

<u>IRECRUITMENT</u>

# iRecruitment User Guide

for

**External Applicants and Former FAO Employees** 

February 2012

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#### You can search within the Guidelines by using CTRL+F

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## Information for New Users

At the moment only vacancies in the category "Professional Vacancies" are published in iRecruitment. For the time being iRecruitment is available in English only.

#### **Internet Explorer settings**

Before using the FAO iRecruitment site please ensure that your Internet Explorer settings are set appropriately. Please consult the section **Browser Requirements** for full information.

#### **System Unavailability**

The FAO iRecruitment system is unavailable every Sunday from 16:00 to 18:00 CET for regular maintenance.

#### **Deadline for Applications**

Applications must be submitted until 11:59 CET on the "Deadline for Applications" date; vacancies will be automatically removed thereafter.

#### **How to Apply**

Browse our vacancies and access iRecruitment by clicking on the link provided at the bottom of the vacancy announcement.

#### Step 1- Register/Login to iRecruitment

If you are a <u>New Visitor</u>, please register in iRecruitment to create an account. If you are a <u>former FAO Employee</u>, please register at the specific link for "Former FAO Employees" in order to recover your employee data. If you are a registered user, please login to your iRecruitment account.

#### Step 2 - Complete your online profile

Complete all the required information under "My Account" (Personal Information, Qualifications and Skills and Additional Information). Please ensure that you have completed all the required information before applying to vacancies.

#### Step 3 – Search for vacancies and apply

Once you are ready to apply, click on the tab "Jobs" to search for the vacancy of your interest, select the vacancy and click on the "Apply Now" icon to start the application process.

#### **FAO Personal Profile Form (PPF)**

After completing all required information under "My Account", click on the button "Refresh my Resume" to create your system generated **FAO Personal Profile form (PPF)**. A copy of your PPF will be added to your Documents section. Please note that iRecruitment maintains only one online profile and relevant system generated PPF for each applicant. Every time you update and save information to your account, click on "Refresh My Resume" to also update your PPF. iRecruitment does not maintain multiple applications.

#### **Help Desk**

If you need assistance or receive error messages, please send a screenshot and the description of the problem to our Help Desk at iRecruitment@fao.org, available from Monday to Friday from 8:30 to 17:00 CET.

#### **Navigating iRecruitment**

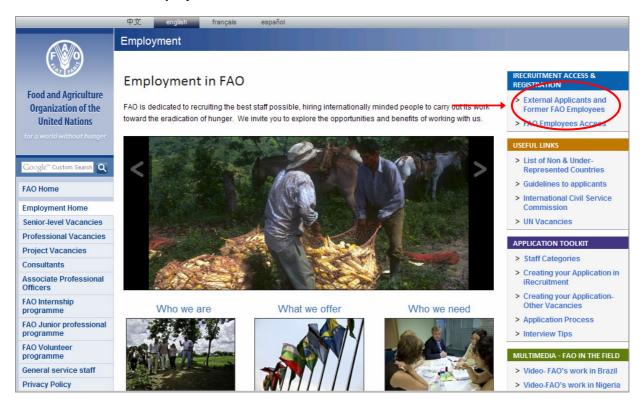
>	To move from one page to another, please use the available links (e.g. <u>Home: My Account &gt;</u> , <u>Jobs</u> or <u>Qualifications and Skills</u> ) or available buttons such as <b>Back</b> . Avoid using the Internet toolbar,
	especially the arrow, as this may sometimes cause error messages or the interruption of your session.
>	The <b>torch</b> icon next to a blank field indicates that there is a list of values for your selection. To view the available values type the % symbol and then click on the torch.

# 1. Logon to iRecruitment

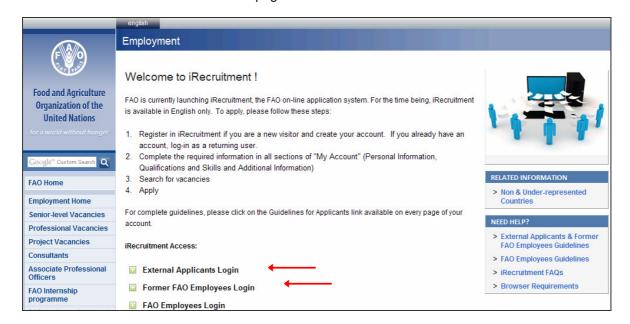
1. Open Internet Explorer and go to the www.fao.org website. Click on **About FAO** and then on **Employment**.



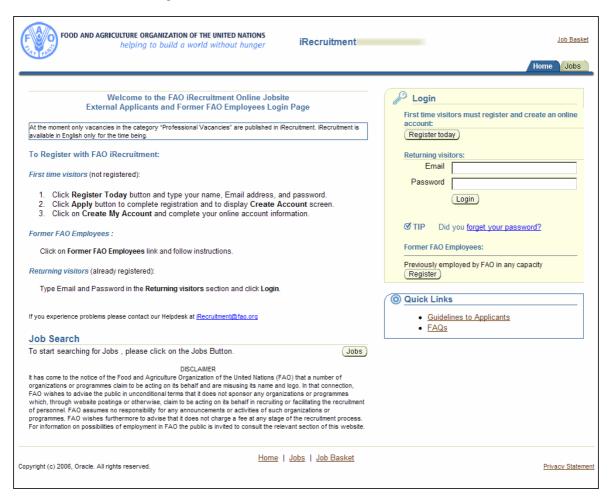
2. The "Employment in FAO" page will be displayed. Click on the link **External Applicants and Former FAO Employees**.



