejecting Job Orders, Amendments & Cancellation requests

Helpful tips:

FAO Submitters:

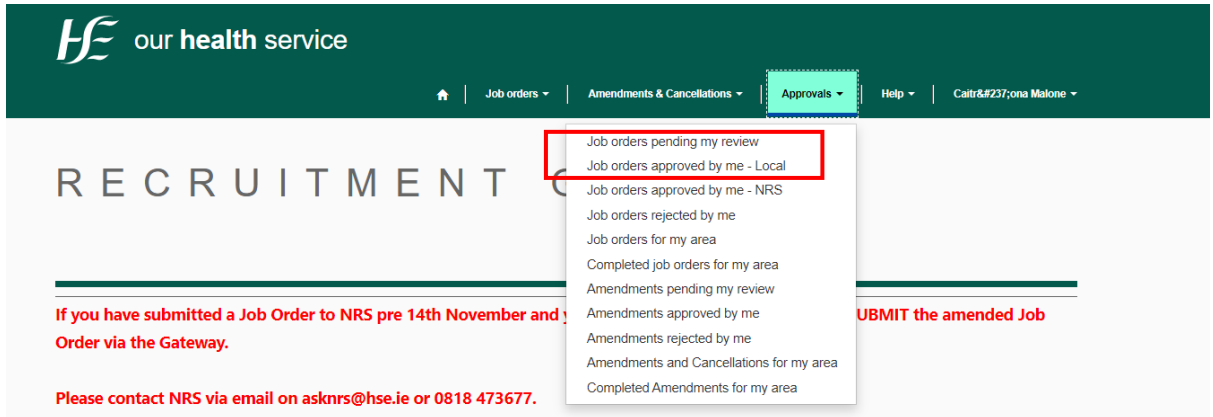
- ! Please consider if you need to contact the NRS to confirm whether a suitable panel held by them might suit your job order before recruiting for this locally. Please contact the askNRS helpdesk for this. You may also wish to use the 'Additional Information field at the end of the job order form to raise this with NRS.
- ! If you have selected Local under the Recruitment Type field, you may wish to save the job order as a pdf and use this going forward to find a suitable local panel for the job order, or to create a new campaign locally.
- ! To save a job order as a pdf, please refer to Chapter 8.
- ! If you have selected National Recruitment Service (NRS) under the **Recruitment Type** field and submit the job order, it will automatically progress to the NRS team who will commence the recruitment process – you are not required to email the team on this matter.
- ! As a Submitter, you will be able to review a high level status of all job orders being recruited by NRS in the **JO Status** column under '**My approved job orders**' table. The original creator of the job order, as well as those who approved the job order (Approver 1 or Approver 2) will also be able to see a high level status in their own views of '**My approved job orders**' table (Requesters) and '**Job Orders approved by me**' table (for Approver 1's and Approver 2's).



Changing a Job Order Recruitment Type (Submitters Only)

A functionality is available for submitters to change the Recruitment Type via two menu options

- **Job Orders approved by me – NRS**
- **Job Orders approved by me – Local**



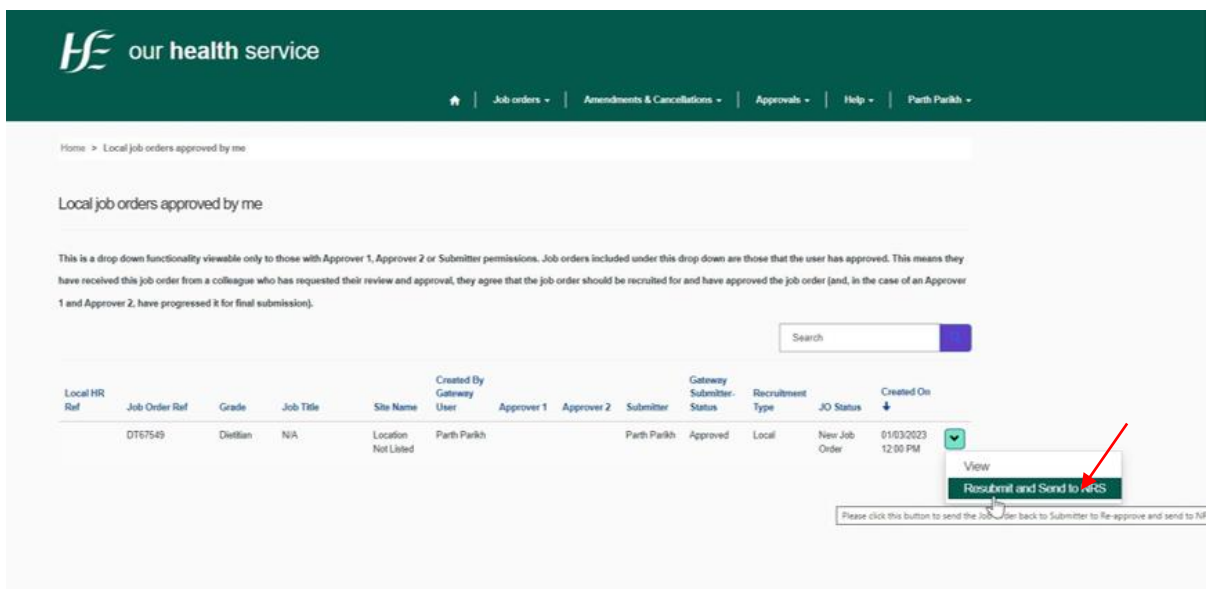
Changing a job order from Local Recruitment Type to NRS Recruitment

