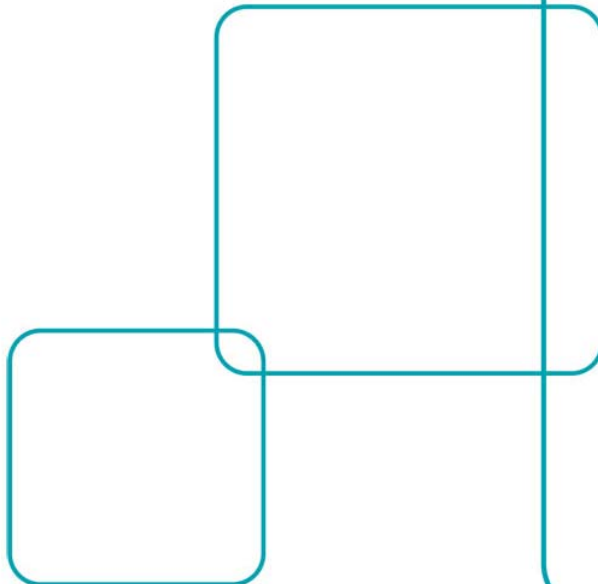


Frequently Asked Questions

For job applicants





- **How do I apply**

You need to complete an online application form for all our advertised vacancies. You can do this by clicking the orange “Apply for this job” link. You will be asked to register by creating a user name and password.

- **How do I register**

You need to click the orange “Apply for this job” link. You will then have 2 options, “Register” or “Sign In”. Click “Register” and complete the personal details form. You will need to create a user name and password which you will then use to sign in. Once the form is submitted you will receive an e-mail confirming your username and password. Remember to keep these safe as you will need the details should you need to come back to your application.

- **Do I have to attach my CV**

Attaching a CV is optional. Please do not miss information out of the application form because a CV has been attached. The application form needs to be completed in full.

- **Where can I find more job details**

A full job description can be viewed under “Related Documents”. If you still need more information, please e-mail hr.recruitment@riverside.org.uk

- **Have I been successful for interview**

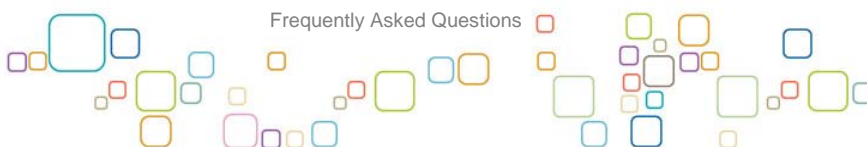
If you have not heard within 4 weeks of the closing date for the vacancy you have not been shortlisted for the vacancy. Those who are successful in being shortlisted will be notified by the Recruiting Manager or HR Recruitment.

- **Why do I need to register?**

By registering your details on the website you can save application forms and come back to them another time. Please note that once you have submitted an application you will no longer be able to modify it. Should you wish to apply for another job, you will need to complete a new application form from the beginning.

- **What do I do if I've forgotten my password?**

Please check your e-mail which was sent to you when you registered. If you do not have this, please e-mail hr.recruitment@riverside.org.uk





- **Why do I have to apply online?**

Riverside are working towards a paperless recruitment process. When applying online your details are fed into our recruitment database. Therefore, we can ensure your details are received quicker and received by the Recruiting Manager.

- **Can I retrieve an application form to look at after the close date?**

If you have saved your application form, you can log in and view this after it has been sent.

- **How long does the recruitment process take?**

Managers usually shortlist for interview within 2 weeks of the closing date. However, there may be exceptions and the process can take longer depending on the position(s) advertised by a Recruiting Manager.

- **Can I obtain further information regarding the job I wish to apply for?**

A full job description can be viewed under "Related Documents". If you still need more information, please e-mail hr.recruitment@riverside.org.uk

- **Do I have to complete an application form for each job I apply for?**

You need to submit a separate application for each job you want to apply for because it is sent to the Recruiting Manager for the particular post. Each application should be tailored according to the position you are applying for and the skills required.

- **I have applied for a job and have not received a response. It has been over a month now. What should I do?**

At this stage you have not been selected for an interview. If you do want feedback on your application form, please e-mail hr.recruitment@riverside.org.uk and a member of the team can arrange this for you. Our website is updated daily with vacancies. Please refer to our website for future opportunities with Riverside.

- **I do not have 3 employment references to cover the last 3 years. What should I do?**

We need 2 referees as a minimum to cover employment for at least the last 3 years. If you have only had one employer, please supply their details. We would accept another one from an employer before the 3 year period. Please do not include character referees.