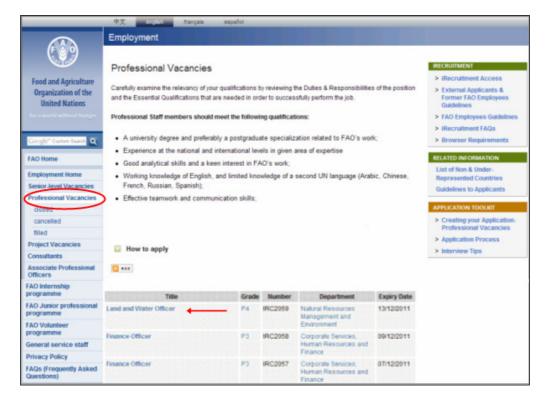
3. The following page will be displayed. Click on the link "External Applicants Login" or "Former FAO Employees Login", as applicable, and then click on the relevant button access the iRecruitment Home page.



#### iRecruitment Home Page



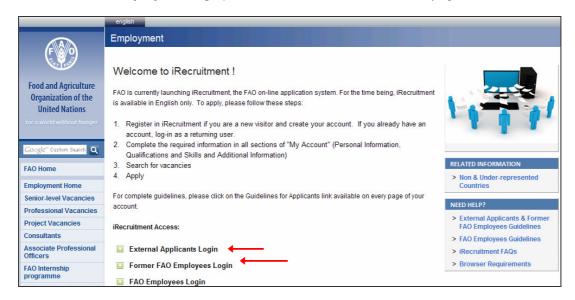
Alternatively, from the FAO Employment webpage, click on **Professional Vacancies** and then on the title of the relevant vacancy to display the vacancy details.



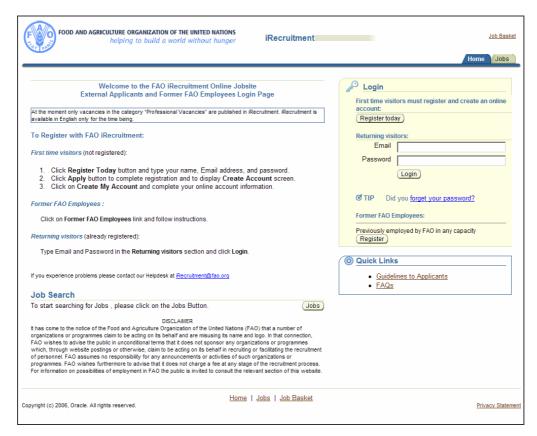
4. Click on the link provided at the bottom section of the vacancy announcement.



The following page will be displayed. Use the appropriate link (External Applicants Login or Former FAO Employees Login) to access the iRecruitment Home page.



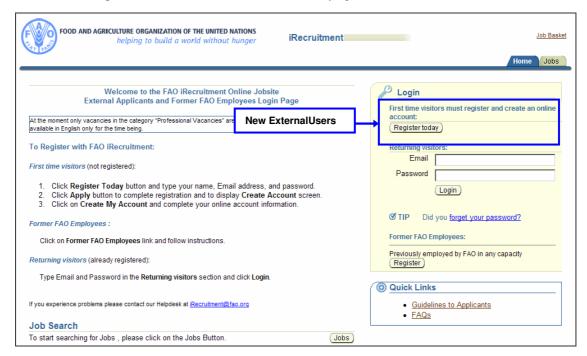
#### iRecruitment Home Page



# 2. Registration - Login

## 2.1 New External Applicants Registration

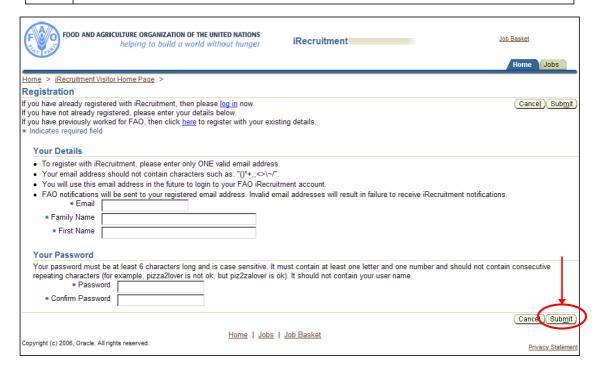
1. At the **Login** section of the iRecruitment Home page click the Register today button.



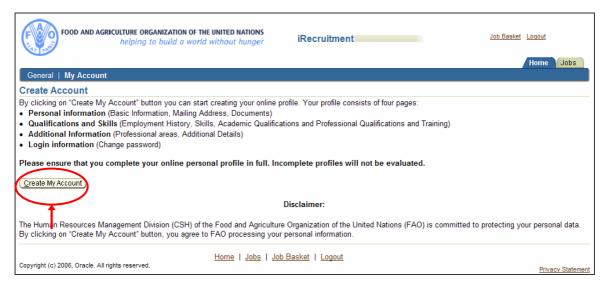
2. At the Registration screen enter a valid email address, Family Name, First Name and a password, and click the Submit button.