Navigate to the menu under **Approvals** and select '**Job Orders approved by me – Local**'.

Click the arrow next to the Job order that you wish to change. From here, click '**Resubmit and Send to NRS**'.

If you were the original creator of the Job Order, the Job Order will have been moved to '**My draft Job Orders**'. Please go to that menu and resubmit the job order to NRS.

If you were not the original creator of the Job Order, the Job Order will have been moved to '**Job Orders Pending My Review**'. Please go to that menu to re-approve and send to NRS.





Changing a Job Order Recruitment Type (Submitters Only)

Changing a job order from NRS Recruitment Type to Local Recruitment

Navigate to the menu under **Approvals** and select **'Job Orders approved by me – NRS'**. Click the arrow next to the Job order that you wish to change.

From here, click **'Change Recruitment Type NRS to Local'**. The system will automatically direct you to **'My amendments/cancellations pending approval'**

An amendment request for this change in Recruitment Type is now sent to NRS.

Home > NRS job orders approved by me

NRS job orders approved by me

This is a drop down functionality viewable only to those with Approver 1, Approver 2 or Submitter permissions. Job orders included under this drop down are those that the user has approved. This means they have received this job order from a colleague who has requested their review and approval, they agree that the job order should be recruited for and have approved the job order (and, in the case of an Approver 1 and Approver 2, have progressed it for final submission).

Local HR Ref	Job Order Ref	Grade	Job Title	Site Name	Created By Gateway User	Approver 1	Approver 2	Submitter	Gateway Submitter-Status	Recruitment Type	JO Status	Status Details	Created On
	MA67546	Accountant	Accountant					Parth Parikh	Approved	National Recruitment Service	New Job Order	Hello 123 Bye bye	08/02/2023 5:06 PM

View
Change Recruitment type NRS to Local

The Amendment Request to change from NRS Recruitment to Local Recruitment will be reviewed by NRS so that they can take appropriate action. Once NRS approve the amendment request, the Job Order will be visible in the **'Local Job orders approved by me'** menu.

Helpful tips:

- As the Recruitment Type is changing, the Contract Type may also need to change as some contract types are specific to NRS and/or Local Recruitment.
- Make sure to change the **'Job Order – Action to be Taken'** field from **'Save to Draft'** to **'Progress to Review'**.



