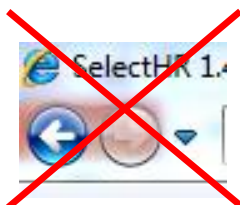


Hanover's Online Job application Form




Guidance Notes

Welcome to Hanover's online job application form. This user guide is designed to help you complete the online form and can also be used as a quick reference point.

This application form is compatible with Internet Explorer 8, 9, Mozilla or Firefox. If you do not have any of these applications then you can upgrade for free online. Please note that the internet explorer back button does not work on this online application form, and you must navigate through the application form by clicking on the relevant sections, and saving before leaving the page.



If you are using Internet Explorer 10 or Windows 8 operating system you will need to use the 'Compatibility View'. To turn on Compatibility View:

1. See if the **Compatibility View** button  appears in the Address bar which is in the top left hand corner of your screen. (If you don't see the button, there's no need to turn on Compatibility View.)
2. Tap or click the **Compatibility View** button  to display the site in Compatibility View. Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn it off by tapping or clicking the button  again. Or, you can clear the entire list of sites using Compatibility View by deleting your browsing history.

If you are using Internet Explorer 11 then you will still need to open the website in compatibility mode but the process is slightly different. You should go to our online application form and then click on 'Tools' on the toolbar at the top of the page. From the Tools dropdown list you should select 'compatibility view settings'. A new window will open and our website address will be in a box titled 'Add this website'. You should click on 'add' and then 'close'.

Active connection time is 40 minutes, please save frequently by using the save button at the end of each section to avoid losing data.

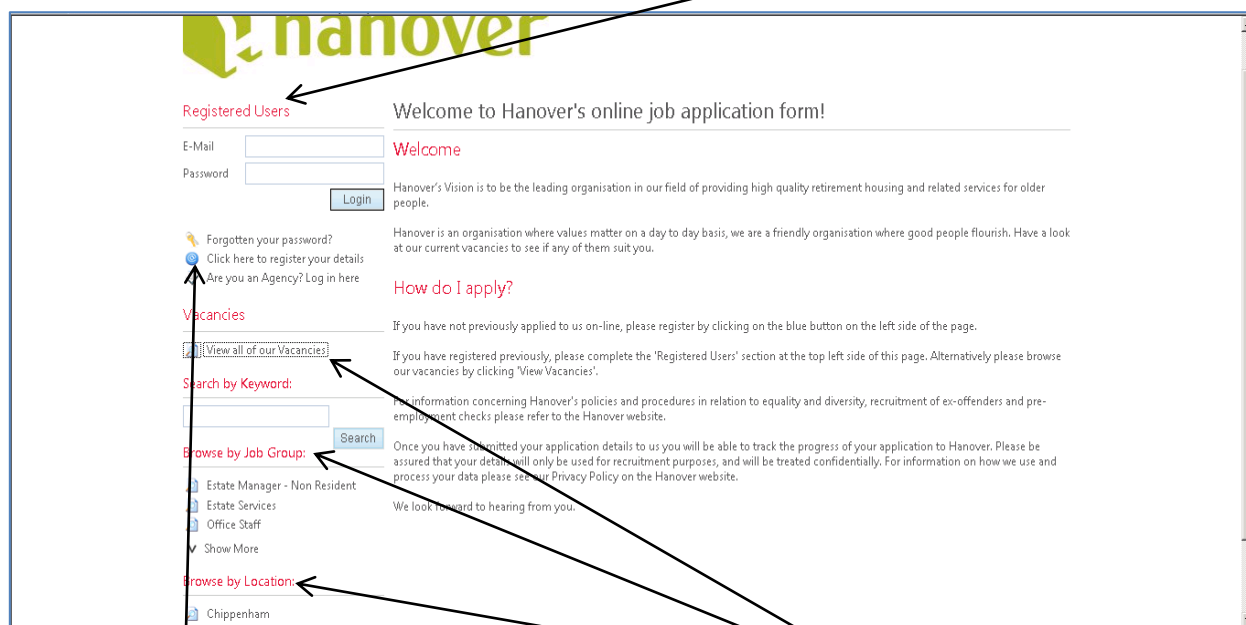
We recommend that you compose your application in a word document and then transfer the text into the online form e.g. your statement on the reasons of how you fulfil the requirements of the job role. This way if you experience problems you will not lose any work.

If you receive the timeout message you should re-enter your application information, making sure that you save more frequently during the process.

The "Save" button is located at the end of each sub section.

Welcome Page

If you have previously applied to jobs at Hanover you can log on as a registered user



If you have not previously applied to us online then register by clicking here

You can view all of Hanover's vacancies here, or search by job group or location.

To create an account you need to use your email account as the logon username, as we will use this to send you email notifications.

If you do not use a valid email address you will NOT receive notifications and / or information relating to your application.

Also if you forget your password you will not be able to retrieve it (as new passwords are emailed).

New applicants will need to create and confirm their password (your password must be between 6 and 20 characters long).