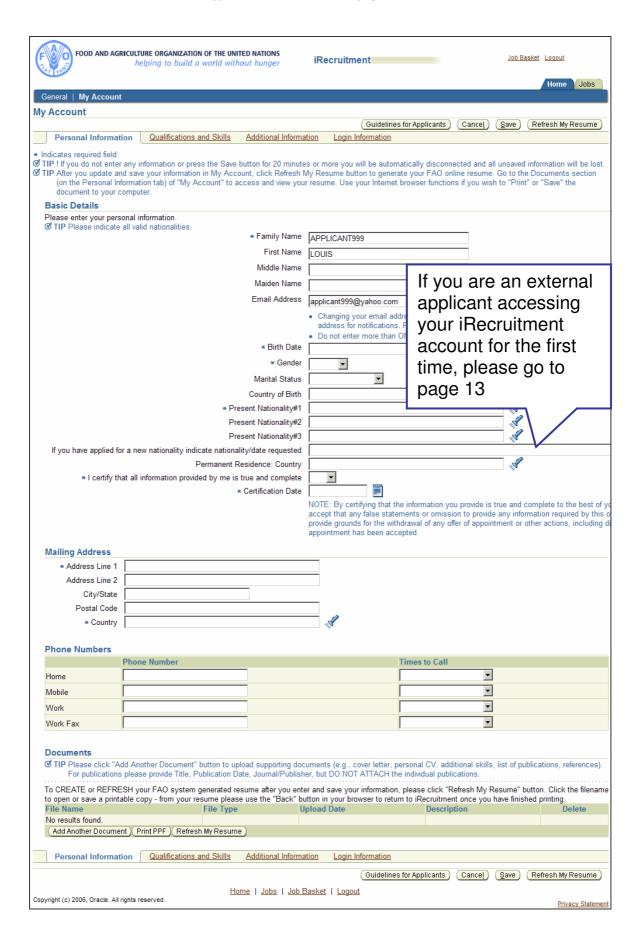
Enter only one email address. If you enter more than one email address, either separated by **OR - AND** or any other symbol / - ; you will not receive email notifications from iRecruitment, including your new password, should you need to reset it.



3. Click the Create My Account button to complete your registration.

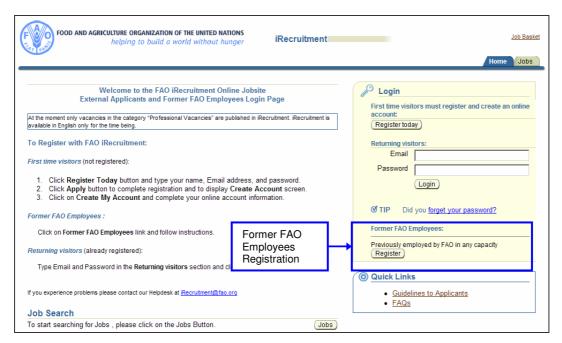


4. The **Personal Information** page of your account will be displayed. For information on how to complete this page, please go to **Section 3.1**.



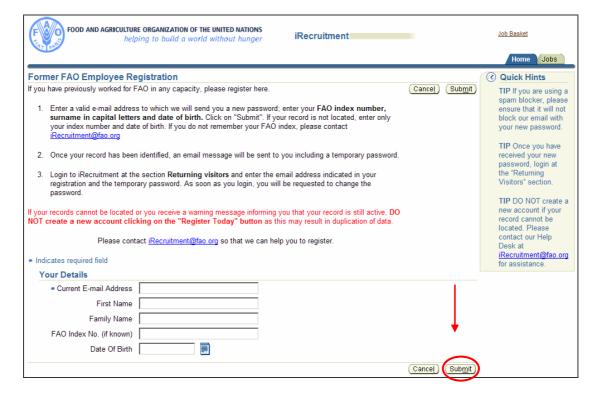
# 2.2 Former FAO Employees Registration- *Please only follow these instructions if you have previously worked for FAO*

1. If you are a former FAO employee and worked for FAO <u>under any type of contract</u> click on the **Login** button at the section **Former FAO Employees** to recover your employee data.

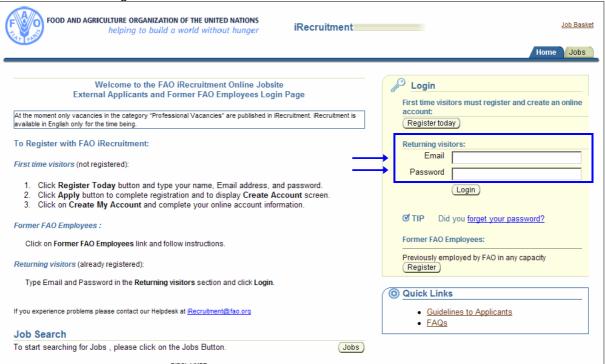


2. Enter a valid email address, your surname in capital letters, your FAO Index number and your date of birth. Click the Submit button. An email with a new temporary password will be sent to the email address you have provided. This will complete your registration.

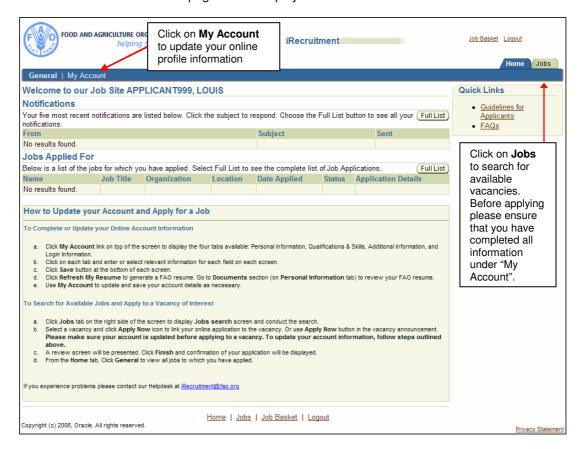
If your records cannot be located or you experience problems, please DO NOT register as an External candidate using the Register Today button, as this may cause loss of records. Please contact iRecruitment@fao.org for assistance.



 Once you receive your new password, logon to the iRecruitment Home page and enter your email address and your new password at the section **Returning Visitors**. You will be requested to change your temporary password. For future visits, use the section for Returning Visitors.



