

## TALENT ACQUISITION - PAGEUP FOR HIRING MANAGERS

Northeastern University uses the Talent Acquisition System - PageUp People to recruit new employees.

This user guide was created to help Hiring Managers create positions, recruit candidates, make the verbal offer, and support the onboarding of their new hires using the new system.

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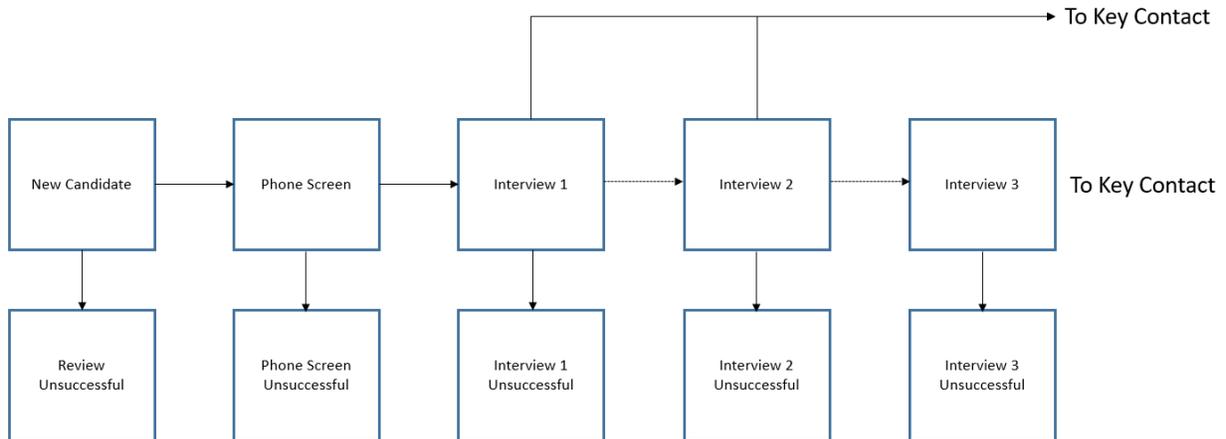
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## ROLE OF THE HIRING MANAGER

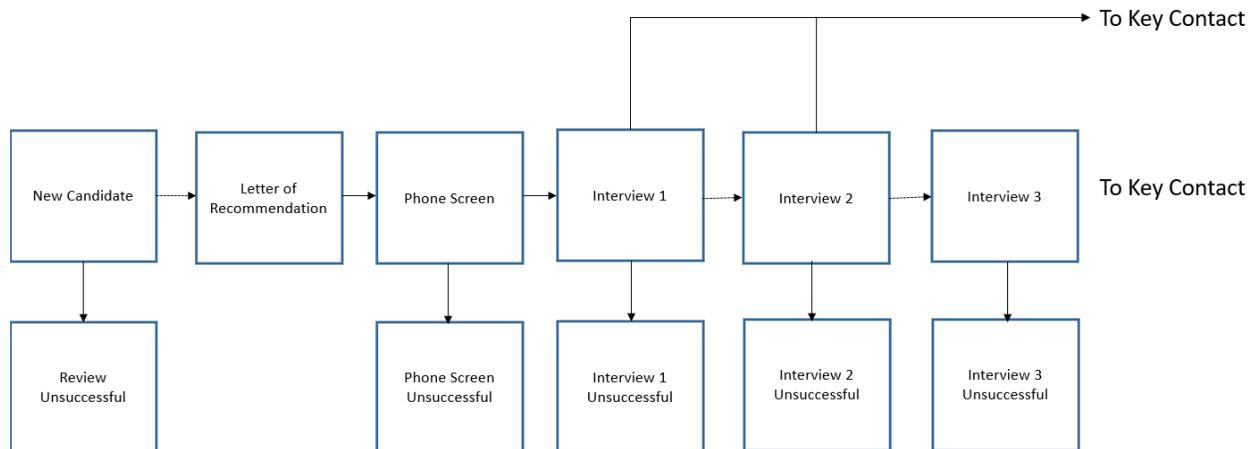
The Hiring Manager will have varied responsibilities within PageUp. The main actions a Hiring Manager can perform in the system are viewing resumes, adjusting certain candidate statuses, onboarding a new hire, and supporting the Key Contact, as needed.