HSE Recruitment Recruitment Gateway

7 User Profile

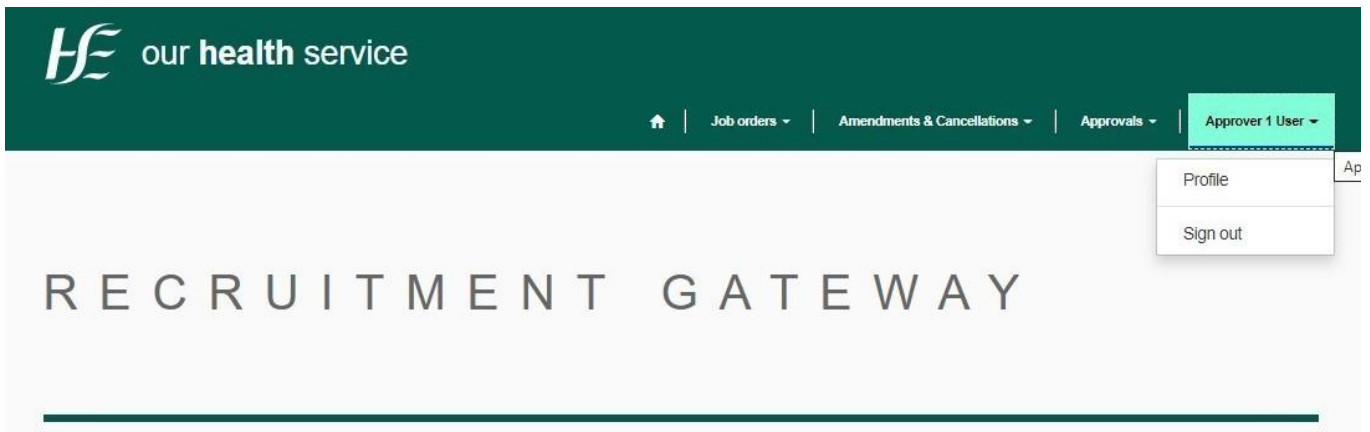
User Profile

Click the **home icon** to return to the start of the manual



This section will take you through the following functionalities in the User drop down menu:

- Profile
- Sign Out





7 User Profile Profile

Context

- All Recruitment Gateway Users will be able to view their user details in the **Profile** table.
- This will provide an overview on the user's name, email, phone number and what service area they work in.
- Users will also be able to see what type of access they have for example, Submitter permissions.
- The information reflected on the profile screen is how users will be contacted by NRS (if required).
- It is important to keep information on the **Profile** screen as up to date and accurate as possible.

The screenshot displays the Recruitment Gateway interface. At the top, the logo 'our health service' is visible. The user 'Siobhan Coyle' is logged in, with a dropdown menu showing 'Profile' and 'Sign out'. The main heading is 'RECRUITMENT GATEWAY'. Below this, a welcome message states: 'Welcome to the Recruitment Gateway. As of date of go live, the Recruitment Gateway will be used to log all job orders which will either be recruited locally or by the NRS. All job orders submitted to the Gateway will be processed by the NRS. Please note that any job order submitted to the Gateway will not be accepted.' The 'Profile' section includes a user card for Siobhan Coyle and a form with the following fields: First Name (Siobhan), Last Name (Coyle), E-mail (EYS.Coyle@healthat.org), and Phone Number. A dropdown for 'CHO Area/Hospital Group/National Service' is set to 'Area 1'. A table for 'Gateway Roles' lists 'Local HR Submitter'. An 'Update' button is at the bottom.





User Profile Sign Out

Context

- Once users have completed their actions or tasks on the Recruitment Gateway, they will be able to sign out by navigating to the **Sign Out** tab.
- It is advised that users completely sign out of the Recruitment Gateway when it is not in use, instead of closing out of the screen or keeping it running in the background.
- This is because updates from different users of the Gateway regarding the progress of a job order or approval will not be updated and reflected until each user fully signs out and logs back into the Gateway.

To sign out, select your **name** followed by **sign out**

The screenshot shows the top navigation bar of the Recruitment Gateway. The logo 'HE our health service' is on the left. The navigation menu includes 'Home', 'Job orders', 'Amendments & Cancellations', 'Approvals', 'Help', and a user profile dropdown for 'Siobhan Coyle'. The dropdown menu is open, showing 'Profile' and 'Sign out' (highlighted with a red circle). Below the navigation bar, the page title 'RECRUITMENT GATEWAY' is displayed. The main content area contains a welcome message and a detailed announcement about the Gateway's use for job orders.

HE our health service

Home | Job orders | Amendments & Cancellations | Approvals | Help | Siobhan Coyle

Profile

Sign out

RECRUITMENT GATEWAY

Welcome to the **Recruitment Gateway**.

As of date of go live, the Recruitment Gateway will be used to log all job orders which will either be recruited locally or by the NRS. **All job orders which are to be progressed for recruitment must now be submitted via the Gateway.** Please note that any job order submitted to the NRS for recruitment via email/telephone or other means cannot be processed and therefore will not be accepted.

The Recruitment Gateway has been designed to capture all required recruitment information in a simple but robust way to increase efficiency, improve data, and provide increased transparency in recruitment processes. Users will now complete a single job order form that is dynamic and will change depending on the information inputted. Users must enter all mandatory information fields in order to progress their job order. They will also be able to save draft job orders and return to it later. Not only will users submit job orders via the Gateway, but they will also be able to review the status of their job order directly on the Gateway as well as raise an amendment or cancellation request should their circumstances change. The Gateway will also enable local approval processes.

