

Applicant Tracking System (New)
Coming 2027

Service **Definition**



Applicant Tracking System (New for 2027) **Service Definition**

G Cloud 15

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1 - About Tribepad

The right job is life-changing! That’s why recruitment is everything for people, for business and for progress. And it's why we do what we do at Tribepad.

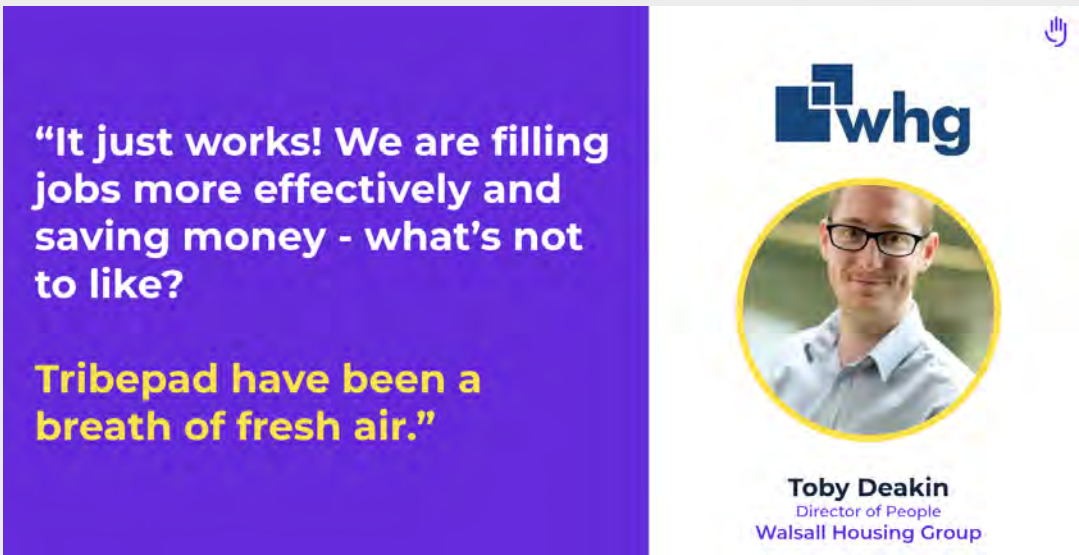
Tribepad is leading the way in providing powerful, cost-effective recruitment technology solutions for both private and public sector organisations. Our aim is to make recruitment fairer for everyone.

In the private sector, Tribepad supports two of the UK’s top five largest employers, Tesco PLC (~330,000 UK employees) and Compass Group (~500,000 employees globally) as well as many other household brands, demonstrating our ability to deliver scalable, reliable recruitment solutions for organisations of any size.

When it comes to the public sector, this is the fastest-growing area of our business, with customers across social housing, education, the NHS, Police, Fire, government agencies, regulators and local authorities.

Within Local Government, as of January 2026, Tribepad is trusted by 46 English Local Authorities, around 15% of all councils in England, making it the most widely adopted standalone ATS in local government and a platform shaped by real, large-scale recruitment demands.

Experience matters. Tribepad has helped organisations transform their recruitment outcomes for almost two decades. Our platform helps streamline processes, engage candidates, delight recruiters, amaze hiring managers, and deliver significant returns on recruitment investment.



Our complete end-to-end Talent Acquisition platform is proven to help organisations truly transform how they attract, select and onboard their future talent. Being highly configurable and flexible allows us to adapt it to each of our customers’ needs.





One of the primary drivers for investing in recruiting technology is to recruit more effectively and drive operational efficiency. Tribepad is proven to drive recruitment efficiency for organisations, allowing you to maintain a professional, user-oriented, and efficient approach to recruitment and selection. It does this via a combination of functionalities, including its flexible workflow tool, the ability to automate processes, introduce AI, and be mobile-enabled for candidates and hiring managers.

“

Tribepad
hasn't just given us
a new ATS,
it **transformed**
how we hire.



Emily Wicks
Recruitment & Talent Advisor
Horton Housing

We have delivered outstanding results for our public sector customers, many of whom came to us facing a range of recruitment challenges. One key focus has been providing a better, more intuitive experience for hiring managers, enabling them to take greater ownership of their recruitment processes. Below is some of the feedback we've received from Milton Keynes Council, one of our valued Local Authority customers.



“The new recruitment system is so slick and professional, it has made recruiting a joy and not the nightmare I have previously experienced. As a recruiting manager can I say well done it really is **so easy to navigate and saves me so much time.**”

I just wanted to say how easy and intuitive I found the system to use. **Having used other systems in the past, there is no comparison** - smarter recruitment is so well laid out with really clear processes”.



**Internal hiring
manager feedback**

One example is **Staffordshire County Council**. For them, this meant a requirement to better compete for top talent by increasing the visibility, consistency, speed and simplicity of the recruitment process. At the same time, they were undergoing a change from an outsourced recruitment function to building their own internal team. Since implementing Tribepad, Staffordshire has been able to stand out as a fantastic employer in a crowded market and has achieved:

- a 30% decrease in time to hire
- a 113% increase in application volume
- a 130% increase in applications per role
- Fill rate has doubled year on year
- Offer rate has doubled year on year
- Achieved a candidate satisfaction rating of 8.5/10 and a new hire NPS of 78/100.
- Engagement increased by 46% in 12 months.
- an 18% increase in completed application rate.

“Is your process slick? Is it speedy? Is the communication good? Those are the fine lines today that make a difference between the candidate choosing us and not. **That’s where Tribepad helps us differentiate**”



Our public sector customers get a future-proofed enterprise platform with market-leading features and functionality, all coupled with a low total cost of ownership and outstanding service levels. Our customers never stand still, Tribepad delivers three major releases each year, many



driven directly by requests from our public sector clients, ensuring the platform evolves to meet their changing needs.

We have a proven track record of delivering timely, on-budget public sector projects during which we build trusted and professional working relationships. Our primary goal is to support customers throughout the entire duration of the implementation and beyond. That is where our Customer Success and Support teams come into play, ensuring our customers have everything they need to be as successful. Their role is to think both short- and long-term whilst getting to know each customer and their business, providing a timely, personalised service that supports them in meeting and exceeding their ambitions for the service.



The recruitment industry have recognised and awarded our approach to working in partnership three times.

The first was by the FIRM with the Best Supplier Partnership of the Year award, where our successful global partnership with Subway was recognised. The second was at the Recruiter Awards where we were selected as the best overall provider to the recruitment industry.

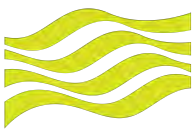
More recently (May 24), we've been awarded the Best Enterprise ATS at the In-House Recruitment Supplier Awards for our commitment to delivering a fantastic service to our customers and building an outstanding platform.



In conclusion, Tribepad is a flexible, scalable and future-proofed SaaS solution that is continually evolving and is one that our customers enjoy having administrative control over, enabling them to evolve their recruitment service throughout the entire term of the agreement, allowing them to effectively deliver against their respective corporate and HR strategies.



2 - Tribepad customers

 Met Office	 Grant Thornton	 TESCO	 Coventry City Council
 Kent County Council	 sodexo	 Jigsaw Group	 WEST OF ENGLAND Combined Authority
 NHS Professionals	 WM Employers	 Peabody	 Staffordshire County Council
 SURREY COUNTY COUNCIL	 IOPC Independent Office for Police Conduct	 Regulator of Social Housing	 NHS Royal Devon and Exeter NHS Foundation Trust
 BRITISH TRANSPORT POLICE	 Forestry England	 LONDON BOROUGH OF RICHMOND UPON THAMES	 Wandsworth
 Leeds Community Healthcare NHS Trust	 Brighton & Hove City Council	 LONDON COUNCILS	 WELWYN HATFIELD

This is just a selection of our clients. You can see more and read our case studies at:
<https://tribepad.com/resource-hub/case-studies/>



You can also read public reviews on Capterra, where Tribepad is rated 4.6 out of 5:
www.capterra.com/p/149593/Applicant-Tracking-Software/

3 - Summary of functionality

Tribepad offers a best-in-class Talent Acquisition platform that includes ATS, CRM, & Onboarding at its core, which is trusted by over 27 million job seekers annually, helping them to find their perfect job.

A single, proven, **powerful** platform.



All of our modules seamlessly integrate, enabling our public sector partners to run the most inclusive, most cost-effective, and process-efficient end-to-end recruitment journeys.

Recruitment Technology Designed for Every Organisation

To meet the diverse needs of our customers, we provided via a three-tier (Good, Better, Best) approach, where additional functionality in each tier improves hiring outcomes. Regardless of your size, all solutions give you access to our proven technology, enabling you to streamline recruitment, engage candidates effectively, and achieve better hiring outcomes.

Tribepad ATS & CRM Functionality

Applicant Tracking

Better applicant tracking streamlines recruitment processes, enhances the candidate experience, and improves hiring outcomes, ultimately saving time and resources for your organisation.

ED&I Outcomes

Foster diversity, equity, and inclusion, as well as ensure fair and unbiased recruitment practices that lead to a more representative and effective workforce.



Job posting

Customers receive a branded job search page(s) where jobs are published to. Internal and external vacancies can be created, edited, cloned, saved, and shared. Depending on user permission levels, these can be created from new or pre-populated templates.

User access

Multi-level user access based on organisational hierarchy is a standard feature. Super-users can create and edit user permissions in the ATS. The hierarchy controls the visibility of roles and candidates and is dictated by user permission levels.

Requisition management

Roles can be created and edited with a multi-layer requisition approval workflow based on user permissions. Requisitions can be approved at various points in Tribepad or by email for non-system users. A dashboard displays status, enabling reporting and role management.

Assessment & Screening tools

Recruiters can create, edit, and clone a variety of questionnaires, including killer questions. Bespoke scoring matrices can be configured.

Partner Integrations Ecosystem

Tribepad is integrated with a wide range of candidate assessment and background-checking service providers, including SHL, Chemistry, Amberjack, Sterling, Verifile and Onfido, to name just a few of our partners.

Recruitment Marketing

Tribepad offers Direct Integrations – Post directly to major job boards such as Indeed, LinkedIn, and Google for Jobs.

Applicant portal

Tribepad delivers an intuitive candidate process from account creation through to application. Parsing of LinkedIn profiles and CVs is a standard feature, along with a host of rich media upload options. Candidates can track their applications, register for job alerts and receive regular notifications by email on several topics, including when candidates submit their applications and as a reminder for start dates.

Agency portal

Recruitment agencies can also use Tribepad with restrictions on the candidates they provide and the jobs you share with them. Using the Insights platform, agencies' performance can be compared to that of other candidate sources, enabling the tracking of costs, benchmarking, and KPI monitoring.

Hiring manager portal

Our job management dashboard makes it simple to understand the status of all recruitment activities. The mobile device-responsive dashboard offers a straightforward interface for screening candidates and taking action to advance the recruitment pipeline. Hiring managers can receive email alerts when candidates submit their applications.



Communication

Fully branded email communications are integral to the platform and can be tailored per role. Numerous trigger points keep candidates informed throughout the recruitment process by email and SMS.

Reporting

Tribepad ATS provides a comprehensive Management Information (MI) suite, offering dozens of reports that can be filtered and scheduled for distribution via email. Time to hire, cost to hire, sources and compliance data can be quickly and reliably reported from the system.

Talent Pooling (CRM)

Tribepad's GDPR-compliant talent database enables customers to store, segment, and filter known talent securely. Easily communicate with candidates to promote roles and take a proactive approach to recruitment. With intelligent search, tagging customers can reach the right people at the right time, reducing time-to-hire and boosting candidate engagement.

Tribepad Onboarding

Offer letters and contracts can be generated and edited using a library of templates. Configure automated reference-checking processes. Contract approval, acceptance and amendments can be tracked with the integration of e-signatures. Provisioning of onboarding training, policy acceptance and user documentation upload are all supported, ensuring new starters are ready for day 1.

Tribepad Enhanced CRM

In addition to the talent pooling, talent pipelining and candidate communication tools included as standard, the Tribepad Enhanced CRM module contains features to help you build candidate relationships like a pro.

Overcome skills shortages by building GDPR-compliant talent communities. Then, maintain warm relationships with two-way SMS and email directly from your Tribepad dashboard. Our enhanced CRM also allows customers to create, manage and track the effectiveness of recruitment campaigns (emails and landing pages) to support recruitment events or engage and nurture passive candidates until they're ready to apply.

Tribepad Screening

Tribepad's optional one-way video interviewing tool allows candidates to record responses at their convenience, while recruiters and hiring managers review them directly within the ATS. No extra accounts or platforms are needed, making the process smoother for applicants. This approach streamlines the hiring process and provides deeper insights into candidates' communication, professionalism, and personality, supporting more informed decisions.

Tribepad Sidekick

Tribepad Sidekick is an intelligent AI hiring assistant, built directly into Tribepad to support better hiring decisions at every stage. It suggests competitive salaries, generates inclusive job descriptions, screens candidates with a precise % match, conducts SWOT analyses, and provides tailored interview questions. Sidekick gives recruiters the insight, confidence, and speed they need to hire smarter.



Tribepad Checks

With Tribepad Checks powered by TrustID, you get fully digital Right to Work and DBS compliance straight from your Tribepad ATS. No separate integrations, no platform-hopping, and no manual admin bottlenecks. Candidates can complete checks anytime, anywhere on mobile or desktop, uploading documents and completing biometric verification in minutes, while automated identity validation and expert review minimise fraud risk and ensure Home Office and DBS compliance. Outcomes are logged in real time directly against candidate records, giving compliance teams total visibility without ever leaving Tribepad, and your candidates a faster, smoother onboarding experience from offer to start. One platform. One experience.

Technical Requirements

Data standards

Integrations are possible via our open APIs, which enable the structured sharing of data to support the flow of employee information into various core HR systems.

Data migration & archive

Migration of data from an existing ATS is a standard function within most implementations. Tribepad offers several data retention tools, making it straightforward to remove unwanted data and comply with the GDPR.

Mobile access

Tribepad ATS is fully mobile-optimised, so candidates and hiring managers can use laptops, tablets and phones at every stage. We deliver accessibility to the highest standards, supporting blind, partially sighted and dyslexic users.