4. Your iRecruitment Home page will be displayed.

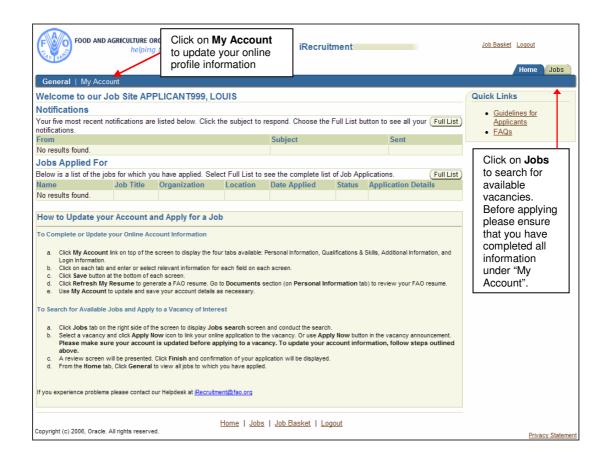


## 2.3 Registered Applicants Login

1. Logon to the iRecruitment Home page. At the **Returning Visitors** login section, enter your registered email and password. If you do not remember your password, click on the link "Did you forget your password?"; a new temporary password will be sent to your registered email address. If you experience problems, please contact iRecruitment@fao.org.



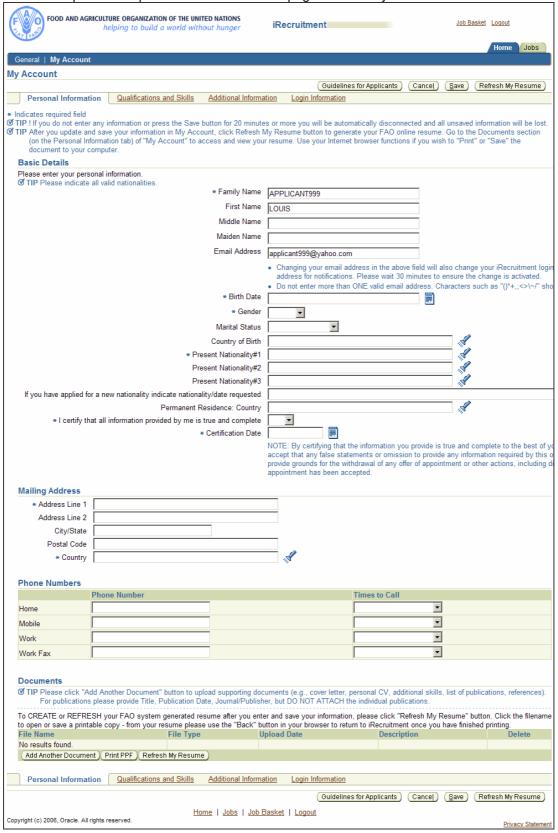
2. Your iRecruitment home page will be displayed. Click the My Account tab to update your online profile. Click the Jobs tab to search for vacancies.



# 3. Complete your Online Profile

#### 3.1 Personal Information

Please complete all required information on this page. Mandatory fields are marked with an asterisk \*.



#### 3.1.1 Basic Details, Mailing Address and Phone Numbers

Please enter all required information. Click frequently on the save button as you enter your information; do not wait until you have completed the full page to save your information. If you hold more than one nationality, please indicate all your valid nationalities.

NOTE: If you are an ex-employee a number of fields will already display your existing details; please review your information and update as necessary.



The **torch** icon next to a blank field indicates that there is a list of values for your selection. To view the available values type the % symbol; then click on the torch.

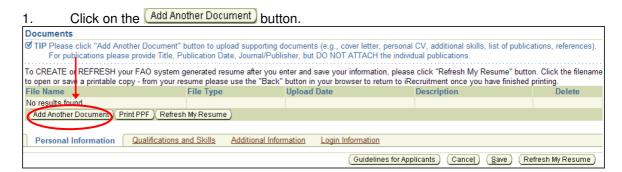


Email address: This field displays the email address you provided during your registration. Please note that if you change your email address in this field you are changing your username; therefore, next time you login to iRecruitment you will need to enter your new email address. Do not enter more than one email address, or use "AND", "OR" or any symbol such as "/" or ";".

#### 3.1.2 Documents

To upload supporting documents to your online profile, please follow the steps below.

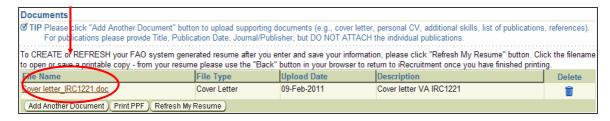
NOTE: files should not exceed 500 KB.



2. Enter the relevant information in the fields **File Type**, **Description** and **File Path** and click the Upload button.



3. A confirmation message will be displayed. Scroll down to your Documents section; you will now see the file added to the list of documents. Click on the File Name link to view your document.

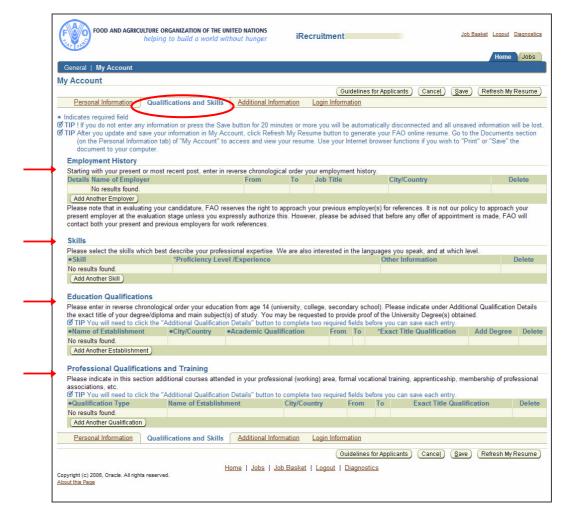


- 4. Click the Save button before moving to the "Qualifications and Skills" section.
- 5. Click the Refresh My Resume button if you wish to generate your FAO Personal Profile form (PPF) with the information entered in your account. A copy of your PPF will be added to the list of documents. The PPF replaces the previous FAO Personal History Form and will be evaluated by recruiting managers for the jobs applied to. To view or print your PPF click the Print PPF button. For more information about the FAO Personal Profile form, please go to Section 4.