### Overview of Workflows

Recruitment – Staff, PT Fac, TNS Flows



Recruitment – FT Fac Flow



## Temp Non-Student Processes

Temp Non-Student hiring will be managed through the Talent Acquisition System. Key Contacts will create and send the offer letters. There are a few exceptions to this process:

- If you use an agency to fill the position
- If the candidate is already an active employee and will be taking a temporary position
- If the person you are hiring has been in a temporary position at Northeastern and still has an active employee record

**NOTE: In the last two instances, work with your Key Contact to use the alternate procedure.**

## GETTING STARTED

### Logging In

To access PageUp, log on to [myNortheastern \(my.northeastern.edu\)](http://myNortheastern(my.northeastern.edu)) and click the **Services & Links** tab. Under HRM Benefits & Services, click **Talent Acquisition System – PageUp**. If you need to request additional access, click **Service Request**.

## POSITION DESCRIPTION

During the Position Description creation process, the Hiring Manager will be collaborating with the Key Contact and HR Business Partner (HRBP) for staff positions to create the position summary and duties that will be entered. If this is an Incumbent Replacement and there are no changes to the job grade, title and duties, then the Hiring Manager has simply to inform the Key Contact. If there are changes, they should collaborate with their leader, Key Contact and HRBP using the Top 5 Checklist to identify needed changes.

Once the summary and duties are submitted by the Key Contact, approvals will begin. The Key Contact will raise the Position Description to the Job Card (requisition) and after approvals, will post the position to the internal and external career sites, as decided. The Hiring Managers can support the Key Contact, as needed.

Once the position is posted, the Hiring Manager will begin to review candidates and plan for interviews.

## RECRUITING (VIA THE JOB CARD)

Requisitions can be posted on the Northeastern internal career site and on the external site. There is also an option for Hidden Posting, which is used under specific circumstances to allow a preferred candidate to access the requisition and apply by providing the requisition number directly to them.

The Recruitment Process is the workflow that your applicants will move through. The Hiring Manager can take a variety of actions here such as viewing candidates and resumes and altering candidate statuses. Once the posting is posted, you will begin to receive applications.

### Accessing Applicants

Accessing applicants can be done via the **Main Menu**, selecting **Manage jobs**, and searching for the desired position. From there, there are two ways to view applicants:

1. Click the highlighted Title, which will bring you to the completed Job Card page (Requisition). In the top right corner, click on the blue **View applications** icon. This will transfer you to the Manage applications page.
2. Click the highlighted number underneath the Applications title. This will provide the list of applicants on the Manage applications page.

Job No.	Date created	User	Title	Division	Organization	Status	Applications	Site	Opening date	Closing date	Hiring manager	Sourced
495114	17 Apr 2019	NK	Assistant/Associate/Full Professor	DIV23 - College of En,	123300 - Mecl	Offer	22		15 Apr 2019	18 Apr 2019	Northeastern Ke	✖

### Manage Applications Screen

The Manage applications screen is the primary screen used to search, view and sort applicants. The Manage applications screen also allows you to change the status of your applicants, access the applicant card, view the resume, and view application answers. Additionally, Bulk actions are enabled on this screen. Bulk actions allow you to change the status on multiple users simultaneously, eliminating the need to perform the same action repeatedly.

### Changing Applicant Status

To change the status from the Manage applications page, simply click on the highlighted lettering underneath Status for the designated applicant. The Change application status window will appear.

Financial Analyst (492561)					
Search		Results			
Select	Submitted	Status	Pref Name	First name	Last name
<input type="checkbox"/>	23 Jan 2019	Interview 2	Mrs Mickey	Minnie	Mouse

## Applicant Statuses

The statuses and definitions available for all candidates can be found below.

### New Candidate

All new applicants will default to this status. The applicant will remain in this status until an action is taken by the user.

### Review Unsuccessful

Applicants with this designation have had their profiles reviewed and deemed to not be a fit for the position.

### Phone Screen and Unsuccessful

The Phone Screen status is for applicants whose profiles appear to be a match and will be advanced to an initial screen. Successful applicant phone screens will be advanced to Interview 1, while those not advancing will be changed to Phone Screen Unsuccessful.

### Interview 1, 2, 3 and Unsuccessful

Interview statuses are awarded to those applicants who are invited to an onsite interview. There are three available onsite interview statuses, however not all three need to be utilized. If after one of the onsite interviews a candidate is no longer in consideration, their status will be changed to Interview X Unsuccessful.

**For Hiring Managers, any status after the third interview is not applicable.**

The other statuses are managed by the Key Contact or an approver. These statuses complete the lifecycle of the hire – references, verbal offer, background check, online offer made, offer accepted.

## Notification of Status Change: Communications Templates

Automated standard communications are available in the system. It is important to understand what occurs when an applicant is moved into an “Unsuccessful” status. The system will auto generate an email to be sent to the candidate informing them they are no longer in consideration for the position.