HSE Recruitment Central Recruitment Gateway

8 Additional Supports

8 Additional Supports

Click the **home icon** to return
to the start of the manual



In addition to the chapters outlining the key functionality of the Recruitment Gateway, there are some additional helpful considerations which users should leverage when engaging with the Recruitment Gateway. This chapter will outline such supports which include:

- AskNRS Page 53
- Training Supports Page 54/54
- Saving your job order as a pdf Page 55
- Accessibility considerations Page 56
- Helpful prompts Page 60
- Requiring a new or blended grade code Page 61



8 Additional Supports

askNRS Helpdesk

- The askNRS Helpdesk will support Gateway users with queries as and when they arise.
- It is advised that users engage with the training material on the Gateway prior to contacting the helpdesk. However, if users still require assistance, please contact the helpdesk:
 - asknrs@hse.ie
 - Telephone: [0818 473677](tel:0818473677)
 - The help desk will be operational from 9am to 5pm with the exception of weekends and bank holidays. Outside of office hours the help desk will receive queries by email.

If you have a query on your job order:

- Please note that AskNRS will not be able to respond to any queries on job orders that are being recruited locally as they do not have visibility of those job orders.

Training Supports

- In addition to this training manual, practical videos, FAQs and a Quick Reference Guide have been developed to assist users with using the Recruitment Gateway.
- It is advised that users use these supports along with this manual when initially familiarising themselves with the Gateway.
- These training supports are held on HSELand.
- Please see guidance on where to access these on the next page:



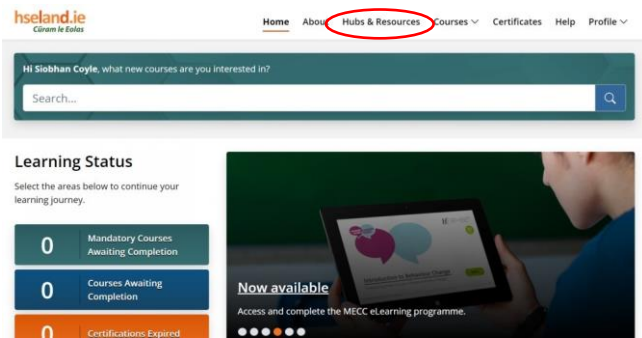
8 Additional Supports

Steps for accessing Gateway Training Materials on HSELand

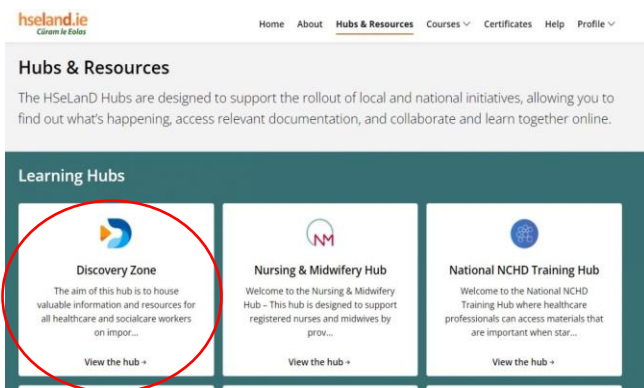
1. Log in to HSELand (<https://www.hseland.ie>)



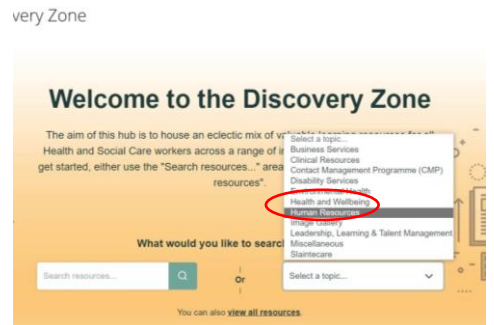
2. Click on 'Hubs & Resources' on the navigation bar at the top of the page



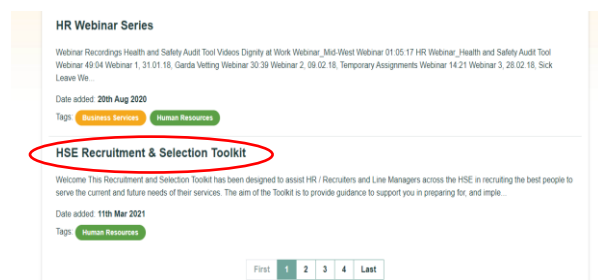
3. Click on 'Discovery Zone'