#### 3.2 Qualifications & Skills

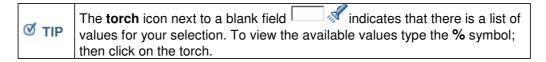
Click on the link <u>Qualifications and Skills</u>. In this screen you are required to enter your Employment History, Skills, Academic Qualifications and Professional Qualifications and Training.

Qualifications and Skills screen

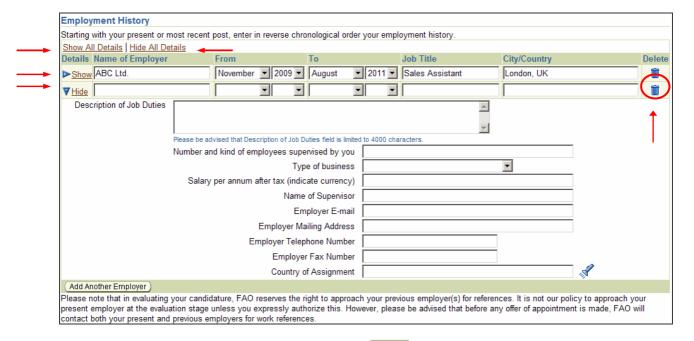


#### 3.2.1 Employment History

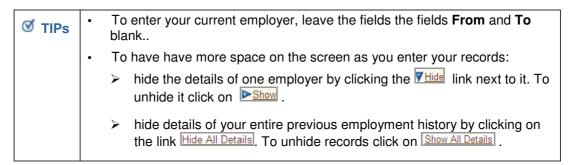
Please enter information regarding your current and previous employment. You do not need to enter your records in chronological order as they will be ordered by the system once you log back in to your account. The Personal Profile form (PPF) will display your records in chronological order.



1. Click the Add Another Employer button to display the fields to be completed for the employment record.



- 2. Enter the required information and click the Save button. Please note that the Description of Job Duties section is limited to 4000 characters; excess text will not be saved.
- 3. To add another employer click the Add Another Employer button. Complete all your employment records. Save frequently as you enter your records.



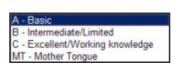
#### 3.2.2 Skills

Skills are an important component of iRecruitment. They are used to define a vacancy's minimum requirements and are important on the screening process which compares the minimum requirements of a vacancy against the skills (and relevant proficiency level/years of experience) entered by the candidate in this section.

Skills are grouped into Skill Types; each Skill Type includes a list of sub-skills. For example the Skill Type "Language – Official" includes all six FAO Official Languages, i.e. Arabic, Chinese, English, French, Russian and Spanish.

Each Skill Type is associated either with a rating scale measuring the level of knowledge/ability or with a range of years of experience.





Language



IT Skills

#### IT Skills

TI OKIIIS		
Proficient	Advanced user, able to perform complex tasks.	
Working Knowledge	Regular user. Good knowledge of the software.	
Fair	Limited experience.	
Basic	Able to perform very simple tasks with guidance. Not a regular user.	

#### Language Skills

Language Okins	
A - Basic	You will be expected to understand the majority of written and spoken language and communicate this through another official language.
B - Intermediate/Limited	You will be expected to follow work-related discussions or meetings, even though you may wish to intervene in another official language. You will be expected to participate in simple conversations, to use the telephone, to read and understand work-related texts and to write simple communications, etc.
C - Excellent	You will be expected to work independently using the language required, to prepare a variety of written communications (reports, correspondence, working papers, etc.), to participate actively in meetings and in work-related discussions, etc.
MT - Mother Tongue	Your mother tongue

FAO requires candidates to indicate skills in the Skill Types listed below. In addition, you are required to indicate your professional experience in your area(s) of expertise by selecting skills in the relevant skill types (e.g. "Accounting" under the skill type **Administration**).

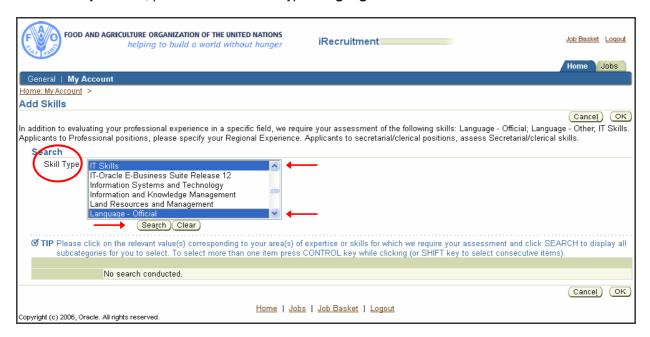
- > IT Skills
- Language Official
- > Regional Experience (for Professional positions)
- Secretarial/Office Skills (for General Service positions)

To add a skill to your profile follow these steps:

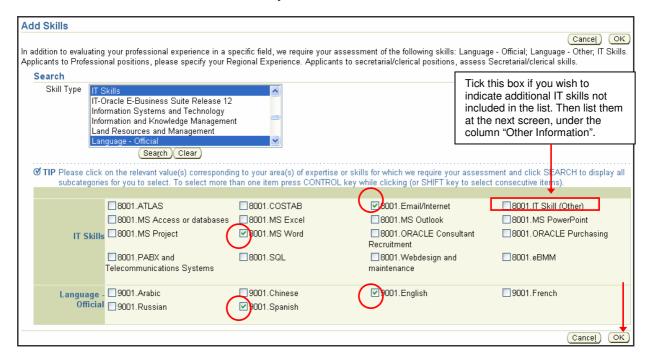
1. Click the Add Another Skill button. The Add Skill screen will be displayed.



2. Holding down the CTRL key select the skill types **IT Skills** and **Language - Official** and click the Search button to display the list of available values. If you wish to indicate other languages that you know, please select the skill type **Language - Other**.