Branding

Tribepad ATS and Tribepad Onboarding will deliver a fully branded platform for candidates, hiring managers and recruitment users.

Technical specification

Tribepad is highly scalable, resilient and secure. Our Software as a Service (SaaS) platform is hosted in dual UK ISO 27001-compliant data centres, protected by firewalls and load balancers.

Data is encrypted and backed up daily, and our application is written in accordance with OWASP standards.

Tribepad is ISO 27001, ISO 9001, and Cyber Essentials Plus certified, and we commission independent penetration testing twice a year.

Compliance

Tribepad enables you to comply with all aspects of GDPR, privacy, data protection and equal opportunities legislation.



Service Provision

Implementation

Tribepad has over 18 years of experience in managing successful ATS implementations. Over this time, our methodology has evolved to ensure a smooth, right-first-time deployment where Tribepad is aligned with your people, processes and corporate objectives. Project timelines range from 11 to 15 weeks on average.

Resources

Tribepad will provide the technical and professional services resources to deliver customer projects.

Account Management

Our Account Managers offer the perfect blend of strategic and commercial focus.

Your Account Manager will share Tribepad news, best practices and recruitment trends. They will proactively share monthly service level reports, e.g., availability/ cases raised with you, and meet annually to ensure we understand and are aligned with your ever-changing strategic direction.

Customer Support

We take pride in delivering exceptional customer support. Our UK-based Customer Support team is available from 9:00 a.m. to 5:00 p.m., Monday to Friday, to address all your needs.

Customer Success

Customer Success at Tribepad ensures our customers get the most value from their ATS, supporting them from day one and throughout their journey. Our Bronze package, included as part of the core service, provides pooled access to our Customer Success team, an annual ATS Health Check, and the opportunity to join Community Calls. For customers seeking more personalised support, optional Silver, Gold, and Platinum packages offer enhanced services tailored to your needs. See pricing for full details on optional packages.



4 - TA Platform Capabilities

Recruiting Journey

Drag and drop workflow builder

Recruitment is not always linear and the stages you need for one role might not work for all, so with Tribepad drag and drop workflow builder, you will be able to create workflows that work for you.

The recruitment workflow starts with creating the role, so this is the first step, create the role, with the fields you need your managers to complete, either on the fly or from a template and then manage the actions and triggers that come next, want to send a message to a hiring manager when a high scoring candidate applies, then drag it into the workflow, want a post offer call with a candidate, created and managed in the ATS, you can add that too.

This is your ATS and these are your jobs and candidates, so at Tribepad, we want to make it easy for you to configure the system to save you the most time and make the journey for all of your users, candidate or recruiter, slack and intuitive.

When everything is in place, the job is ready to be published. This structured but flexible approach ensures roles are created efficiently, approvals are clear and inclusive, and vacancies can be brought to market quickly and confidently.

Job Template

Filter Templates By

Business Unit

X

Choose Job Template

Preview Templates

Hierarchy visibility

Organisation *

Search the organisation

Job Details

Job Title *

Job Reference *

trainingpro/TP/437/80

Number of Positions *

Job Category *

Please select

Working Hours

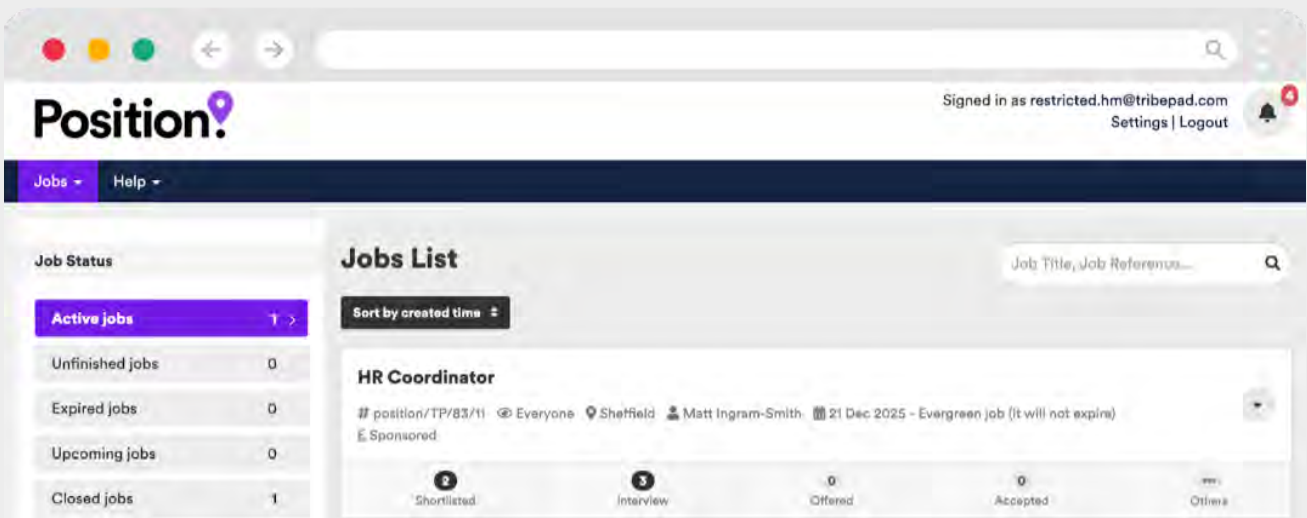
Contract Type *

Please select



Recruiting manager user experience

Tribepad provides hiring managers with a dedicated dashboard that is branded to reflect the organisation and shows only what is relevant to them. The view is focused on their own vacancies and candidates, helping them stay organised and confident in what action is needed, without being overwhelmed by unnecessary information. The experience is available across all devices, allowing hiring managers to review candidates and take action wherever they are.



Access is fully permission-driven, and organisations typically use a combination of two hiring manager set-ups. For more frequent or experienced hiring managers, extended permissions can be enabled, allowing them to shortlist candidates, provide feedback, arrange interviews, record interview outcomes and make offers. For less frequent hiring managers, a more restricted view can be applied, enabling them to review applications, shortlist candidates and indicate who they would like to invite to interview or decline, with the recruitment team managing the next steps.

In both cases, the experience is simple, intuitive and structured. Candidate review screens are consistent, making it easy to compare applicants and provide clear, structured feedback, which can be tailored on a role-by-role basis. Due to the ease of use, training requirements are minimal, but where support is needed, in-platform guidance and prompts are available to support hiring managers throughout the process.

"The new recruitment system is so slick and professional, **it has made recruiting a joy**, not the nightmare I have previously experienced.

As a recruiting manager can I say well done. It really is so easy to navigate and saves me so much time."

Hazel Lewis
Head of ICT
Recruiting Manager



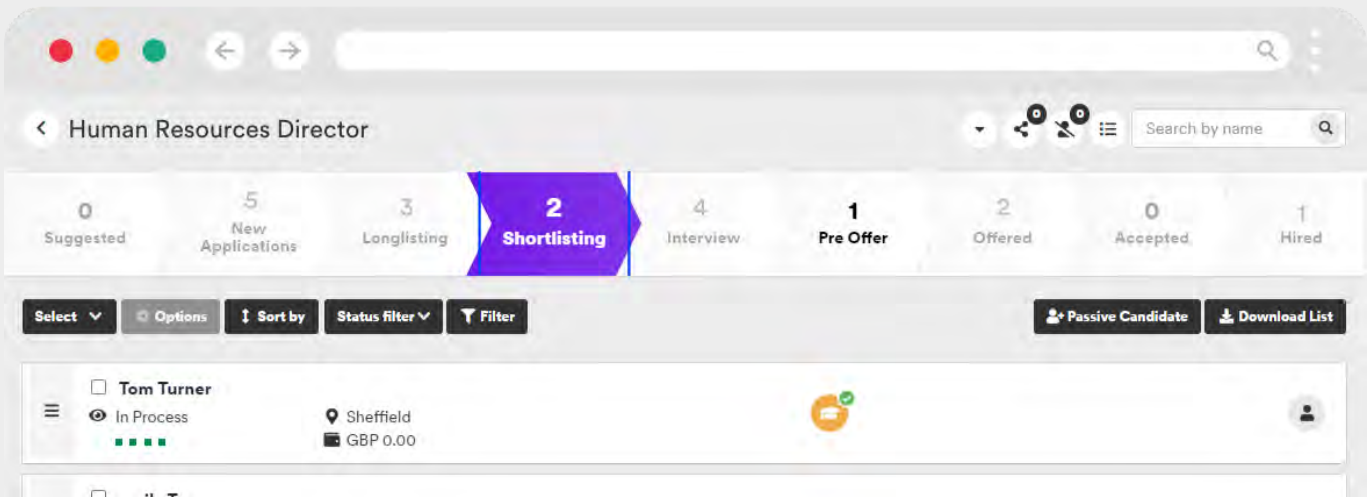
User permissions

With Tribepad, user permissions can be configured to tailor dashboard views and tasks to individual roles, ensuring users only see what is relevant to them. Permissions are managed directly in the ATS allowing organisations to define user roles and apply precise access levels that reflect their internal structures and approval hierarchies. This supports clear segregation of responsibilities and strong governance.

Candidate management and applicant tracking

Tribepad's ATS simplifies and streamlines the candidate management process from start to finish, enhancing efficiency and effectiveness throughout. Recruiters and hiring managers enjoy comprehensive visibility into all candidates and the entire process within each job. One benefit of this is improved coordination and collaboration between recruiters and hiring managers, leading to more informed decision-making and a smoother recruitment process.

Tribepad has demonstrated its effectiveness in handling high-volume and specialised job positions, providing robust features for efficient application management.



Successful hiring involves efficiency, speed, and brand protection. Tribepad covers those bases. Harnessing comprehensive automation and configurable workflows, Tribepad empowers you to reliably bring the best people into your organisation faster while maintaining an excellent candidate experience.

Key platform features

- Real-time intuitive dashboards giving visibility across the entire recruitment pipeline
- Ability to bulk process candidates, e.g., shortlist, interview scheduling or rejections;
- Create jobs almost instantly with unlimited templates;
- Build new application flows in moments with the drag-and-drop builder;
- Accelerate job and offer approval with flexible authorisation processes;
- Distribute jobs to job boards and social media sites at once;
- Automated and streamlined process step management;
- Automated fast-tracking of top talent which best meets your specified criteria. Customers can proactively set standards to automate the hiring process through questionnaires and



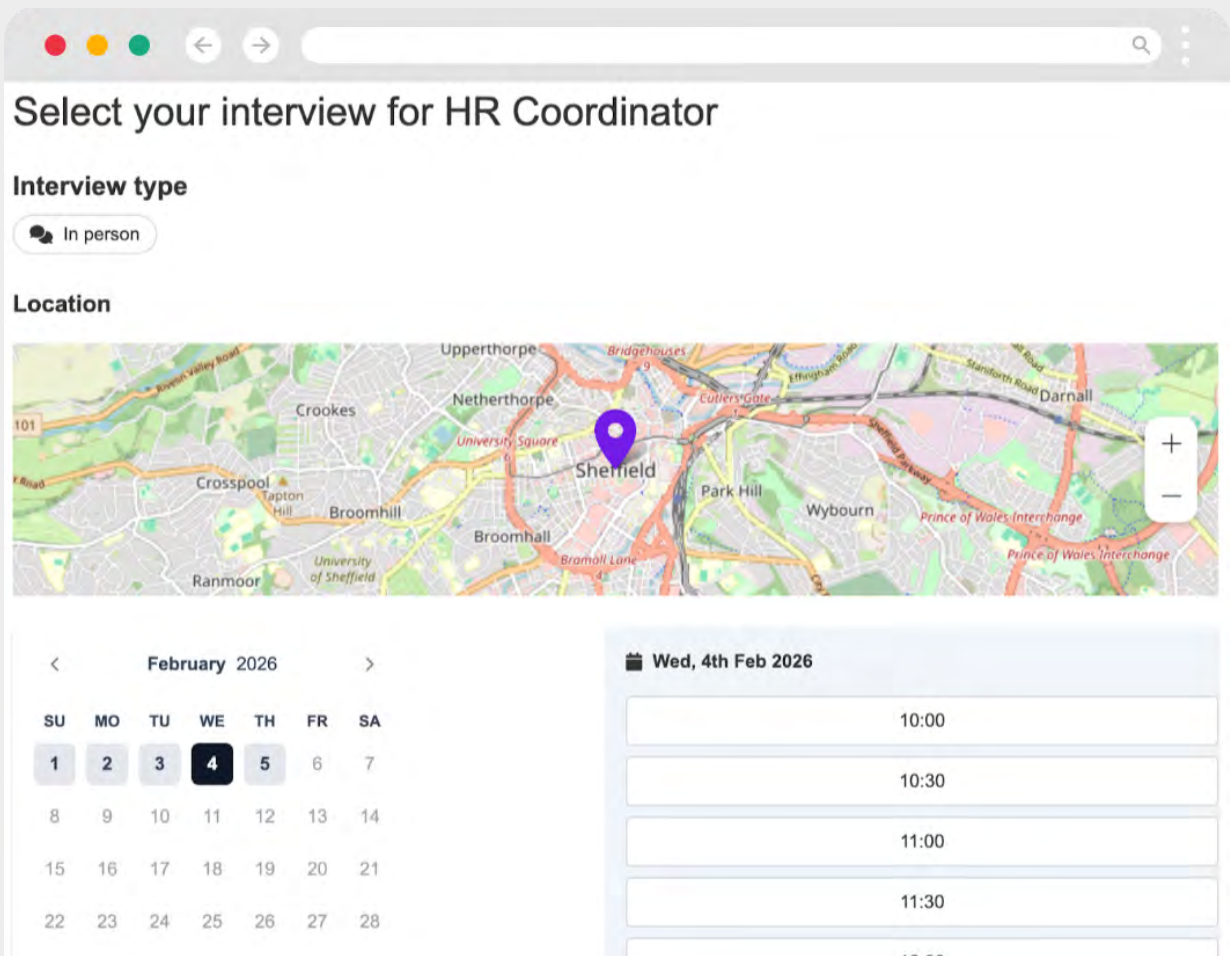
screening questions, allowing them to reach and engage the most suitable candidates quicker than their competition;

- Automated rejections of unsuitable candidates;
- Comprehensive audit of activity & actions.