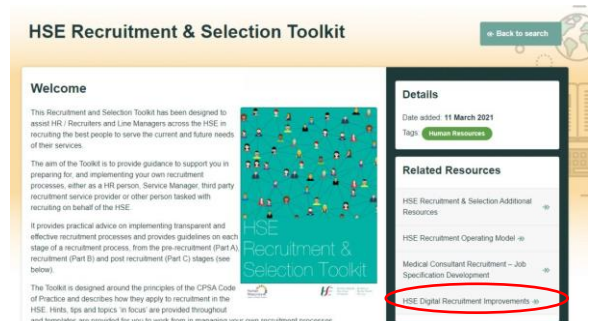
4. Select Human Resources in the drop down list



5. Scroll to the bottom and select HSE Recruitment & Selection Toolkit



6. Select HSE Digital Recruitment Improvements




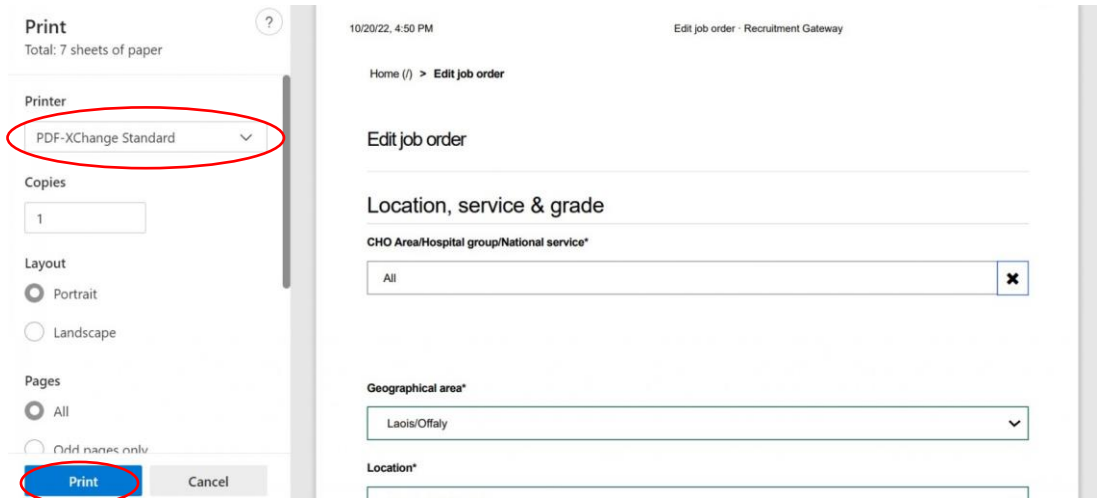


8

Additional Supports

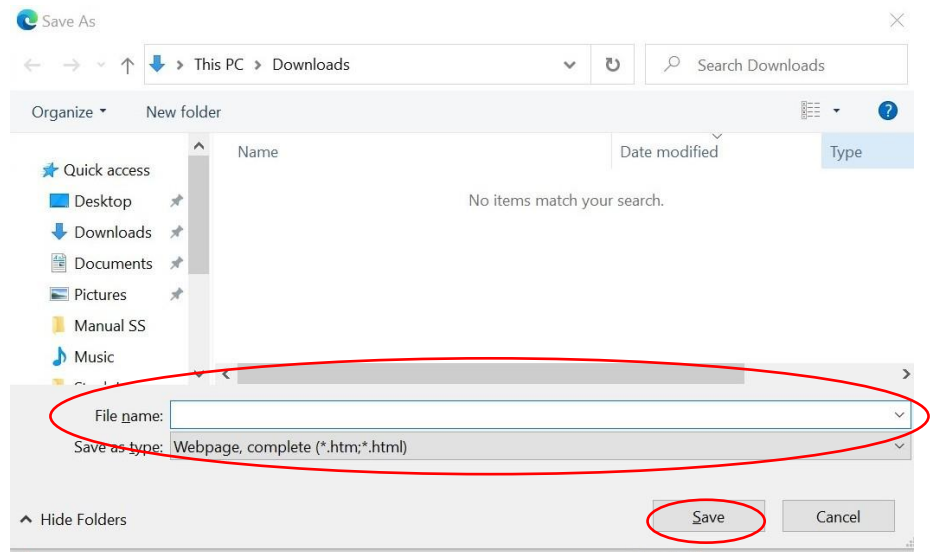
Saving your job order as a pdf

- Open the full view of the job order by clicking on the **View Details** button to the right hand side of the job order 
- Press **ctrl** and **P** on your keyboard at the same time
- You will be brought to the below screenshot.
- Ensure the printer selected reads **'PDF'**
- Click **Print**



Save the document by entering a relevant file name e.g. Job Order YZ 1234, save as a pdf under the **Save as type** drop-down and click **save**.