3. Tick the check box next to the skills you wish to select. Then click the OK button.



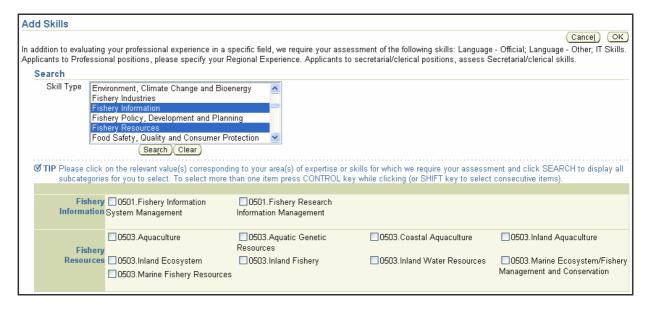
4. Scroll down to the Skills Section: the skills that you just selected will be displayed. For each skill select the appropriate value from the proficiency level/experience drop-down list. Then click the <a href="Save">Save</a> button.



5. Click the Add Another Skill button to indicate your **Regional Experience** (if you are applying for a Professional position) or your **Secretarial/Office Skills** (if you are applying for a General Service position). Click the Save button once you have selected and evaluated your skills.



6. Click the Add Another Skill button to indicate your areas of expertise. Click the Save button once you have selected and evaluated your skills.

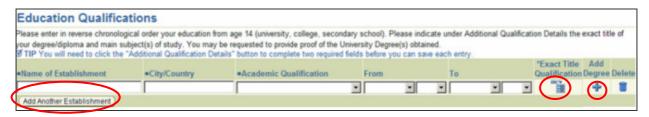


- **(i)**
- to select **non-consecutive** skill types: hold down the **Ctrl** key and then click on the required skill types
- to select **consecutive** skill types: hold down the **Shift** key and click on the first and last skill type that you wish to select

#### 3.2.3 Education Qualifications

Enter information about your education in this section.

1. Click the Add Another Establishment button to create a new editable field.



- 2. Complete the required information in the fields: Name of Establishment, City/Country, Academic Qualification, From and To.
- 3. Click the **Exact Title Qualification** icon under the \***Exact Title Qualification** column to add the exact title of the qualification obtained, main subjects and the status.





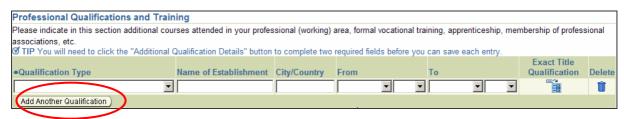
The **Exact Title of Qualification Obtained** and the **Status** fields are mandatory, you will not be able to save your details unless you update them

- 4. Click the Save button after completing this qualification.
- 5. To add additional qualifications, click the Add Another Establishment button and repeat the above steps until you have entered your full education record. To add a qualification within an establishment already specified click the ricon.
- 6. Click the Save button after completing each education record.

#### 3.2.4 Professional Qualifications and Training

Enter all information about your professional qualifications and training in this section

1. Click the Add Another Qualification button to create an editable line.



- 2. Complete the required information in the fields: Qualification Type, Name of Establishment, City/Country, From and To.
- 3. Click the **Exact Title Qualification** icon under the \***Exact Title Qualification** column to add the exact title of the qualification obtained, main subjects and the status.



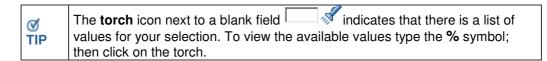


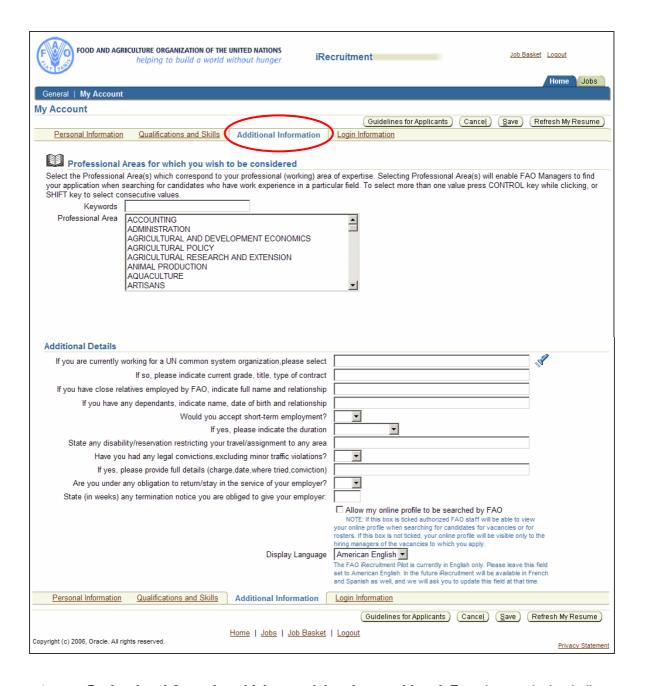
The **Exact Title of Qualification Obtained** and the **Status** fields are mandatory, you will not be able to save your details unless you update them

- 4. Click the button after completing this qualification.
- 5. To add additional qualifications click the Add Another Qualification button and repeat the above steps until you have a full record of your Professional Qualifications and Training. To add a qualification within an establishment already specified click on the icon.
- 6. Click the Save button after completing each qualification.

#### 3.3 Additional Information

In this section you may indicate the Professional Areas for which you would like to be considered. You will be also requested to provide additional information and set your account privacy.





- Professional Areas for which you wish to be considered. Enter keywords that indicate
  the professional areas you would like to work in, and select the professional area(s) you
  would like to be considered for. To select more than one value hold down the Ctrl key while
  clicking, or the SHIFT key to select consecutive values.
- 2. **Additional Details:** complete all required information in this section. Please type n/a if a field does not apply to you.