Interview management

The primary benefit of interview scheduling in Tribepad is the efficient coordination of interviews, saving time and effort for recruiters, hiring managers and candidates.

Tribepad’s standard interview management capability is robust and scalable, providing authorised users with full control over the scheduling process. Multiple stages of interview can be configured e.g. Telephone, 1st Face to Face, Assessment Day etc. Users can define interview slots and either allocate them directly to candidates or invite candidates to self-select their preferred time. When using the self-select option, candidates book on a first-come, first-served basis, making the process efficient, flexible, and candidate-friendly.



Tribepad supports one-on-one or group interviews, whether public or private, and across in-person, phone, or virtual formats. Once the hiring team and interview details such as location, duration, and format are defined, Tribepad Meetings, our optional advanced Interview Management tool, including o365 and Google Calendar integration, along with MS Teams & Google), will suggest suitable date and time options and once confirmed, calendars for all participants are automatically updated through the integration, ensuring a smooth, efficient, and coordinated scheduling process. Sidekick, our optional AI tool, will even suggest interview questions and potential talking points based on analysis of the candidate’s application. Structured or unstructured feedback forms can be issued to hiring managers to drive questions, outline shortlisting criteria, and capture consistent scoring from panel members.

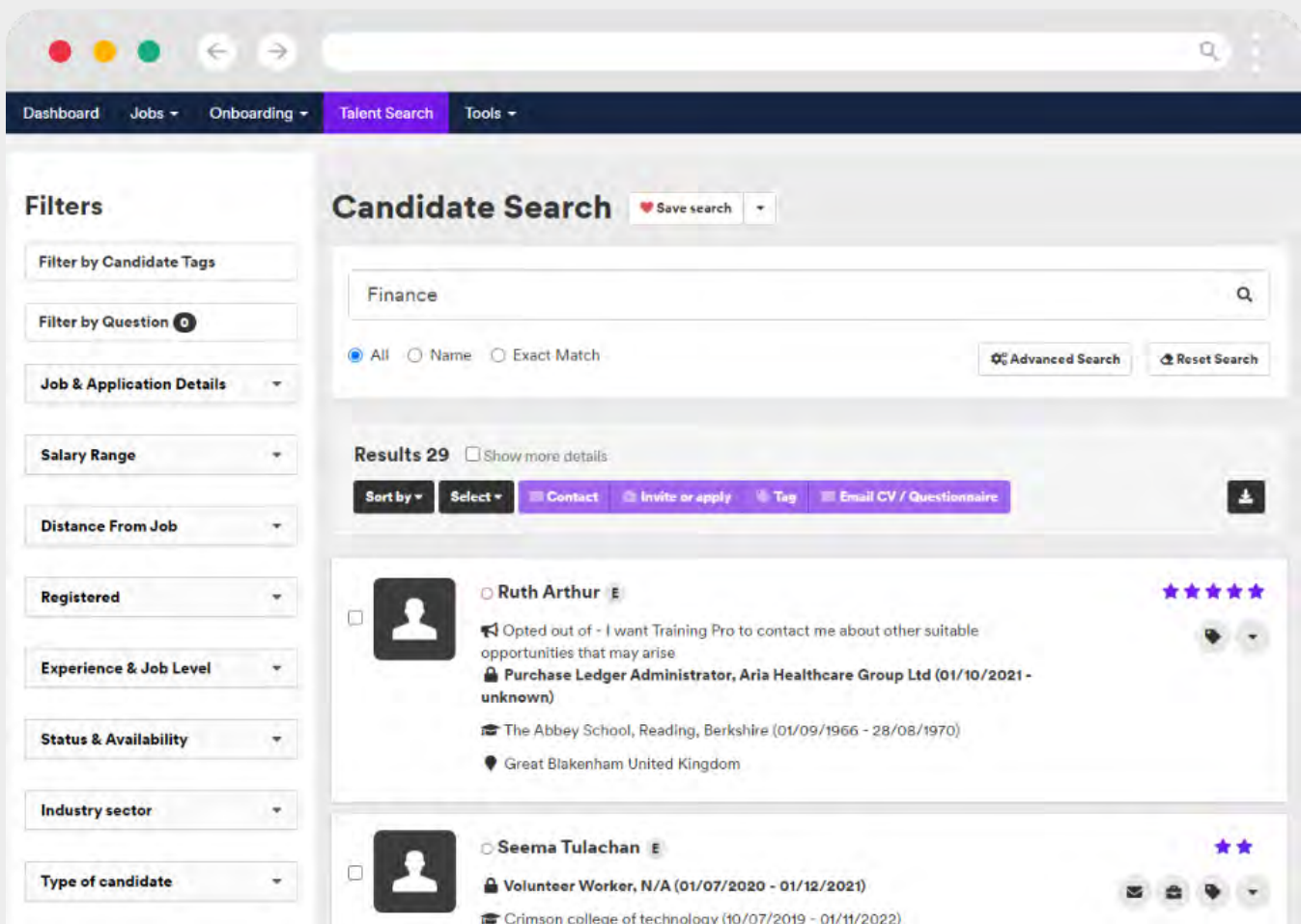


Talent Pooling

Public sector organisations increasingly turn to talent pooling as a strategic approach to address workforce needs and challenges. Tribepad prides itself on having one of the most powerful talent-pooling capabilities on the market, allowing its customers to proactively source, engage, and nurture potential candidates and ensure a readily available pool of qualified talent when vacancies arise.

Included as standard functionality, the system will accumulate a database of new and existing applications, CVs and profiles, allowing customers to mine and engage with their candidates and create and segment their talent pools. Tribepad has intuitive searching capabilities including simple, boolean and faceted search options.

Customers can use these techniques along with our dynamic tagging mechanism to quickly find and communicate with talent in their Tribepad database, email the results to a colleague or invite them to apply to a role you are working on, all within just a few clicks.



Sourcing & Advertising

With Tribepad, there are five key sourcing and advertising options to understand when considering our capabilities, providing organisations with flexible ways to reach and attract the right candidates.

1. Direct Board Integrations (Standard)

These are built-in connections to leading job boards, allowing seamless posting to Indeed, Google for Jobs, and LinkedIn (LinkedIn requires recruiter licences).



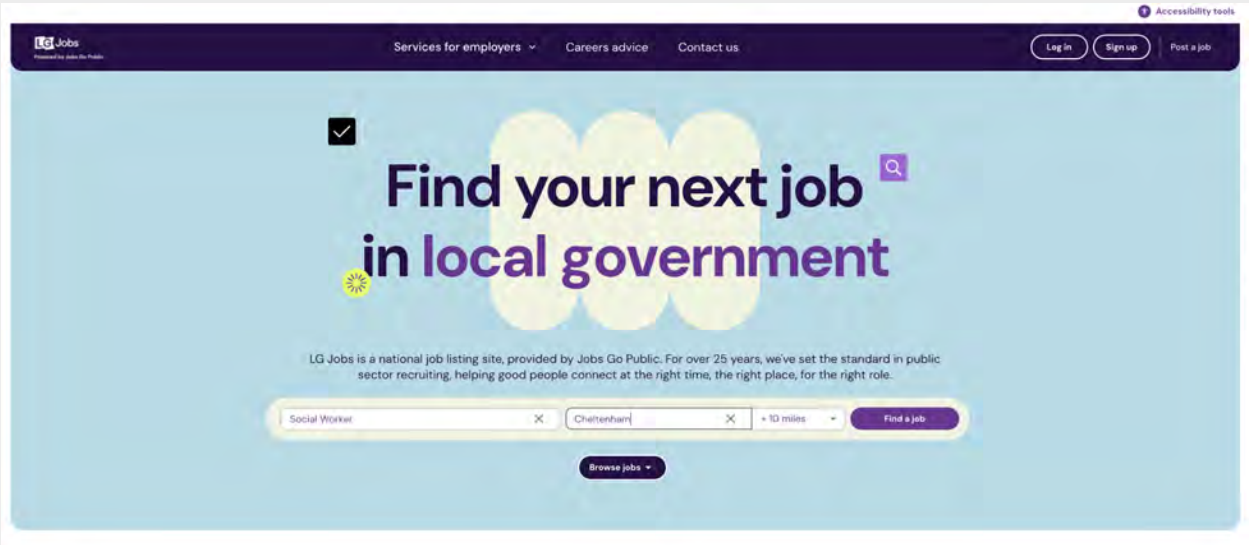
2. Integration with a multi-posting partner (Optional)

Tribepad has existing integrations with Vacancy Poster, Broadbean, Hire Intelligence, Talent Track & AppCast.

5. Tribepad Exclusive Job Posting Discounts (Optional)

With ED&I being high on many of our public sector customers ' agendas, we can also offer Tribepad customer-preferred rates via the [Diversity Jobs Group](#).

Tribepad uniquely partners with [jobsgpublic.com](#), offering preferential rates for bulk annual advertising packages. Tribepad can provide bulk annual postings to [lgjobs.com](#) for local authority buyers at no cost.

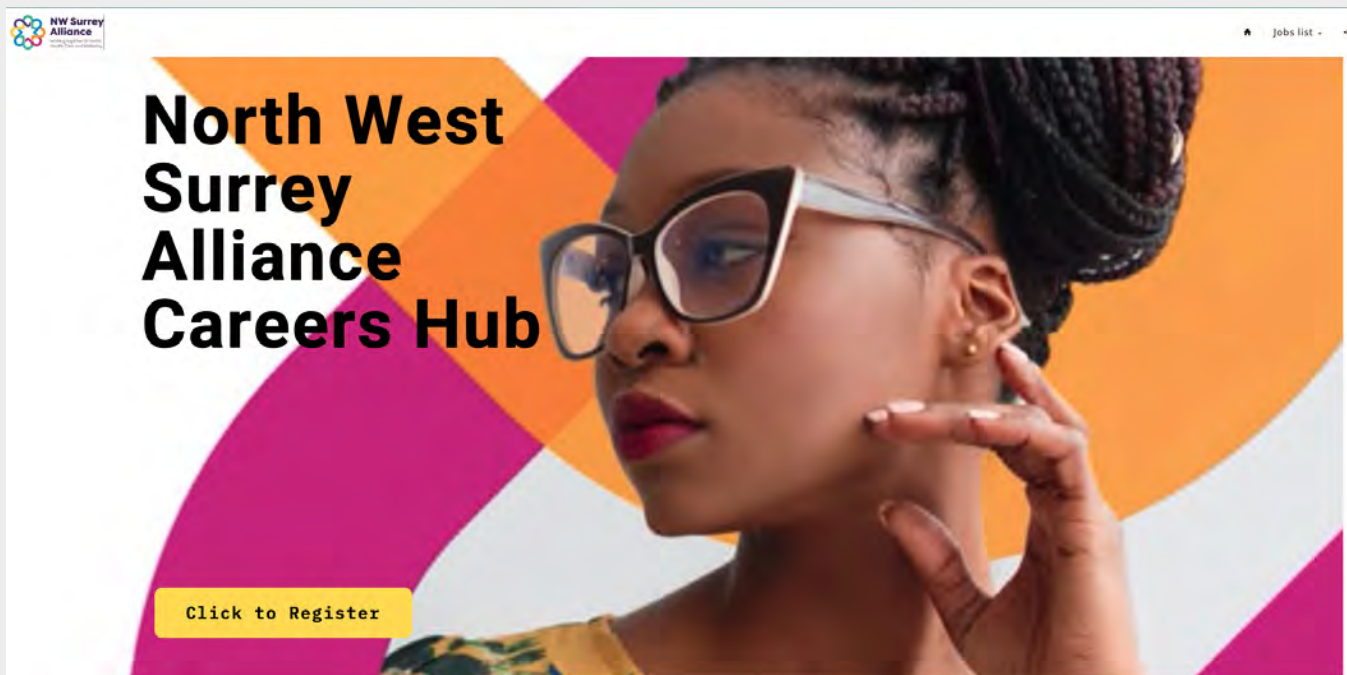


No matter which sourcing path a customer chooses, our integration enables them to effortlessly post to their preferred aggregators and job boards directly from Tribepad, with comprehensive tracking of candidate activity for ROI analysis.

As a standard, Tribepad allows its customers to post their vacancies directly to their branded, WCAG 2.2 AA compliant, mobile-optimised job search pages (internal and external capability).

In addition to our branded customer job search pages or customer/3rd party-designed sites using our API, Tribepad also offers a career site builder with a simple to use content management system.





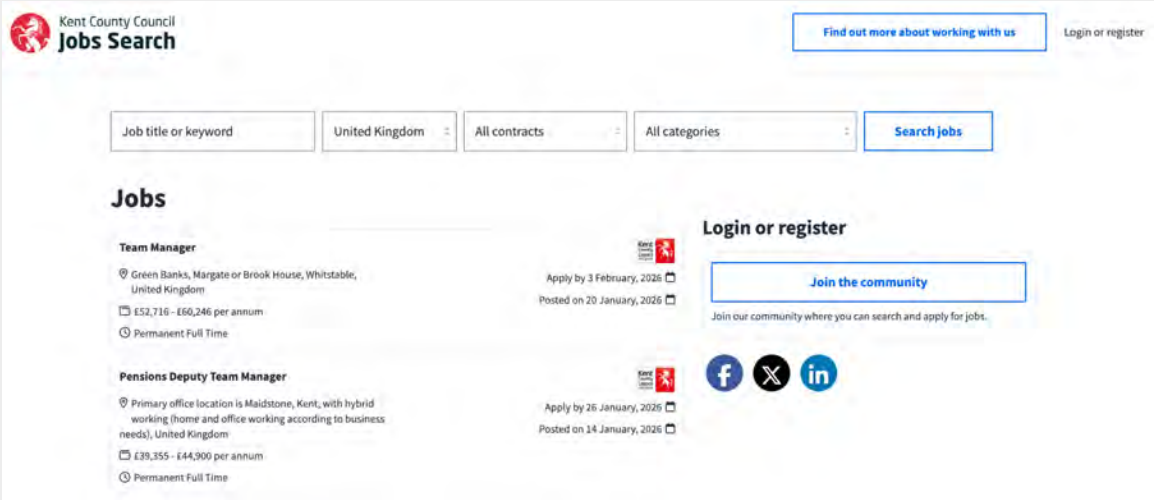
The primary advantage of customers having access to our career site builder as part of their ATS package is the ability to create and customise their own professional and branded career portal seamlessly integrated with their hiring process. This empowers them to present their company culture, values, and job opportunities engaging and attractive, attracting top talent and enhancing their employer brand.