This will save to your downloads on your desktop.





8 Additional Supports

Accessibility

- The Recruitment Gateway is a digital, web-based functionality that must be accessed via an internet browser such as Mozilla FireFox, Google Chrome or Microsoft Edge. It is not compatible with Internet Explorer.
- Each internet engine provides supports regarding accessibility features for users who may have visual or audio impairments
- The recommended internet browser to use when accessing the Gateway is **Microsoft Edge**. This is because:
 - It is the default browser when using a laptop or PC device that uses Windows Software (therefore it is already downloaded onto your desktop)
 - It provides the best accessibility features including read aloud, enlarging font and screen size and immersive reader mode

The following pages provide an overview on how to leverage accessibility features when using the Gateway on **Microsoft Edge**.

Please also refer to additional supports by clicking the below links:

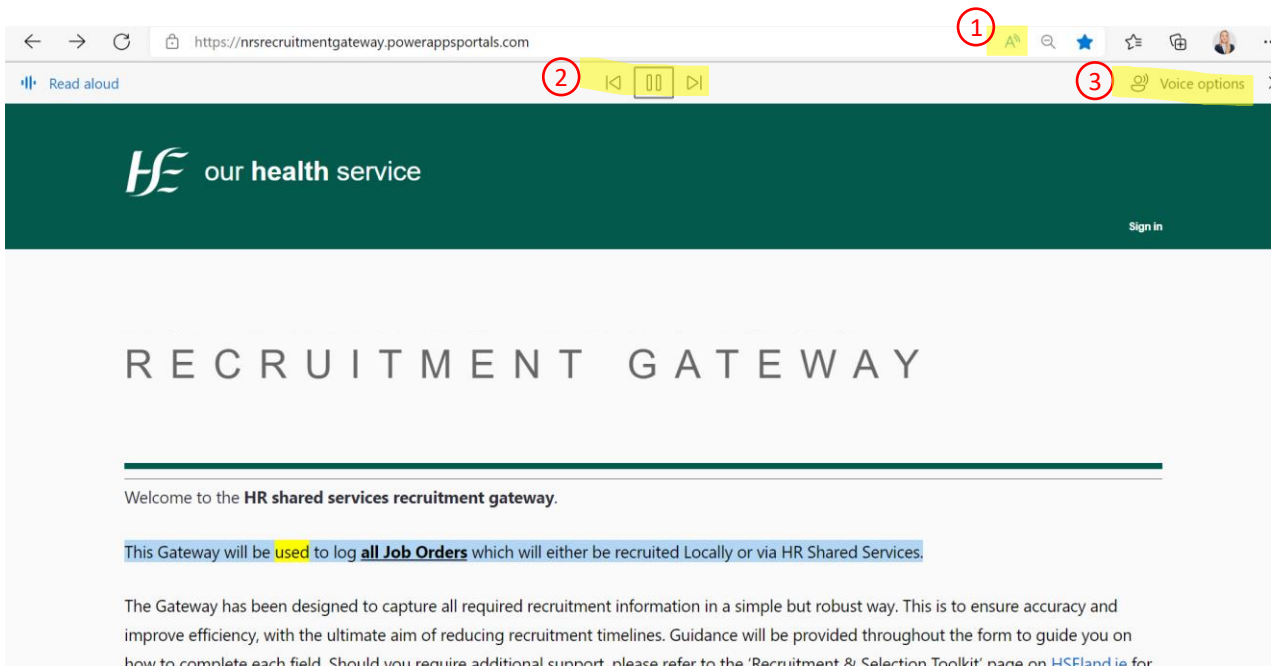
[Accessibility - HSE.ie](#)

[Simple 'how to' guides to make your device easier to use | My Computer My Way \(abilitynet.org.uk\)](#)