Indicate your preference for the field "Allow my online profile to be searched by FAO".



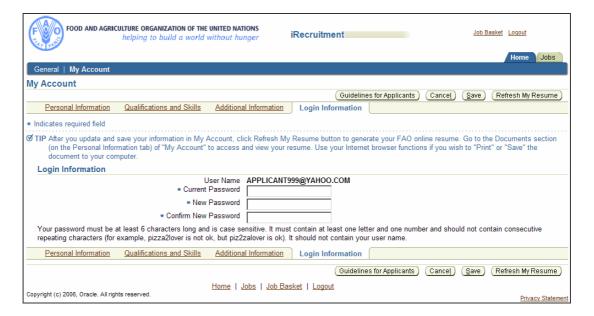
**Note:** If this box is ticked authorized FAO staff will be able to view your online profile when searching for candidates for vacancies or for rosters.

If this box is not ticked, your online profile will be visible only to the hiring managers of the vacancies to which you apply.

3. Click the Save button and proceed to the Login Information tab.

## 3.4 Login Information

This tab allows you to reset your password if desired. Update the relevant fields and click the button.



## 4. Personal Profile Form (PPF) and Guidelines

## 4.1 Create/Update PPF

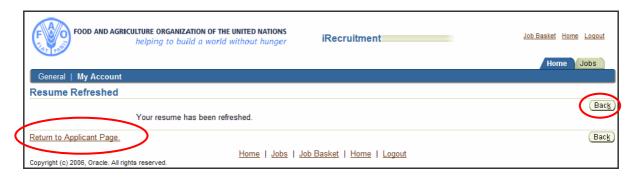
The Personal Profile form (PPF) is a system generated resume that is created when you first click the Refresh My Resume button available at the top and bottom sections of every page of your account. A copy of your PPF will be added to your Documents section.

The PPF will display the information that you have entered and saved in any section of "My Account", i.e. Personal Information, Qualifications and Skills and Additional Information.

It is important, therefore, that you remember to **update your PPF** by clicking the Refresh My Resume button after you have updated and saved new information in your account.

#### 4.2 View PPF

Upon clicking the Refresh My Resume button the following screen will be displayed. Click the button or the link Return to Applicant Page to return to your account.



Go to the **Personal Information** page and scroll down to the **Documents** section. A copy of your updated PPF will be displayed.

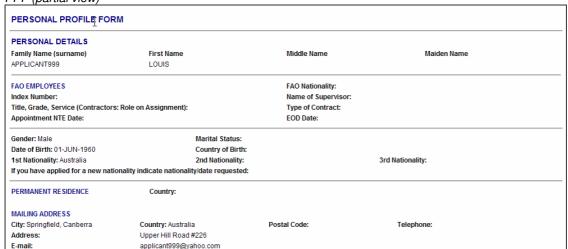
1. To view the PPF, click on the File Name link. A message prompt for File Download will ask if you would like to open or save the file.



2. Choose Open to display your PPF.



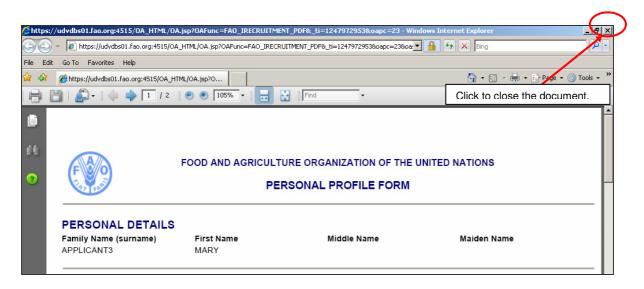
#### PPF (partial view)



3. If you wish to generate a printable form, click the Print PPF button.

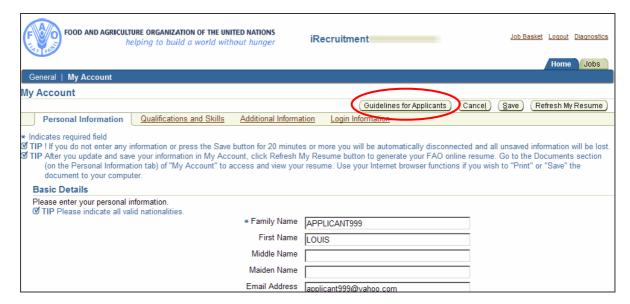


4. The printable form will be displayed. Use your Internet browser functions to save or print it. To return to your account close the document.



#### 4.3 Guidelines

There are additional guidelines available for applicants on the iRecruitment site. You can access these from any section of your iRecruitment account by clicking the Guidelines for Applicants button.



# 5. Search for Vacancies and Apply

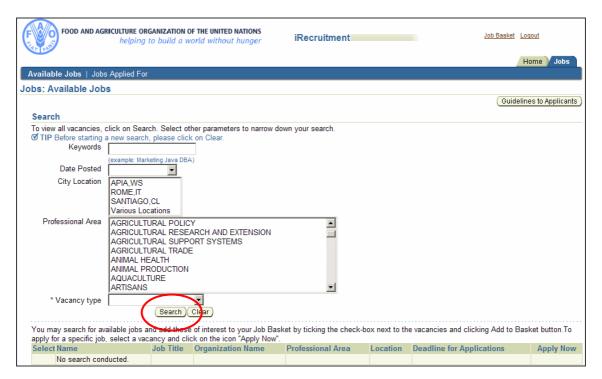
#### 5.1 Search for Vacancies

Once you have completed all required information under "My Account" you can search and apply for a Vacancy.