Pre-Requisite Questions

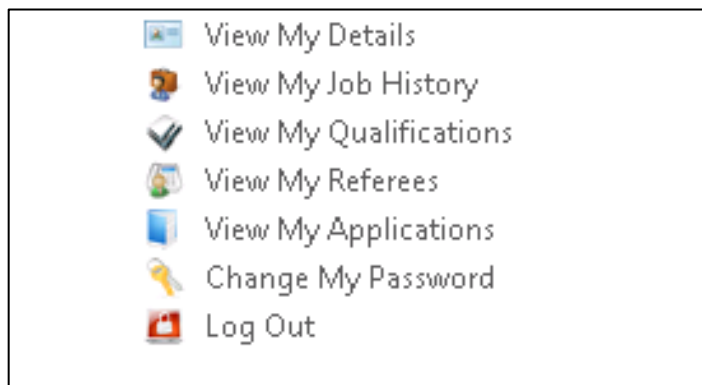
Once you have registered you can view and apply for vacancies. This will take to the pre-requisite questions. If you cannot answer "yes" to all of the pre-requisite questions then you will not be able to apply for the vacancy.

Application Form / View My Applications

This section allows you to edit the following information:

- How did you hear about this vacancy
- If offered this position would you continue to work in any other capacity? If 'Yes' please give details:
- Are you related to any existing employee, board member or resident of the Hanover Housing Group? (Please click on information icon for more details). If yes please give details
- Please indicate how soon you could take up a position
- Application Type i.e. internal employee or external applicant
- Briefly indicate what attracts you to working with an organisation which focuses on housing and support options for older and disabled people (please include details of memberships with clubs and societies)
- Drawing upon your experience, knowledge, skills and abilities, explain how you demonstrate the requirements of the job's person specification (please refer to the job description). Experience may have been gained through paid/voluntary work or work in the home/university.
- Please give dates when you are not available for interview.

The rest of your application form is split into the following sections:



You can navigate between the different sections by selecting one from the left hand side. At the end of each section is a “Save Details” button. We recommend you save frequently to avoid losing your information.

View My Details

This section contains your name and address details – you must complete the “first name” and “surname” fields.

In this section you will also be asked to give any additional information to support your application, including any achievements in sports, any hobbies or interests.

Hanover is committed to equality and diversity and therefore needs to monitor both the diversity of its workforce and of candidates applying for positions within the Association. The information in this section will be treated as being strictly confidential, will only be used in statistical format to ensure we are meeting our legal and regulatory obligations and comply with our policies. Access to the data will be restricted in accordance with the Data Protection Act 1998. Although we encourage you to provide all the information requested, completion is optional.

Click the “Save” button at the bottom of the section to update your details.

In this section we also require information on your driving licence and if you have any criminal convictions which are not spent. For further information on recruitment of ex-offenders please refer to our Recruitment of Ex-Offenders Policy on Hanover’s website.

View My Job History

Please give brief details of your previous employment and/or work experience in this section, this should also include any part time work which you have undertaken. You should only give very brief details of each role (2 or 3 sentences will be sufficient) as more detailed information should be included in the section where you state how you meet the person specification giving details of experience etc.

Please note that part-completed dates (i.e. years without months) and other date omissions can lead to save/submission errors.

Use the “Add New Record” button to create a new record for job/experience details. These do not need to be entered in date order, and can be deleted if incorrect after you have “Saved All Records”.

View My Qualifications

Please give details of all of your qualifications in this section.

Please note that part-completed dates (i.e. years without months) or incomplete “Establishment attended” details will lead to save/submission errors.

Use the “Add New Subject” button to create new subject records beneath an Establishment heading.

Use the “Add New Establishment” button to create a new establishment (i.e. school/college/university) under which to group qualification subjects.

Correcting Errors: Any input errors can be over-typed and corrected in the application form. If you wish to delete a subject entry – click on the “Delete Subject” button beneath the Subject record. You will only be able to delete a subject or establishment record once you have clicked on “save all records” button at the bottom of this section.

View My Referees

Satisfactory references covering 5 years of previous employment are required for front line or executive level staff and 2 years for office based staff. If the applicant has been in the same employment for the past 5 or 2 years then another reference from the previous employment may also be taken.

You must complete the referee section of the application form. The Human Resources Department will only apply for the reference requests after an offer of employment has been made.

Use the “Add New Record” button to add a new referee record.

Remember to complete the section by telling us whether or not we can contact the referee at this stage.

You can delete a referee record if you wish to change referees – for instance if you apply for a different post at a later date.

To do this – click on the “Delete” button and use the “Save All Records” button at the bottom of the section to update the change and remove the referee record.

View My Applications

Lists all the applications you have made and their status. For example if you have saved your – application but not yet submitted it will show as “internet Pre-application, which means it has not been submitted to Hanover and will not be considered for shortlisting.

If the status of your application is “Application Submitted”, this means that we have successfully received it and it will be submitted for shortlisting.

You can view your application by clicking [here](#). If you wish to withdraw your application then there is a “Withdraw Application” at the bottom of the page.



A screenshot of a table with four columns: Vacancy, Created, Latest Status, and Latest Application By. The first row contains the following data: 'Service Charge Analyst' (with a small icon to the left), '24-Jun-2012', '24-Jun-2012, 19:58 - Application Submitted', and '29-Jun-2012'. A blue arrow points from the text 'clicking here' in the paragraph above to the 'Service Charge Analyst' cell.

Vacancy	Created	Latest Status	Latest Application By
 Service Charge Analyst	24-Jun-2012	24-Jun-2012, 19:58 - Application Submitted	29-Jun-2012

Submit

Once you have completed all sections within your application and would like it to be submitted for the role please click on the application under “View My Applications” and click on the “submit” button at the end of this section. Please ensure you have read and accept the declaration before submitting your application form.

Contact Details

If you have any queries then please contact Human Resources via email HumanResources@hanover.org.uk or on 01784 446106.