8 Additional Supports Accessibility considerations

Read Aloud Feature

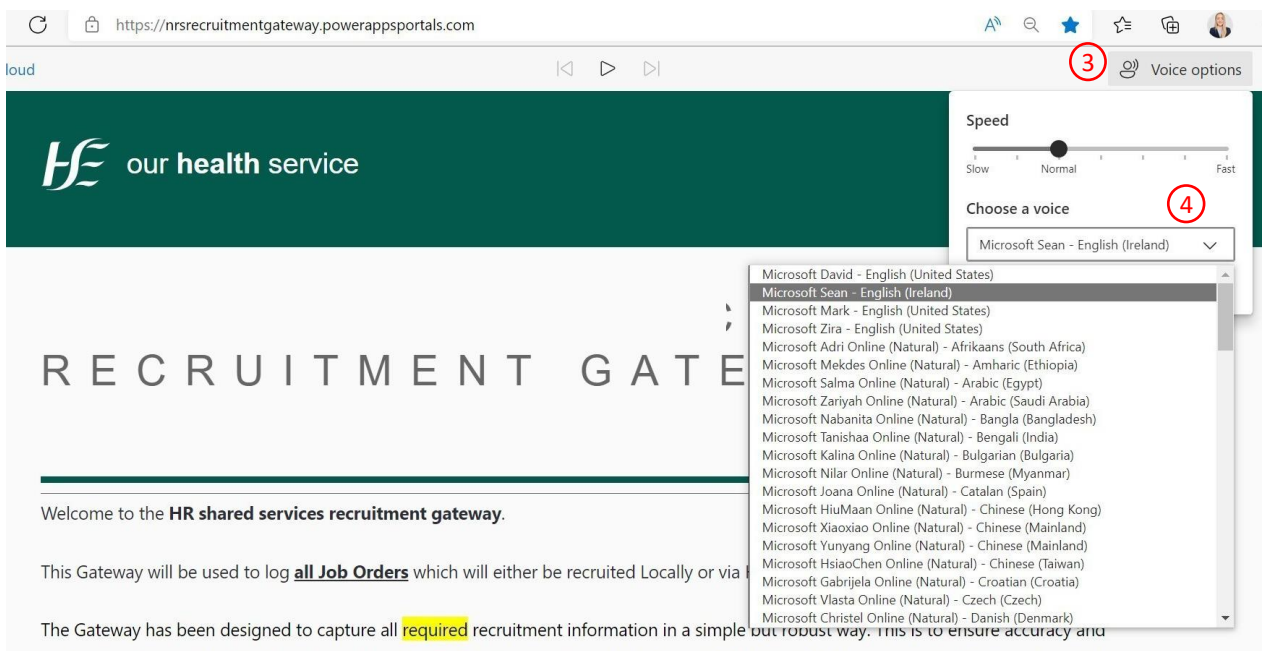


- To activate read aloud, select the read aloud feature as per Step 1 in the above screenshot. This will enable the read aloud feature, which will read out the content displayed on the webpage.
- As per Step 2 in the above screen shot, users may pause, rewind or fast forward the audio if required.
- Users can also select voice options (as per Step 3 in the above screen shot) to change the voice settings.



8 Additional Supports Accessibility considerations

Read Aloud feature



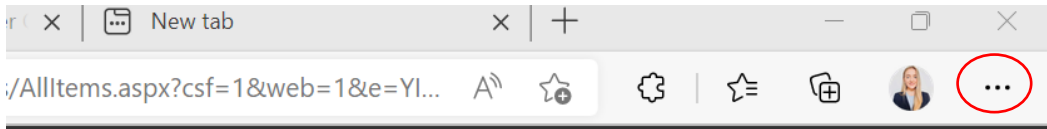
- To edit the voice settings, users can select Voice Options as per step 3 in the above screenshot.
- Users can change the speed of the voice delivery to make it slower or faster.
- Users can select a voice that they wish to hear the content of the webpage e.g. English (Ireland) or English (United States).
- Users may wish to hear the content of the webpage in a different language such as Bulgarian, or in Czech. This can be achieved by scrolling and selecting the preferred voice and language as outlined in Step 4 in the screen shot above.



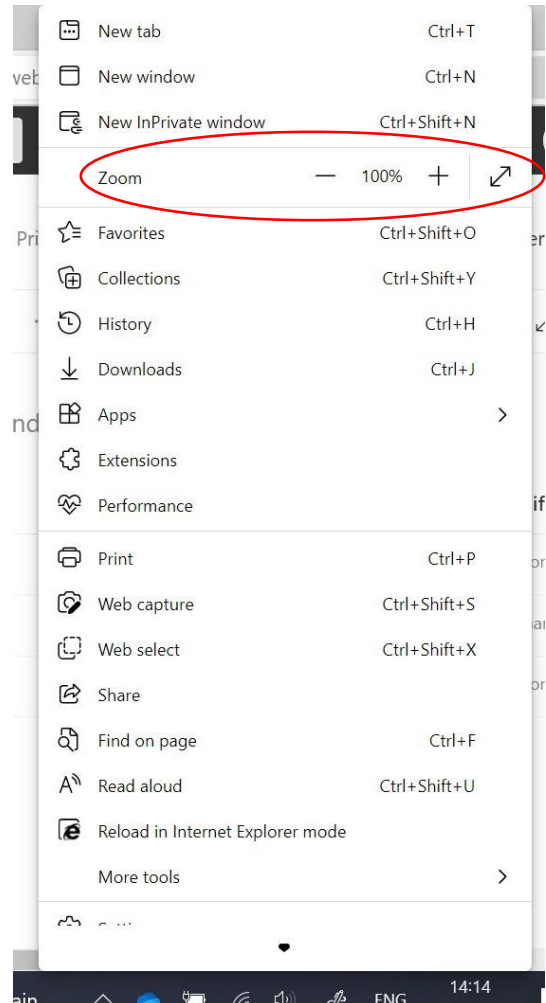
8 Additional Supports Accessibility considerations