Candidate application journey

At Tribepad, we prioritise the candidate as the most crucial stakeholder in the recruitment process because we recognise that their experience shapes the success of hiring efforts. This emphasis is particularly vital for public sector recruiters facing challenges in attracting talent, as it ensures a positive candidate journey, fosters trust and ultimately helps overcome recruitment obstacles.

At the start of their journey, candidates will be able to browse or search for roles within your organisation. The search functionality allows them to filter by keyword, contract type, and job category. Tribepad will then generate a tailored list of roles that match their criteria, making it easy for candidates to find and review opportunities that are relevant to them.

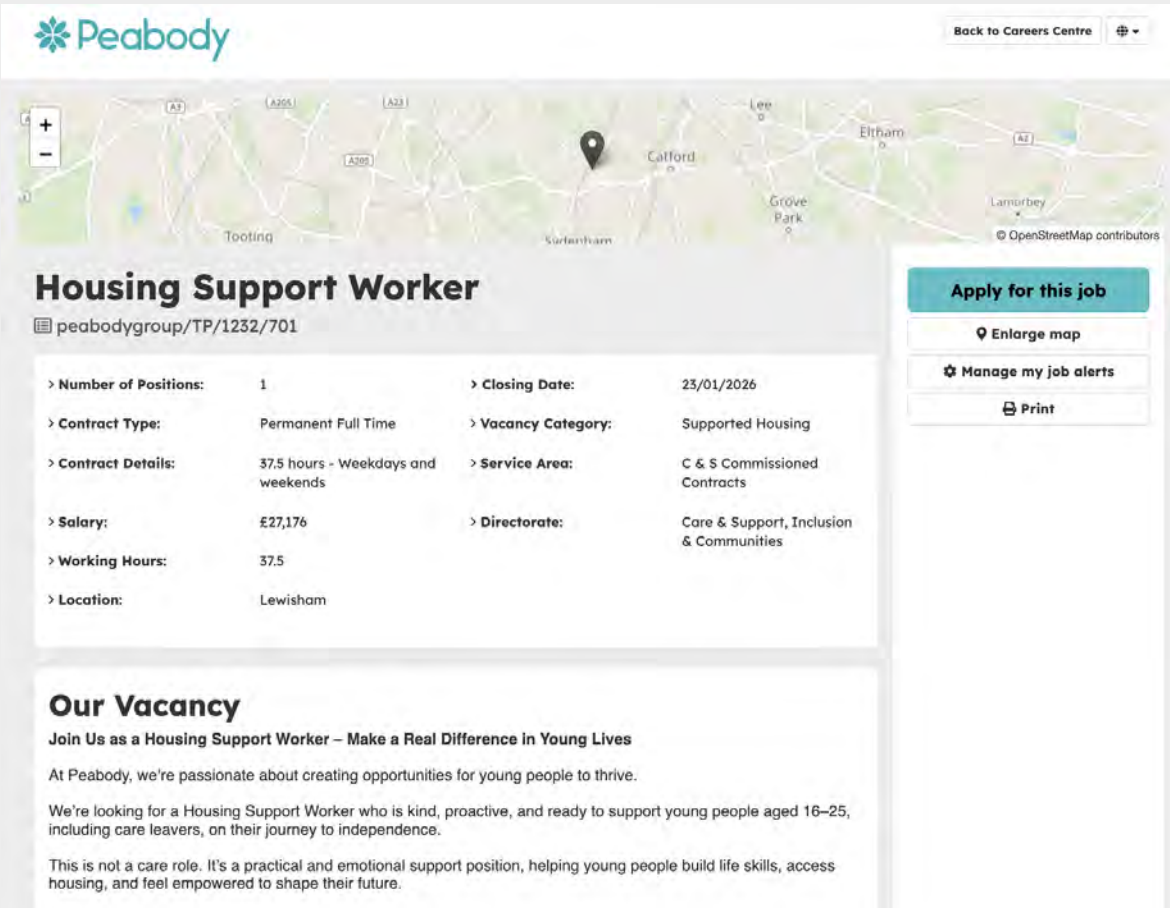




When a candidate clicks on a search result, they are taken directly to the full job advert, where they can view the detailed description, responsibilities, and requirements for that role.

With Tribepad, customers can add rich media to their adverts, such as images or videos, to increase candidate engagement, as well as attachments such as Job Descriptions and Person Specifications.

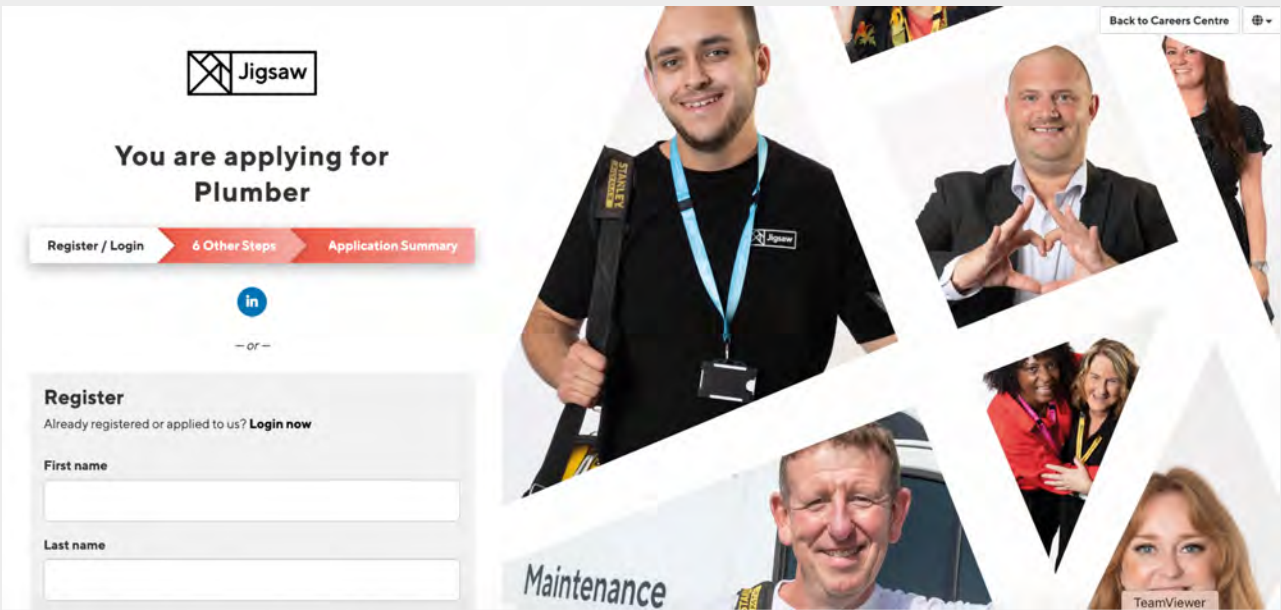
If interested, clicking the 'Apply for this job' link takes the candidate directly into your organisation's defined application journey for the role being advertised.



Tribepad's candidate application process is highly configurable to suit each role's requirements. Customers can tailor the journey for individual roles and use it as a template for specific departments or regions.



At the start of the journey, you can choose to give the options of applying using LinkedIn or Facebook, uploading a CV or by application form only. LinkedIn profiles and uploaded CVs are parsed into Tribepad, saving the candidate time and therefore minimising candidate drop-out.



Preventing blockers to applications is paramount for organisations that want their candidates to be able to quickly and efficiently apply for roles. One of the most common blockers is candidates being asked to create accounts with passwords to apply for roles.

Tribepad’s native ‘magic link’ allows candidates to apply for roles without creating a password for an account. A link is generated to the candidate (internal or external) by providing their email address, allowing them to log in and apply seamlessly. Tribepad puts the power in the hands of the candidates by giving them a choice to use via that magic link but also provides them with the option to create a password should they wish to. Tribepad also offer a social link option that allows candidates to log in using their Google, Microsoft or Meta accounts, creating their account automatically and reducing friction.

During the application process, candidates can be asked to answer role-specific questions you assign to the role. These can be free text, radio buttons, checkboxes, drop-down lists or Situational Judgement Tests (SJT’s). The questions can be mandatory, killer or confidential answers only, with scores assigned to the answers to ease the sifting process or include an automated first sift. Customers can also include their ED&I questionnaire for completion.



Malvern Hills District Council

WYCHAVON DISTRICT COUNCIL

good services, good value

Signed in as jasoncollis3012@gmail.com
Settings | Logout

Dashboard | Profile | Jobs | Help

You are applying for
Strategic Sites Officer (Planning)

Step 6 of 9

Step 5: Equal Opportunities Monitoring

As part of our Equal Opportunities policy, we request that you complete the following questionnaire. This information is for monitoring purposes only and all information will be treated as confidential and will be not used when shortlisting or deciding whether an applicant is successful or unsuccessful in obtaining employment. The information you provide will help us to ensure that our recruitment procedures are fair by allowing us to identify and eliminate potential areas of discrimination.

Please note: if you are successful in obtaining employment, your Equal Opportunities data will be updated within our HR System.

1

Required question:

Age bracket

Please select an answer

2

Required question:

Gender

Please select an answer

3

Required question:

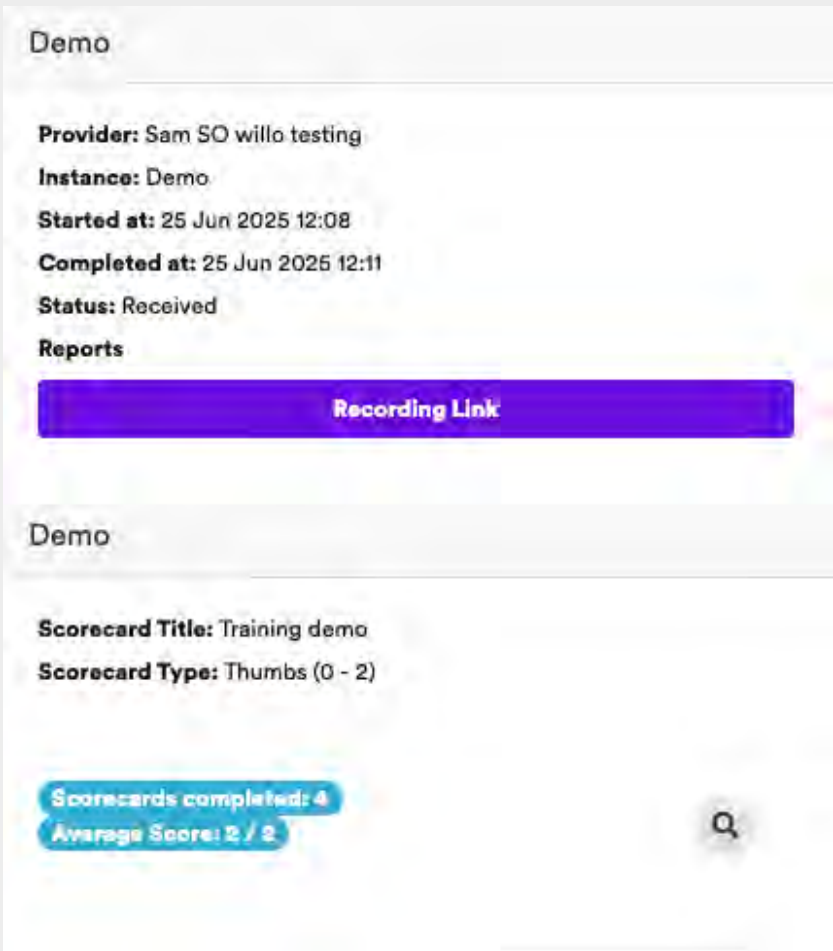
Ethnic Origin

Please select an answer

The candidate can also be asked for additional/supporting information and can upload multiple document types and images as well as audio and video files to support their application.

New for G-Cloud 15, **Tribepad Screening** is an optional one-way video interviewing solution powered by our partner Willo. It allows candidates to record their responses to pre-set customer-defined questions at a convenient time. Recruiters and hiring managers have the flexibility to review video, audio, or text answers at their own pace, and provide feedback on the candidates using custom scorecards within the ATS.

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The platform includes features such as automated scoring, AI-generated transcripts (coming in 2026), and customisable evaluation criteria, making it easy to screen candidates efficiently while enhancing the overall candidate experience, all directly within the Tribepad ATS.

You can also choose to include optional integrated tests or assessments, via integrated partners such as SHL, Arctic Shores, Chemistry & Test Partnerships. For this service a one-off integration fee applies along with an annual support and maintenance fee.

Once the candidate has completed the application steps, they can review their application before submitting it.