You can choose whether you want to send the email notification to the candidate. If you choose to send an email, it can be customized prior to sending. If you do choose “No,” there must be a follow up communication via phone or NU email informing the candidate.



The screenshot shows a user interface for changing an applicant's status. At the top, it says "To status: Interview 3 Unsuccessful". Below that is a dropdown menu for "Communication template:" with the option "-- No template --" selected. At the bottom, there is a blue bar with the text "E-mail: Applicant:" followed by two radio buttons: "Yes" (which is selected) and "No".

**NOTE: If you set a delay, you're committed to sending the email. There is no calling it back!**

## VERBAL OFFER

This part of the process takes place outside of the Talent Acquisition – Page Up system. Once the Key Contact confirms that the OIDI review (for staff) or the Campus Visit (for faculty) has been successfully completed, then it is time for you to make the Verbal Offer.

## OFFER CARD APPROVAL

The Offer details and letter will be created by the Key Contact. The Hiring Manager will be asked to approve it in the system. Please verify all the fields and the details in the Offer Letter before approving.

**NOTE: Faculty offers may include additional details such as lab space, course load and number of pay periods. Please be sure to read any additional forms or attachments before approving.**

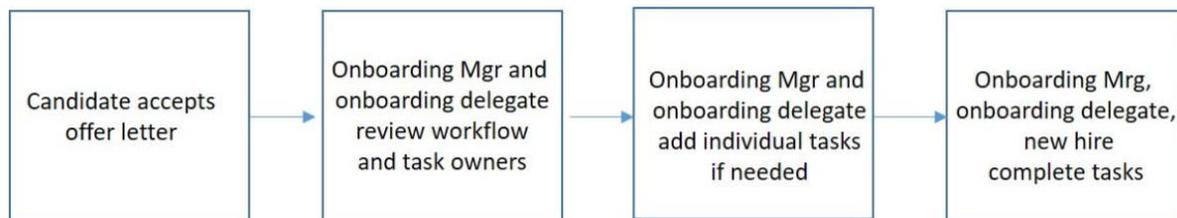
## ONBOARDING

The Key Contact assigns the Onboarding workflow based on employment type. The Onboarding Manager is accountable for onboarding the new hire by reviewing and completing specific tasks in the workflow and any other specific requirements unique to the department or college. In some cases, an Onboarding Delegate may be assigned to assist with certain tasks, such as space and systems access.

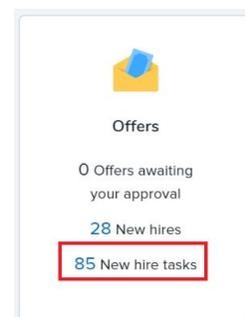
**NOTE: The Onboarding Manager is usually the Hiring Manager, or what the system calls the “Reports to” Manager. Occasionally, the Key Contact may assign someone other than that manager to serve as the Onboarding manager. In that case, the Hiring Manager would not see the New Hire tasks.**

## Onboarding Workflow

Below is the flow for Onboarding. One of the benefits of PageUp is that an onboarding workflow can be chosen based on the type of hire (staff, faculty, etc.) and tasks can be automatically created. In addition, auto reminders are part of the process as well.



The Onboarding Manager dashboard will have **New hire tasks** listed under the Offers tile. These tasks do have start and due dates, so it is imperative the Onboarding Manager complete these tasks on time. Completing the tasks on time will ensure all mandatory paperwork and requirements are met, as well as insuring the talent has a positive onboarding experience.



## GLOSSARY

**Position Description (PD)** is the job description, the mechanism to obtain approval to create a new position and serves as the approval to replace an existing position when vacant. Each employee will have their own PD that will be tied to the position number they hold. Approval is required to create a new PD or to update an existing one.

**Job Card (requisition, posting)** is the section of the system where a requisition, a request to hire one or more candidates into an approved PD can be created. Once the requisition is approved, then a posting, a description of the position, job duties and required Northeastern specific information, can be developed and placed on one or more of the career sites.

**Onboarding Delegate** is the individual selected by the Key Contact on the Offer Card to assist the Onboarding Manager with the new hire's onboarding process. This role is optional.

**Onboarding Manager** is the individual selected by the Key Contact on the Offer Card to manage the new hire's onboarding process.

**Onboarding Workflow** dictates the onboarding tasks that the new hire, onboarding manager, and onboarding delegate will need to complete. This is selected on the Offer Card.

**Reports to Manager** is the position's direct supervisor as listed in Banner.