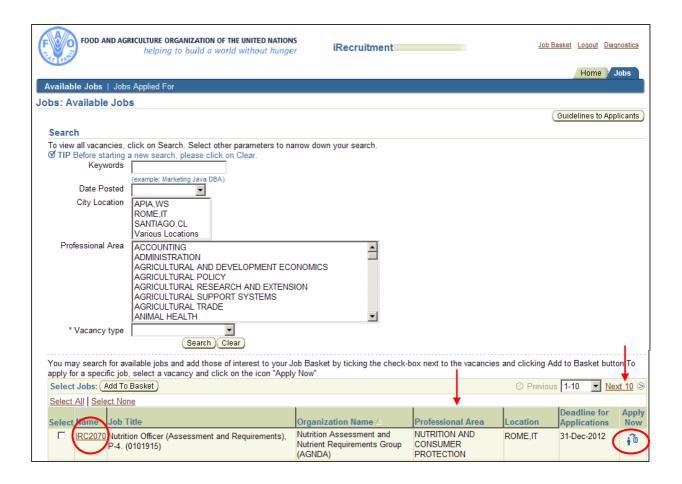
1. Click the Jobs tab on your iRecruitment Home page.



2. The **Available Jobs** screen will be displayed. To view all available vacancies click the Search button.

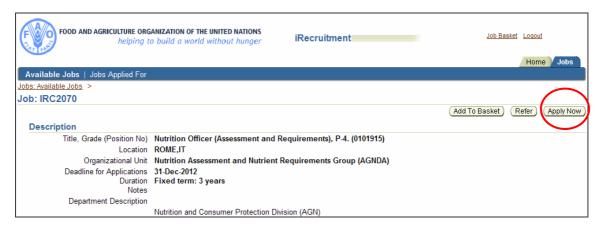


- 3. If you wish to restrict your search, choose other parameters such as Professional Area or Date Posted and click the Search button. A list of available vacancies matching your selection will be displayed.
- 4. Before starting a new search, click the Clear button.
- 5. If you wish to re-order records within a column, click on the green headers.
- 6. If you wish to display more vacancies, click the link Next 10.



## 5.2 Apply for a Vacancy

1. To apply for a vacancy (see previous screenshot) either select the vacancy and click the relevant **Apply Now** icon for the relevant vacancy, or click the file name (IRCxxxx) to display the vacancy details and then the available Apply Now button, as shown below.

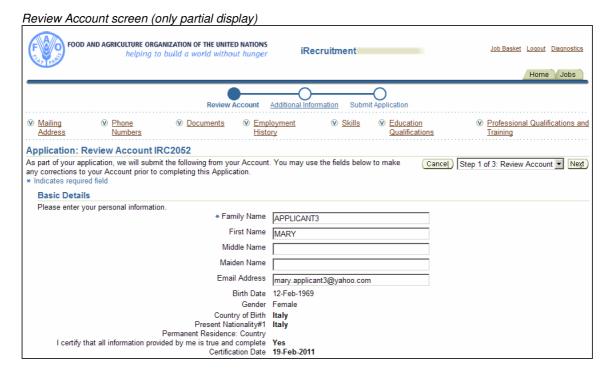


To apply for a vacancy there are three steps to follow: Review Account, Additional Information and Submit Application

#### **Review Account**

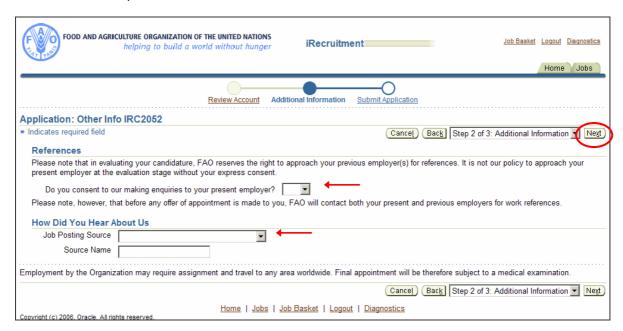
You may review your account details and also update any required information. Use the brown links provided at the top of the screen to move quickly to the different sections of this page.

Once you have reviewed your details, click the Next button.



#### **Additional Information**

Please enter the required information for References and How Did You Hear About us.



#### **Submit Application**

Click the Finish button to submit your application.



A confirmation that you have submitted your application will be displayed on top of the screen. Please note that you will not receive an email notification of your application.



Changes can be made to your online profile at any time. However, when you make a change it will be visible to the hiring managers for all positions for which you have applied.



If you apply for more than one position, you can upload specific cover letters in your **Documents** section, highlighting your specific skills, experience or motivation for the post. Please indicate on the title of the document the number of the vacancy announcement to which it refers.

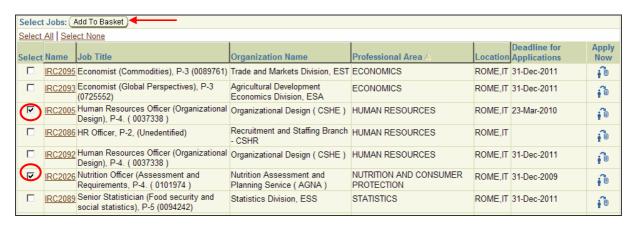
This completes your application. Click the Home tab to return to your iRecruitment Home page. The section **Jobs Applied For** will display your application as shown below.



#### 5.3 Job Basket

There is a functionality in iRecruitment which allows you to select one or a number of vacancies and apply later called "Job Basket".

- 1. Click the Jobs tab on your iRecruitment Home page to search for vacancies (see Section 5.1).
- 2. Enter your selection parameters and click the Search button. The list of available vacancies matching your selection will be displayed.
- 3. Tick the checkbox next to the jobs you are interested in and click the Add To Basket button.



A message will confirm that the selected jobs have been added to your job basket.



4. Click the <u>Job Basket</u> links at the top or bottom of the screen to view your Job Basket. Then select your vacancy and click the **Apply Now** icon to start the application process (see **section 5.3**).



If you need help, or have queries, please contact: iRecruitment@fao.org