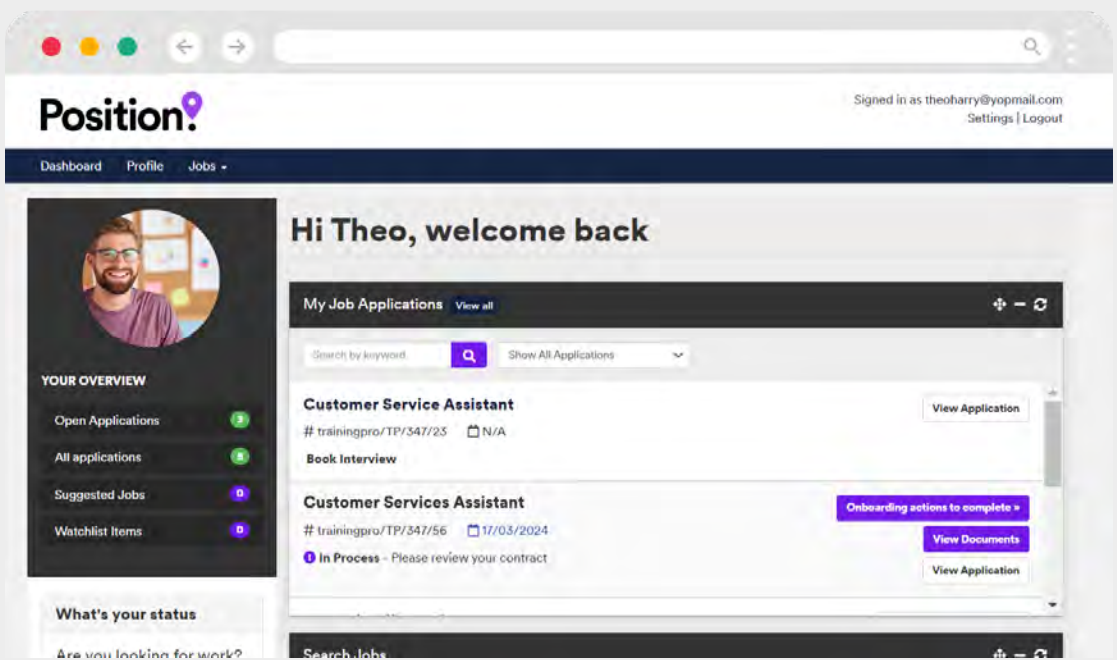
Automated customer-configured emails are sent to candidates upon application submission, while job owners, including recruiters and hiring managers, can also receive email notifications. The benefit lies in enhancing communication efficiency and ensuring all relevant parties are promptly informed of application progress, leading to a smoother overall recruitment process.

If customers have a scoring matrix in place and have included an automated first sift, should the candidate meet the required threshold, they can be automatically shortlisted (or rejected), and (after a suitable time frame you have designed) They will receive an automated customer-branded email and be moved through the stages of the customer-configured recruitment process.

Once candidates have started an application / registered, they are able to do the following from their customer-branded, personalised candidate portal:



- Search for other jobs
- View previous applications & status
- Set up & view suitable jobs sent via our automated job alerts feature
- View messages received with the option to respond
- View any referrals sent
- Manage interview invites and offers
- Update their profile
- Access a help section
- View documents



During the remainder of the process, the candidate can be communicated with via email, SMS and messages within the candidate portal.

Should the candidate need to leave and return to the application later, the system will automatically save the application on the candidate’s behalf, and they can return to it via ‘magic link’ or from their Candidate Portal in the same state they left it. If they apply to more than one role with the customer, Tribepad will recognise similar questions and answers given to reduce duplication for the candidate and increase the ease of application. Candidates can also withdraw from applications at any time.

Scalable recruitment

Our straightforward and scalable applicant processing and pipelining interface enabled one of our customers to efficiently handle over 20,000 graduate applications with a team of only three recruiters.

Our platform is over-scaled above our customer's needs to ensure there is no slowdown when working with high volumes. Tesco, Greggs, Network Rail and G4S use Tribepad for recruitment

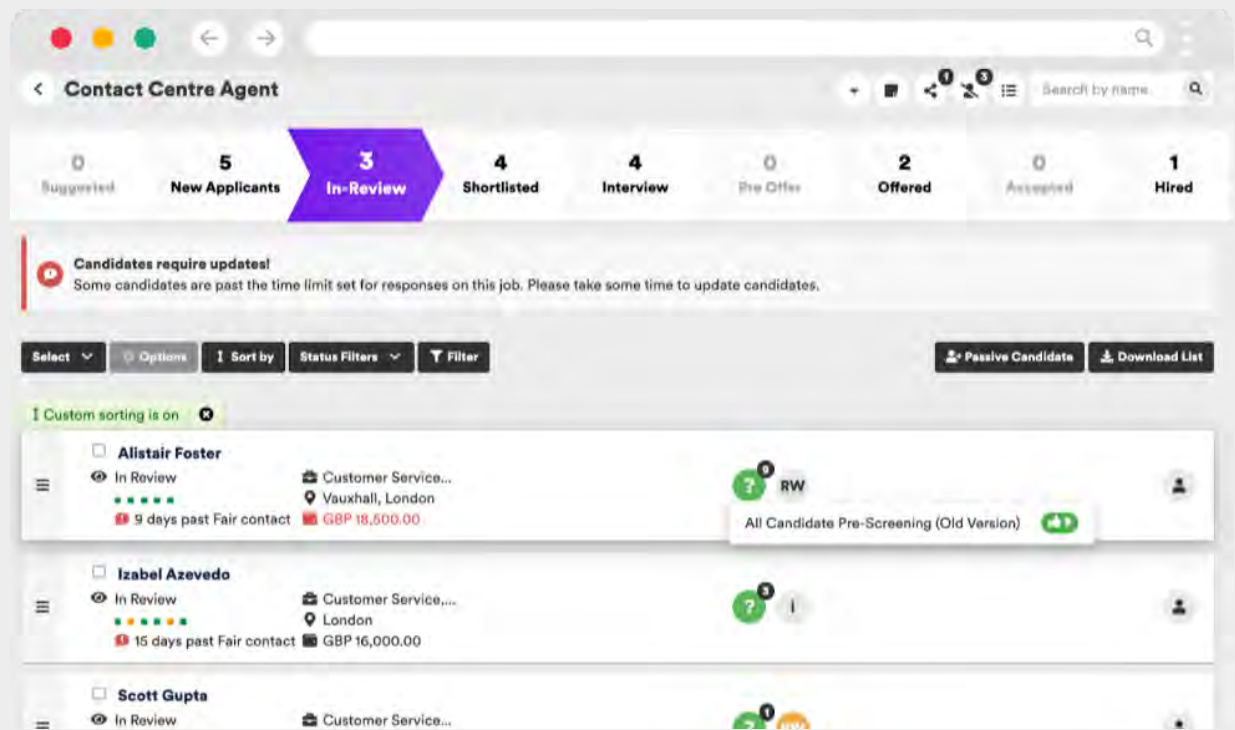


We encourage and enable automation (such as automated candidate communication, processing and interview scheduling) to reduce the administrative burdens that are commonly associated with candidate management to allow the recruiters/hiring managers to spend more time on the most important area of the process - identifying and engaging with the talent.



The platform's simplicity means even the least technically minded will find it easy to use. You can have multiple workflows set up to ensure that the workflow's complexity or simplicity is aligned correctly and relevant to the region or role.

The candidate can be scored against set criteria to make it simple for the recruiter/hiring manager to identify who is the most suitable candidate.



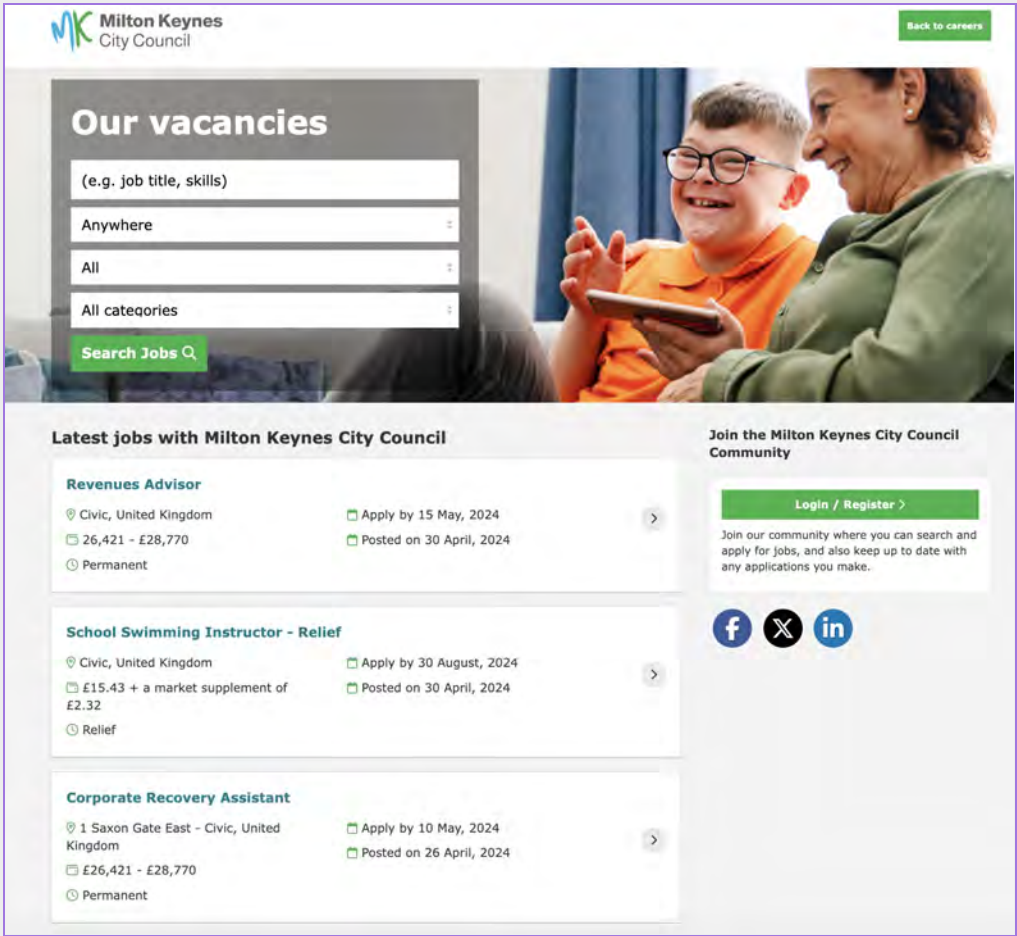
Customers can even allow the system to do the initial sift for you, to identify and communicate with the most relevant candidates whilst removing unsuitable ones and automatically sending them a tailored rejection email (after an appropriate delay).

Multi-brand capability

Tribepad is highly flexible and configurable, delivering tailored candidate experiences varying by role, business unit or brand. You design the recruitment journey to suit your needs.

Tribepad has been purposely architected to fully support the requirement of a multi-brand recruitment experience and has significant experience in working with organisations that have partnership models/ shared services agreements in place. Examples of these include Kent Commercial Services and Kent County Council, LGPS (West and North Northamptonshire Councils, Cambridgeshire County Council & Milton Keynes Council (Public Sector Jobs East).





In 2023 we were selected by West Midlands Employers, with whom we've partnered to integrate with their wmjobs.co.uk job board and deliver Tribepad's ATS and Onboarding solution to 16 initial Local Authorities across the West Midlands region.

Outside of local government, we have rolled out a complex configuration of Tribepad for The Church of England, which has a multi-brand hierarchy that contains more than 17,000 separate business units. The image below shows how a single job search can return results across differently branded business units.



THE CHURCH OF ENGLAND

A CHURCH NEAR YOU

THE ARCHBISHOP OF CANTERBURY

THE ARCHBISHOP OF YORK

THE CHURCH OF ENGLAND

VACANCIES

Back to PATHWAYS

Search by keyword

Search by zip/postcode/city

SEARCH

Refine By

Organisation

Diocese of Leeds

(11)

Diocese of Chichester

(10)

National Church Institutions (NCI)

(10)

Diocese of York

(9)

Diocese of Oxford

(8)

Diocese of Liverpool

(7)

Diocese of Carlisle

(6)

Diocese of Southwell And Nottingham

(6)

Diocese of Chester

(6)

Diocese of London

(5)

Diocese of Norwich

(5)

Job Type

Vacancies

125 vacancies found

Sort By:

Relevance

Distance

Salary

Results Per Page 10

Rector of Grasmere Vicar of Rydal (held in plurality) and Chaplain to Rydal Hall

£30,912

Grasmere

cofe/TP/71239/7055

Closing: 28 May 2024

Grasmere and Rydal are rural communities in the beautiful Lake District National Park. The parishes want people to come to know the love of Christ and for the church to be an integral part of village life. Being Chaplain to Rydal Hall is a true missional opportunity, guiding guests, staff, and passers-through to reflect, to listen, and to re-come...

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CARLISLE DIOCESE

View details

Administrator

Permanent

Liverpool

cofe/TP/62565/7054

Closing: 20 May 2024

The Central Services administration team is a key central support function that provides excellent services to key stakeholders within our Diocese including parishes, schools, volunteers, and internally in supporting departments within other Diocesan delivery teams. The aim is for Central Services to achieve a high standard of customer satisfaction...

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Diocese of Liverpool

View details

Priest in Charge with Oversight Responsibilities

Probus, Cornwall

cofe/TP/64996/7044

Closing: 28 May 2024

Are you looking for an exciting opportunity to lead and grow God's kingdom in a newly expanded benefice? We seek an inspirational, prayerful and supportive leader who is Christ-centred, Spirit-led and loves God's Word coupled with love for the community and a good sense of humour. We are looking for an experienced priest who will be confident in ena...