Zoom Feature

To zoom in or out on the Gateway, select the three dots at the top left hand screen on your browser



Click the **+** or **-** to zoom in or out of the Gateway depending on your preference





8 Additional Supports Helpful prompts

Improved functioning tips

- With many online Gateways and platforms, a considerable amount of information and data is processing in the background at an exceptionally fast pace, sometimes this can be impacted by your internet browsers cache and/or cookies.
- Eventually, this may impact the speed of the Recruitment Gateway. Therefore, it is advised to regularly clear your cookies and/or cache when using the Recruitment Gateway.
- Alternatively, users may wish to access the Recruitment Gateway in ‘private’ or ‘incognito’ mode to avoid the potential cache/cookie risk.
- The guidance on how to clear caches/cookies to use incognito browsers will vary depending on the browser that you use. Users can use Google to find instructions on how to clear cookies/cache or use incognito browsers on their particular browser.

Home Page

- If at any stage the user requires to return to the home page, click the home page icon on the left-hand side of the top ribbon on the Recruitment Gateway.
- It is important to save any work before clicking the Home Page icon.

Information Pop Ups

- Information pop ups have been provided throughout the Recruitment Gateway to provide further guidance and clarity:

Initiative	Additional Post Sp
<input type="text"/>	<input type="text"/>
Please indicate the specific initiative the recruitment post is associated with if applicable	

Red Asterisks

- There are certain mandatory information fields which require information to be inputted in order for the job order to progress through the Gateway.
- Mandatory fields can be identified by the red asterisk:

Geographical Area*



8 Additional Supports Requiring a new or blended grade code

- Depending on the job post, users may require a new grade or the use of a blended grade.
- Please see the current blended grade codes below which can be used on the Gateway.
- The information on the Gateway in relation to Grades is strictly aligned with the national grade list. Therefore, if users require a new grade or a new blended grade, please contact the Strategic Workforce, Intelligence and Planning team (<https://www.hse.ie/eng/staff/resources/our-workforce/>)

Blended Grade Codes Required

2907 - Director of Nursing 4, 2908 - Director of Nursing 5
2906 - Director of Nursing 3, 2907 – Director of Nursing 4, 2908 - Director of Nursing 5
2313 - Clinical Midwife Specialist & 2132 - Clinical Midwife Manager 2
2628 - Clinical Nurse Specialist Community/Primary Care, 2119 - Clinical Nurse Manager 2
2625 - Clinical Nurse Specialist (Mental Health) & 2658 Clinical Nurse Manager 2 (Mental Health)
2632 - Clinical Nurse Specialist (General) & 2119 Clinical Nurse Manager 2
2632 - Clinical Nurse Specialist & 2313 - Clinical Midwife Specialist
2127 - Clinical Nurse Manager 1 & 2131 - Clinical Midwife Manager 1
2119 - Clinical Nurse Manager 2 & 2132 - Clinical Midwife Manager 2
233X - Clinical Nurse Manager 3 & 2133 - Clinical Midwife Manager 3
2135 - Staff Nurse General & 2674 - Staff Nurse Mental Health
213T - Staff Nurse ID & 2674 - Staff Nurse Mental Health
3017 - Social Worker Medical & 3557 Professionally Qualified Social Worker

NRS11342	Clinical Midwife/ Nurse Manager 3 Infection Prevention and Control	2133 - Clinical Midwife Manager 3, 213X - Clinical Nurse Manager 3
NRS11231	Clinical Nurse / Midwife Specialist (Urodynamics)	
	CNS/CMS Diabetes Integrated Care	
	CNS/CMS chronic diseases (respiratory)	
	CNS/CMS Chronic diseases (cardiac)	
	CNS/CMS chronic diseases (Older Persons)	