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DIOCESE OF TRURO

View details

Missional Priest in Charge - Benefice of South Barrow Team Ministry

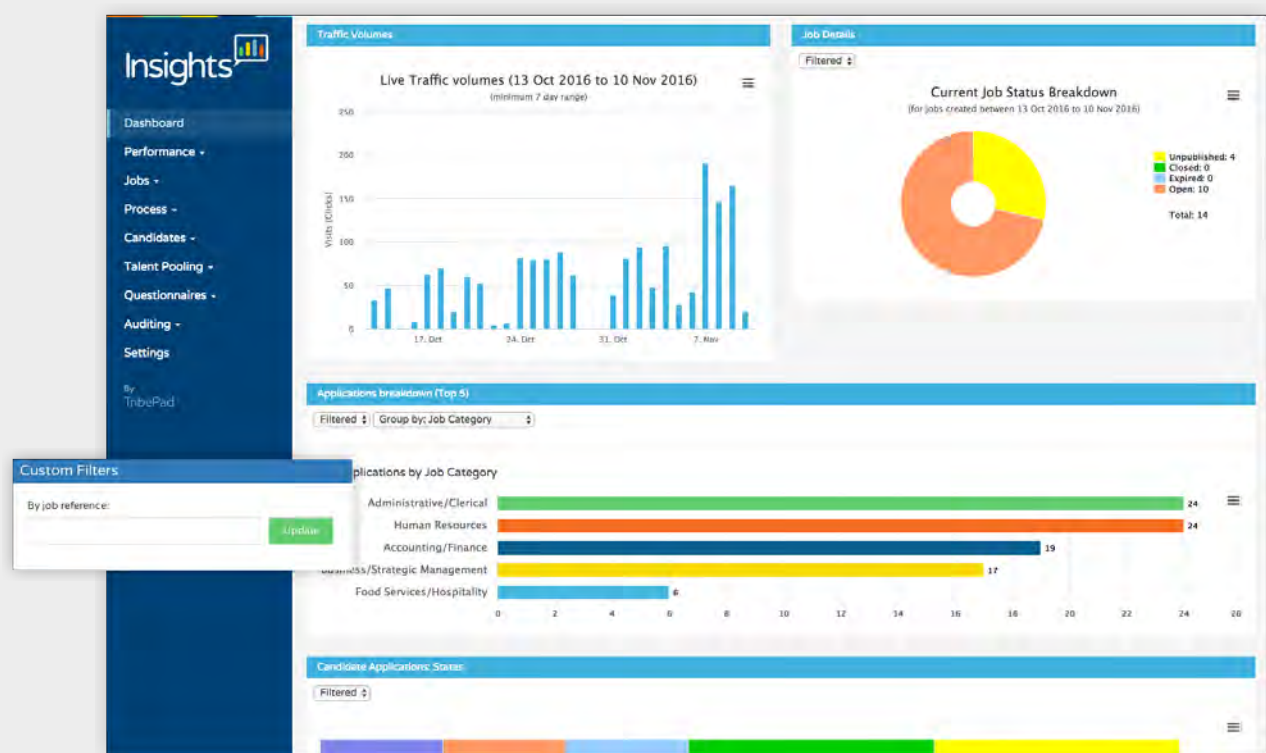
Reporting

Tribepad reporting suite has 85 data-rich, real-time reports that can be filtered to suit each customer's specific needs. We are regularly told that Tribepad’s reporting suite, known as

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'Insights', offers some of the most comprehensive reporting capabilities of any ATS; allowing them to focus on their strategy and base their decisions on facts using the following:

- Real-time analytics;
- Accurate source reporting (ROI), so you can see which channels to invest in;
- Time to hire reporting – you define when the clock starts and stops
- ED&I reporting across both candidates as well as your end-to-end process;
- Measurement of agency, recruiter, hiring manager and job board effectiveness



Our reporting suite allows you to quickly and easily view, understand and download your recruitment data without the need of a data analyst.

You can dive deep into your data with pre-built reports, charts and graphs to see what works and is not. Sharing data internally using our report scheduling tool will save time, whilst keeping you and the business informed with the most critical information.

Tribepad not only grants access to 85 pre-built reports but also empowers customers to create their own reports using our intuitive report builder, enabling the reporting of both standard and custom fields. This feature's main benefit is its flexibility in tailoring reports to specific needs and metrics, ensuring comprehensive insights into their recruitment processes.

Customers can create custom reports from nearly 200 data columns and schedule them for automatic distribution. Reports can be sent securely to specific recipients at defined times and frequencies, for example, a Monday 9 AM report to the senior leadership team summarising the previous week's hires, ensuring key insights are delivered ahead of meetings.

Finally, Tribepad provides a standard reporting API, offering customers of its applicant tracking system the benefit of seamless integration with their existing reporting tools and systems.

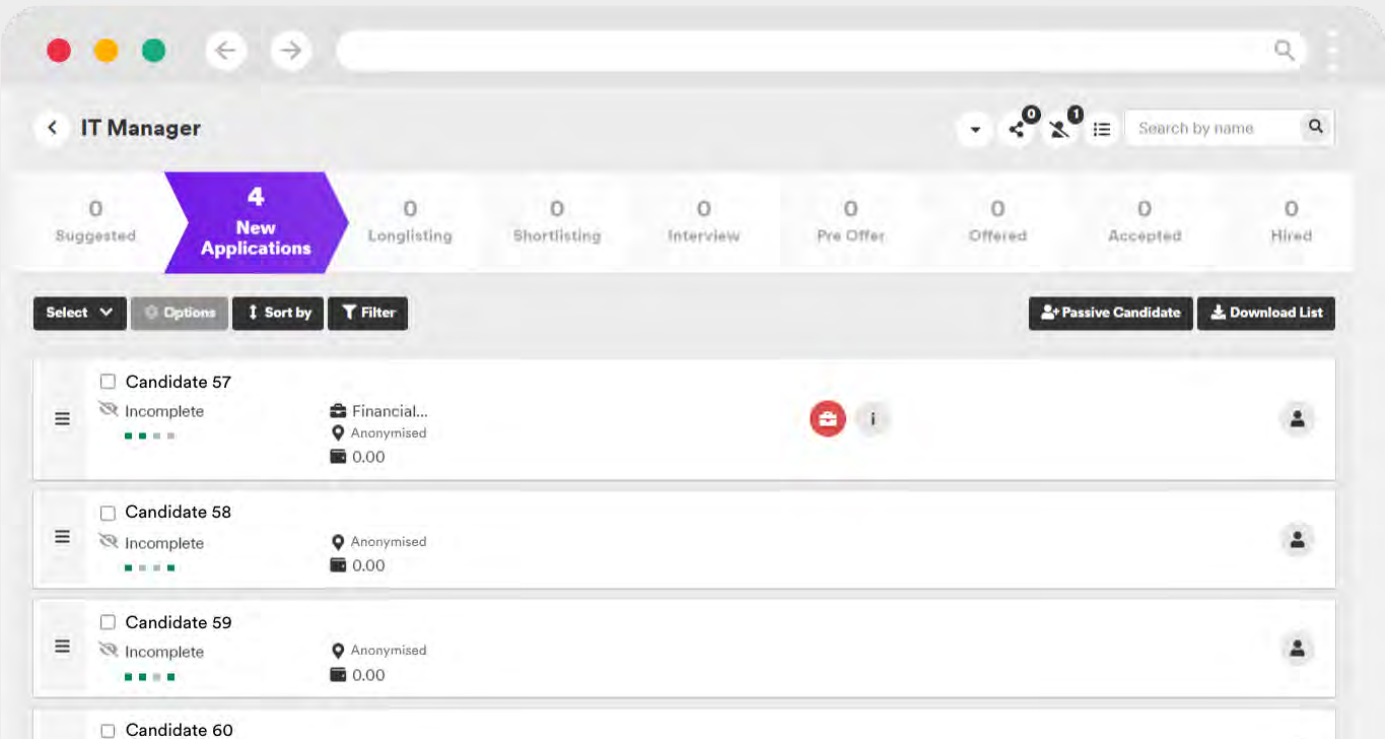


Fairer Recruitment

Tribepad also provides one of the most ED&I-compliant recruitment platforms in the UK, which has recently been recognised with the Bronze award for ED&I Enabler at the IHR Awards. Our platform includes vital standard features such as:

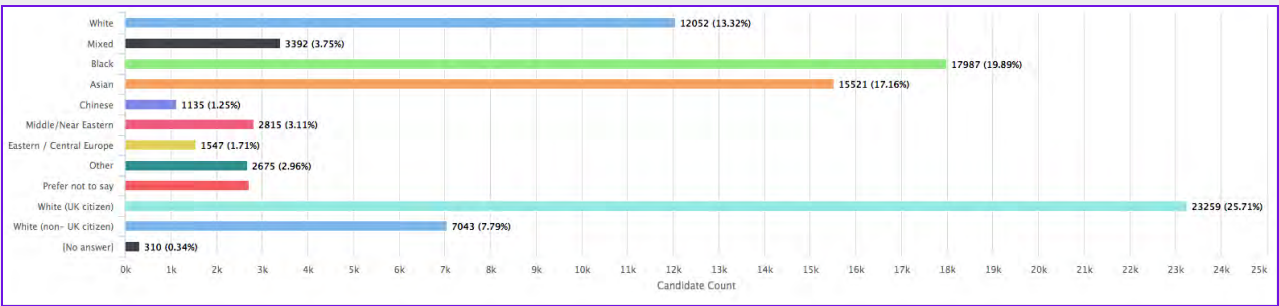
Anonymous applications

Tribepad is a pioneer in this area, having developed the feature with The BBC and Sodexo. Anonymous Applications have been adopted by many of our customers with dramatic results. Coventry City Council saw an increase in hires of candidates from a B.A.M.E background, increasing from 18% to 39%. At the same time, senior female hires increased, as did candidates with disabilities.



ED&I Reporting

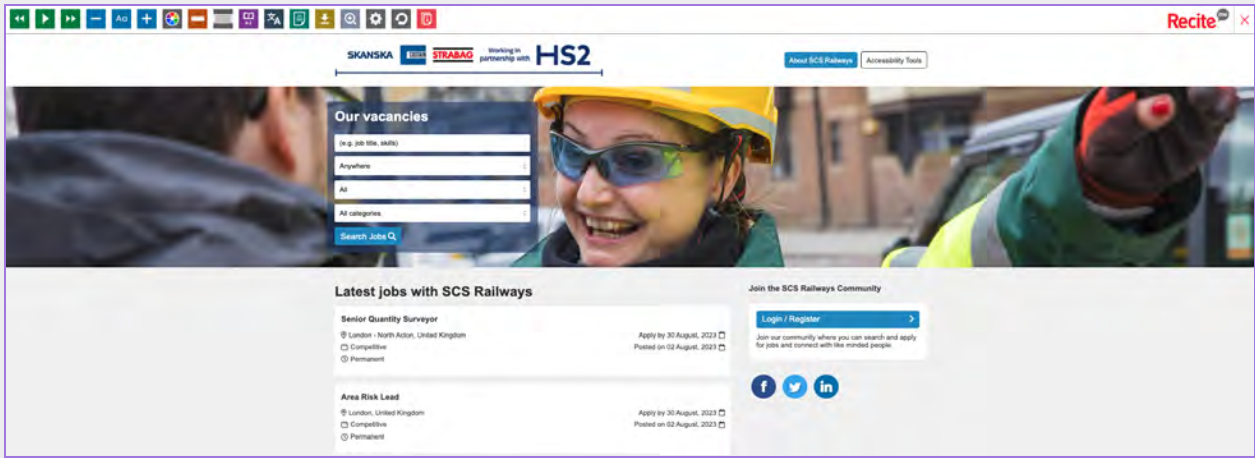
Tribepad logs all user activity, allowing complete reporting and reconstruction of hiring activities. Our ED&I reporting helps customers understand where challenges are in the recruitment process, with reporting details available per job, recruiter, or business unit



Accessibility & Bias Prevention

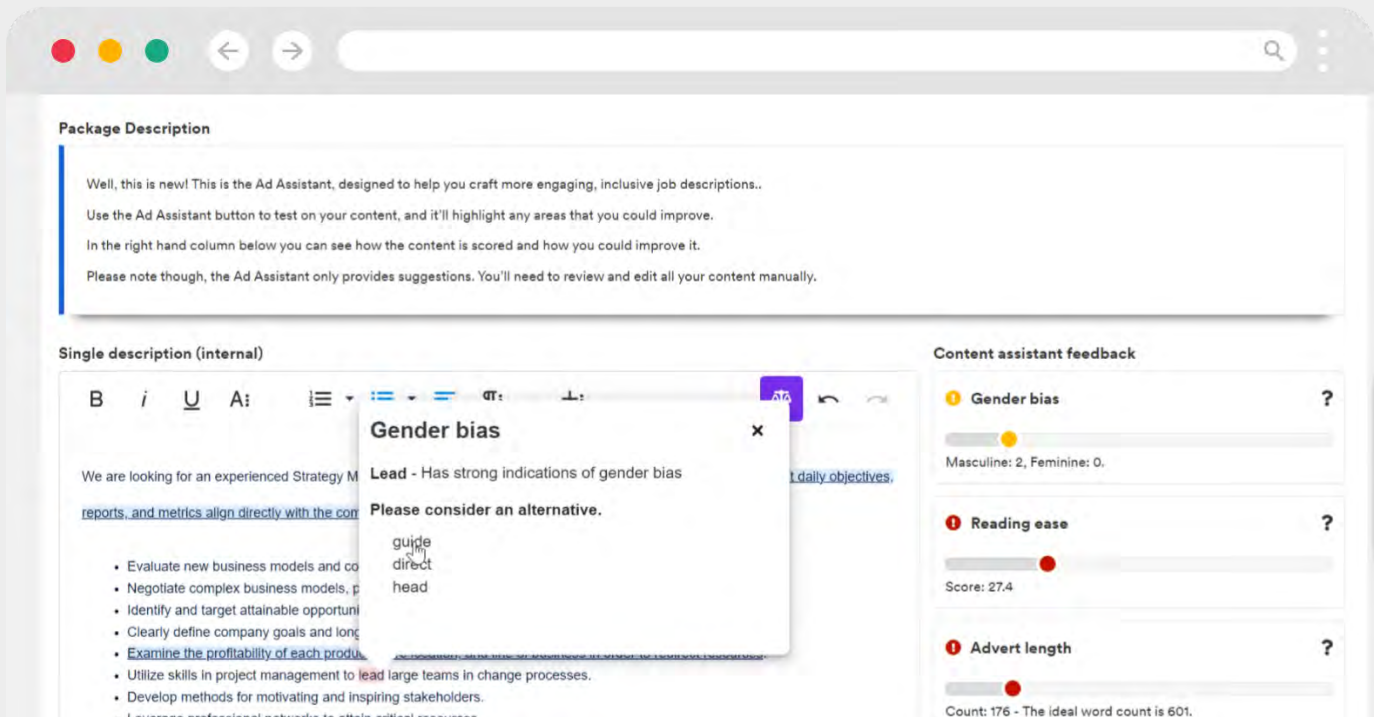
Tribepad is WCAG 2.2 'AA' accessibility compliant, and we work with Bunnyfoot, an expert in UX improvement for diverse candidates. We can also offer an optional accessibility enhancement for your branded job search page with the inclusion of a 'Reciteme'* toolbar.





Advert Checker

Tribepad includes an advertisement checker designed to detect bias in customer job postings. It accomplishes this by highlighting masculine language and offering suggestions for more gender-neutral or feminine alternatives. The benefit lies in promoting inclusivity and diversity within our customer's recruitment efforts, fostering a more welcoming and equitable environment for all candidates.



Advocacy

Tribepad is a founding member of the 'Stop the Bias' campaign, a coalition of in-house recruitment experts, technology providers and ED&I experts who aim to improve recruitment.





Onboarding

A great onboarding and pre-boarding experience is about making new starters feel prepared and productive from the outset. By equipping them with the right information, tools, and access ahead of day one, and connecting them to the systems and processes they need for their role, organisations can reduce friction, build confidence, and enable new hires to hit the ground running. Tribepad Onboarding streamlines processes, cuts manual work, and drives efficiency helping organisations significantly reduce time to hire. The statistics below highlight some of the outcomes achieved by Malvern Hills and Wychavon Councils following their implementation of Tribepad in 2023.



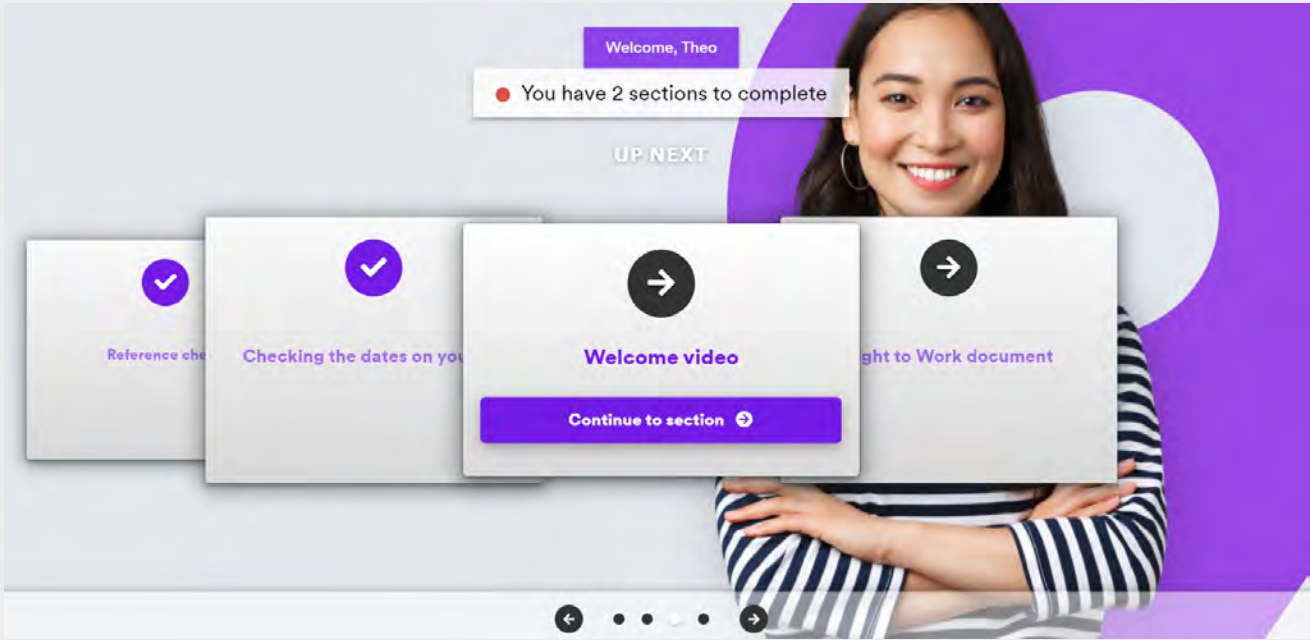


**Time to offer
reduced 75%
from 16 weeks to
22 days**



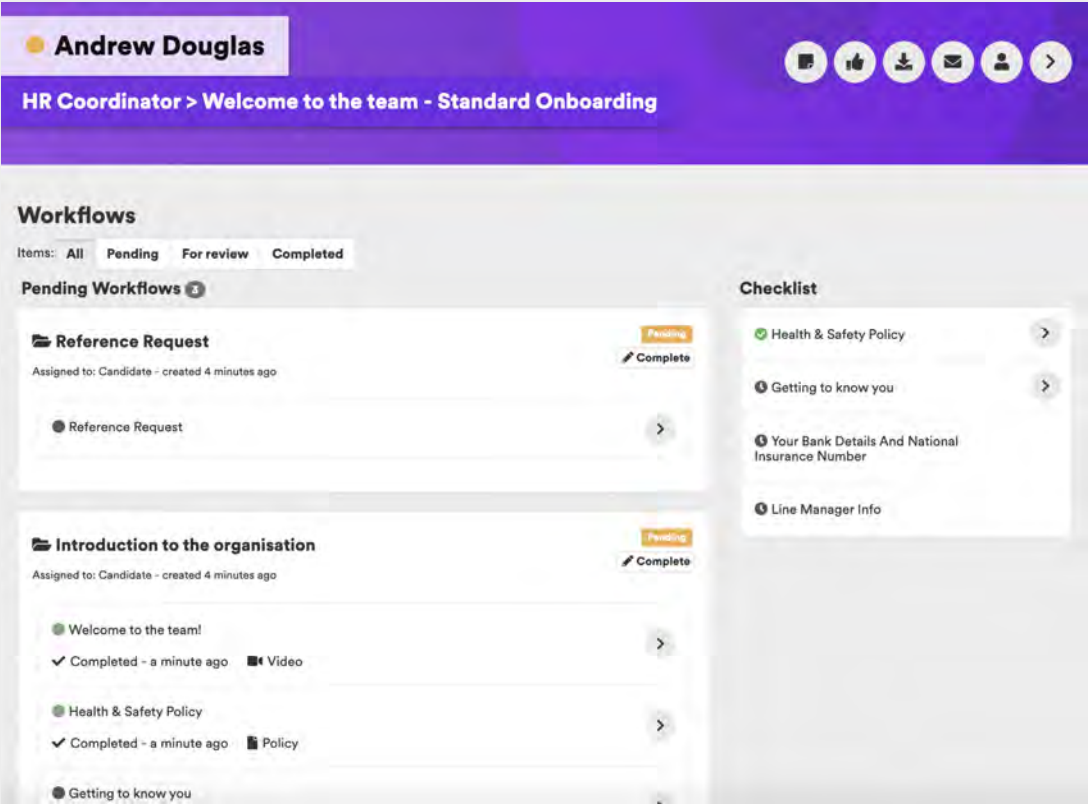
**33% faster
onboarding and
references – now
completed within
one week**

Our solution for delivering an exceptional new starter experience is a fully integrated module within Tribepad and works seamlessly alongside our ATS, ensuring a smooth and connected experience for both HR teams and new hires.



Tribepad onboarding handles contract generation and management, collection of new employee details, a task management system to track new-starter policies and onboarding training. New hires and hiring managers are provided with an engaging, intuitive experience to ensure the new starter receives the best possible introduction to your organisation. Likewise, recruitment managers and central HR can monitor the onboarding pipeline with intuitive dashboards and reports.



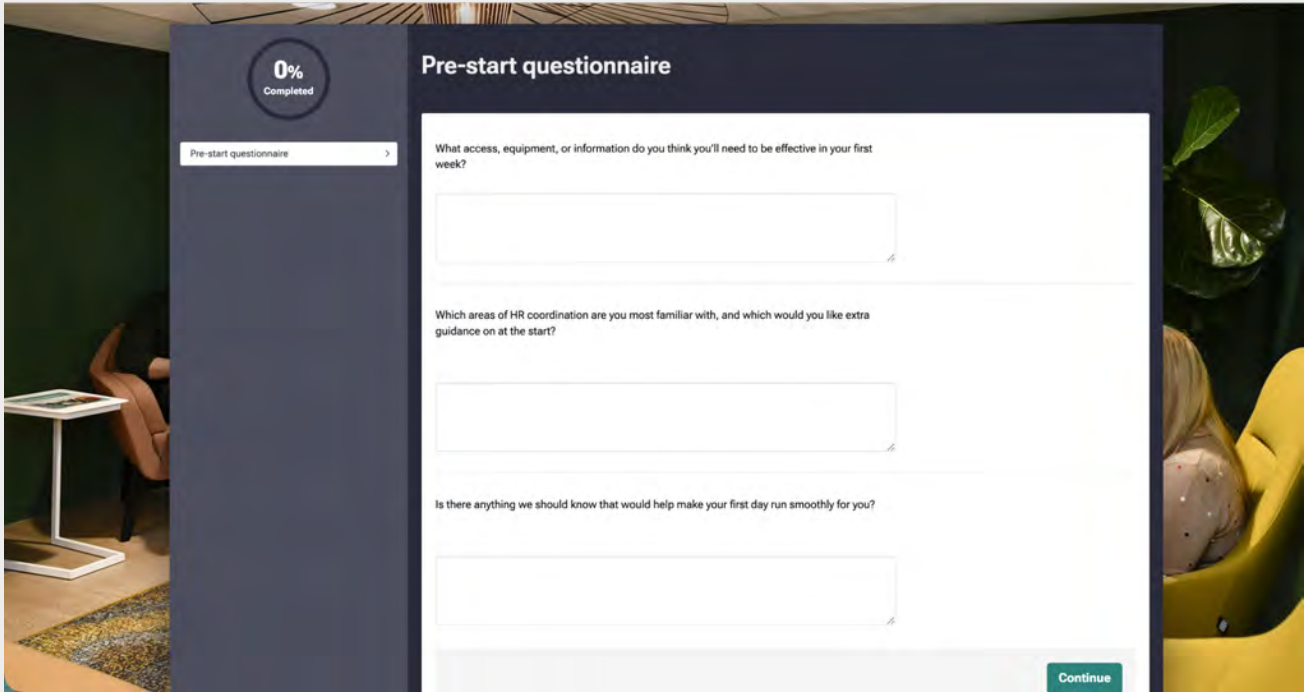


Additionally, onboarding training and policies can be provided along with tasks for the new starters and hiring managers. New hires can upload crucial documentation through Tribepad Onboarding to your secure, GDPR-compliant ATS.

Every role is unique, so onboarding should be too. Tribepad gives organisations the freedom to design role-specific onboarding journeys, ensuring every new hire receives the right experience, ensuring they are day one ready.

Tribepad enables organisations to design role-specific onboarding journeys that are driven by key dates in the lead-up to day one. Tasks can be scheduled against defined milestones, with configurable reminders ensuring actions are completed on time, so every new starter is fully prepared and ready from day one.

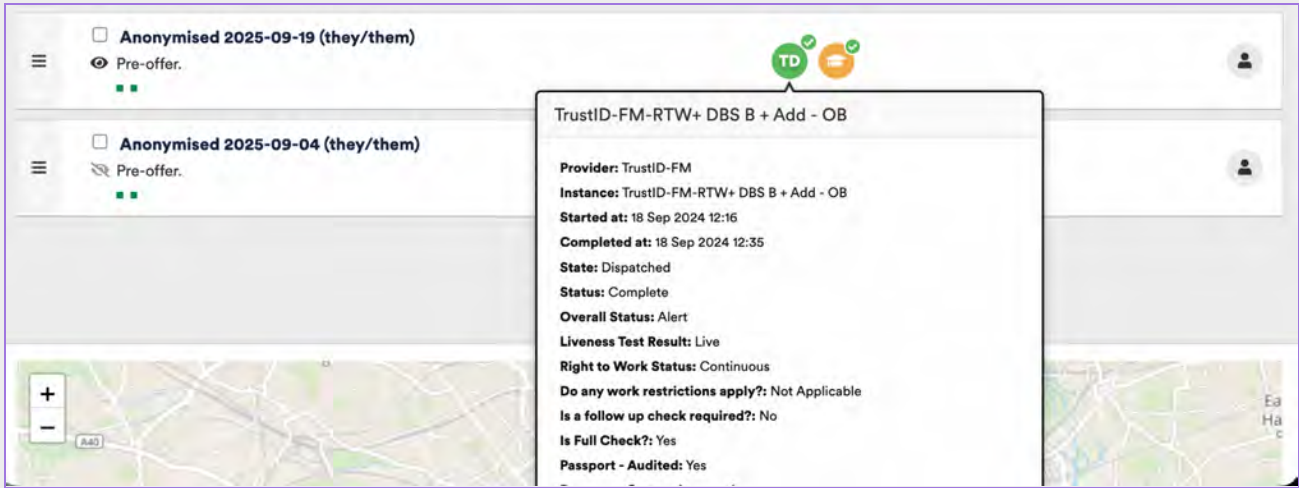




With Tribepad, creating and managing multiple onboarding journeys is effortless, simply set up templates and link them to the relevant jobs. No technical expertise required, just an intuitive way to deliver a smooth, role-specific onboarding experience.

Compliance is a critical part of onboarding, and for G-Cloud 15 this has been significantly enhanced with the introduction of **Tribepad Checks**, Tribepad’s optional background checking module, powered by TrustID.

Digital Right to Work and DBS checks can be triggered directly within Tribepad, with real-time status updates and notifications throughout the process. This helps organisations maintain compliance, keep everything under one roof, and ensure complete visibility so onboarding stays on track and new starters are ready without delay.



For customers who prefer to continue using their own background checking providers rather than switching to Tribepad Checks, many popular providers are already integrated with Tribepad. Examples being Zinc, uCheck, Sterling, Verifile, and First Advantage, with Zellis coming soon.

A one-off integration fee applies for these providers, along with an annual support and maintenance fee, making it easy to keep your existing processes while managing everything centrally within Tribepad.



Continuing on the subject of compliance, Tribepad Onboarding streamlines what is traditionally a manual and time-consuming part of the hiring process. Electronic references can be requested and obtained through configurable, automated workflows, complete with instant updates and reminders. This not only speeds up employment verification but also reduces common bottlenecks, helping new hires get started faster and with confidence.

Another key pillar of Tribepad Onboarding is extending the exceptional candidate experience from the hiring process into onboarding. It's also an opportunity to showcase your organisation as forward-thinking and innovative. Tribepad makes offer and contract management simple with Tribepad eSign, our optional “wet-look” electronic signature solution, ensuring a seamless, professional, and modern experience for every new hire.



At the end of the hiring process, once all required actions are complete, Tribepad can seamlessly integrate with your organisation’s HRIS/ERP Workforce platform. Standard new starter API integrations include MHR, IRIS, HiBob, SONA, ESR and Zellis (available Q2 2026).

For other platforms, Tribepad offers flexible options: customers can either access our APIs to manage the integration themselves, or Tribepad can provide scheduled, secure custom exports of new starter data to a location of your choice, either via SFTP or email to a secure mailbox, ready to be imported and create the new starter record. Examples of HRIS/ERP Workforce platforms where customers have achieved this include Oracle, SAP, Workday, Unit4, SDWorx and Access.

For HRIS integrations, a one-off integration fee applies along with an annual support and maintenance fee.



Enhanced CRM

Proactively searching for candidates and building strong talent pipelines are more important than ever for your hard-to-fill roles. Our new Candidate Relationship Management (CRM) module will enhance your recruitment marketing campaigns with two-way SMS, email marketing, custom landing pages and talent pipelining features.

Manage all of your interactions with your candidates. See which of your candidates are engaged, build relationships and streamline processes.



For more information and the latest job alerts

If you are excited about this opportunity, and ready to learn more at our open house, we would love to hear from you!

Don't worry if you can't make it along – just register your interest on the form below and we'll be in touch.

It is optional to upload a CV if you have one available, and there is no need to apply just yet.

Register Here

Ready to make a difference

Working in children's residential care is not just a job, it's one of the most rewarding career choices you will make.

Our work is challenging and physical but if you have the drive and dedication, resilience and passion then you will enjoy an exciting and stable career with us.

It is important that our children are supported by adults with a range of professional and personal experiences, ensuring they have access to positive role models who can offer a range of skills and values to support our children to achieve their best possible outcomes in life.

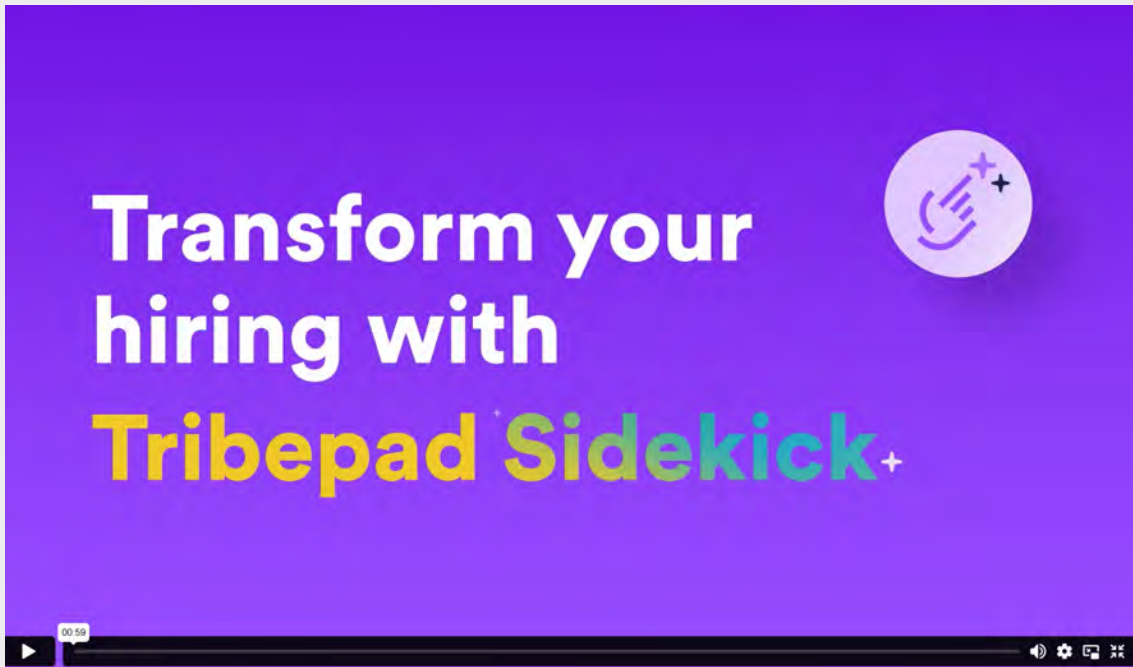


Inspire. Support. Thrive.

Sidekick

New for G Cloud 15, Tribepad Sidekick is a fully-integrated AI recruitment software assistant that makes hiring even fairer, faster, and better. It's a core engine that's completely embedded into our ATS, powering smarter recruitment from requisition to hire.





With Tribepad Sidekick, you can get salary suggestions, craft job ads in seconds, power skills-based hiring with suggested skills, analyse applications fast with candidate scoring. Ask any question you want about a candidates' application and Sidekick will answer it in seconds. Receive suggestions for interview questions tailored to each candidate and an outline for what a good answer looks like.

With Tribepad Sidekick you can:

- Save an estimated 3 hours and 20 minutes per hire. **Based on expected time-saving across job description creation, skills list creation, application summarising, and interview prep, and most recent application-per-role data of a typical Tribepad customer.*
- Save an estimated £10,093 for every 100 hires. **Based on an estimated £101 saving per hire, calculated using average recruiter salary, and the time saved per role.*



5 - Technical requirements

Certification

Tribepad was awarded Cyber Essentials Plus accreditation in 2017 and has been accredited ever since. All data is processed and stored in dual Tier 3 UK ISO27001 compliant data centres or in Amazon AWS (London Region). Tribepad itself has been ISO27001 certified since 2022.



Data

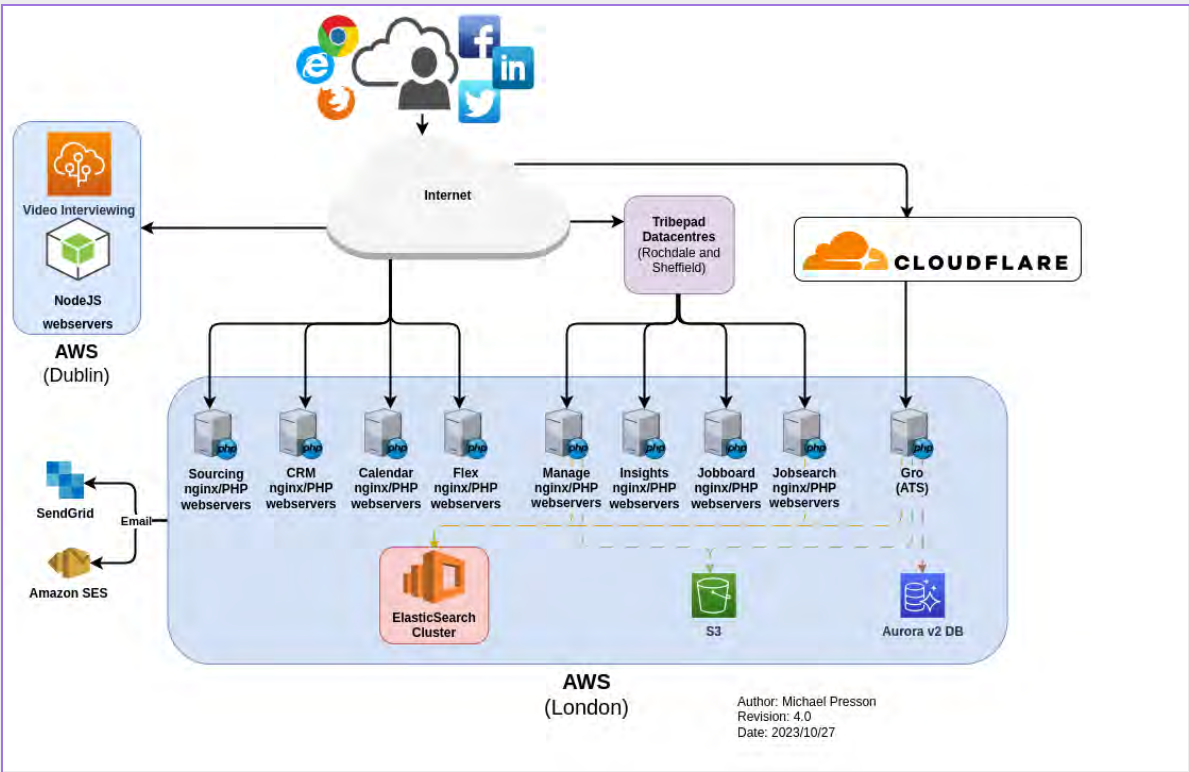
Infrastructure

Tribepad's infrastructure is 100% hosted in AWS.

In the present set-up, physical and logical security requirements, including staff access, are met fully at both sites with CCTV, fencing, guarding and access control meeting ISO-27001 standards. System access by Tribepad staff is tightly controlled on a minimum access requirements basis.

Remote access to Tribepad ATS is controlled by two-factor authentication and VPN with full logging. Our network is diverse and resilient, as shown in the diagram below. Tribepad was founded by Dean Sadler, previously CIO of the ISP Plusnet, so we have a wealth of telecoms grade network engineering knowledge in the business. Data is replicated between data centres with disaster recovery within one hour. Business Continuity and Disaster Recovery are tested regularly and fully documented.

Tribepad is provided with a 99.9% availability SLA.



Data transfer and encryption

All web traffic, including customers to/from Tribepad and within Tribepad services, is protected by TLS1.2+ using OWASP-recommended ciphers. All sensitive data is protected at rest and backed up by AES encryption, and sensitive data is further encrypted with Blowfish ciphers within the database. No plain text passwords are used within the system, and they are hashed in a non-reversible manner so they are not exposed even to Tribepad staff.

Vulnerability controls

Tribepad performs daily automated OS patching to all systems and regular internal penetration and vulnerability testing. We undertake bi-annual penetration and vulnerability testing using a CREST-accredited third party in line with Cyber Essentials compliance. Additionally, several of our customers undertake their own penetration testing of our platform.

Interoperability and compatibility

Tribepad offers open APIs because we believe in ease of integration. Tribepad has been designed to act as the pivot point at the heart of our customer's recruitment tech stack, allowing for a seamless real-time data flow between their systems.

Some integrations are standard, such as:

- The ability to post to Indeed, Monster & Google for Jobs.

The Tribepad platform can then be enhanced with optional integrations:

- For ease of scheduling interviews, our integration with o365 & Teams;
- Most of our customers use our Single Sign-on option;
- Integration with background-checking providers such as Verifile & TrustID;
- Integration with assessment providers such as SHL, Chemistry;
- ED&I job boards;
- HR & Payroll platforms.

Our API is an added-value service for integration with customers' HR & Payroll platforms. When setting up an integration with HR software, customers can either build integrations themselves or give the software provider our APIs to call upon to accept the candidate data they wish to transfer.

Where an API is not available/an option for the customer, Tribepad is able to integrate using Web Services and scheduled exports of CSV files sent via zip/email or SFTP.

Customers of Tribepad have integrated with numerous HR software providers, including Peoplesoft, Cascade, Oracle, SAP, Unit4, Zellis, MHR, Workday and Microsoft Dynamics, to name a few.

A list of integration partners is available on our website: <https://tribepad.com/ecosystem/>



6 - Compliance

Tribepad’s comprehensive reporting and automation deliver confidence for privacy and compliance.

Tribepad is entirely GDPR compliant, including all software, processes and functions. Indeed, a significant reason that customers engage with Tribepad is to increase their GDPR and DPA compliance levels.

Privacy

Before using the platform, candidates must explicitly agree to your privacy policy and terms and conditions. All candidate data remains customers' property at all times and is not shared with any third parties. Tribepad ATS is fully GDPR compliant, with functionality to enable candidates to delete their profiles and opt out of various email and SMS communications.

Job and candidate data can be deleted within the system. Jobs are “soft deleted” and do not appear in reports, whereas candidate data is scrubbed/anonymised and removed. Candidate data can be scrubbed on request or via the automated process below. Jobs can be soft deleted by your Super Users at any time.

The system can auto-purge candidate data after a timeframe of your choosing. As an example, you can send an email to candidates who have not logged in for 11 months to try to warm them up again, then send another email in another month’s time if they still haven’t logged in, when you can tell them that their account will be removed if they do not login in the next one month. You can then send them a final warning the following month if they still haven’t logged in before allowing the auto-purge to occur.

The content of the emails and the timeframes can be defined by you. If the contract is terminated, then all data, including from backups, will be removed entirely within eight days (after all previous backups have been cycled out).

Tribepad Options - Tiers

Tribepad is a leading provider of recruitment software for public sector organisations of all sizes. Our mission is to make recruitment fairer, faster and better. With this in mind, we proudly offer a three-tier (Good, Better, Best) approach, where additional functionality in each tier improves hiring outcomes. Regardless of your organisation's size, you can harness the power of our proven technology to drive success. Our commitment to excellence in both realms reflects our dedication to helping organisations thrive in today's dynamic digital recruiting landscape.



7 - Pricing

The Tribepad solution is a highly configurable Talent Acquisition platform, provided via a three-tier (Good, Better, Best) approach, where additional functionality in each tier improves hiring outcomes. Pricing is calculated per organisation based on the number of hires and the tier (Good, Better, Best).

Additionally, the number of third-party integrations, brands and languages required are considered. Discounts are available for charitable and educational organisations. There is also separate pricing for NHS Trusts.

A standard agreement carries an initial term of three years.

Please review our pricing documents for further details.



8 - Implementation

Tribepad has 16 years of experience in managing successful ATS implementations. Over this time, our methodology has evolved to ensure a smooth, right-first-time deployment where Tribepad is aligned with your people, processes and corporate objectives.

Our standard timeframe for implementing Tribepad's core ATS & Onboarding ranges from 6-14 weeks. Throughout the implementation period, our consultants will work alongside the customer's own stakeholder team to design, configure and test your Tribepad configuration.

As detailed in the following image, our proven approach is robust, straightforward and collaborative. This approach enables project teams to manage work iteratively and efficiently while delivering the highest quality configuration of Tribepad's ATS and Onboarding within the resources, timeline and budget constraints.



The right team to deliver your project

During your Tribepad implementation, customer stakeholders will be working with our own in-house qualified Project Delivery team. These team members will deliver the project, including all project management, consultancy, training and technical services.

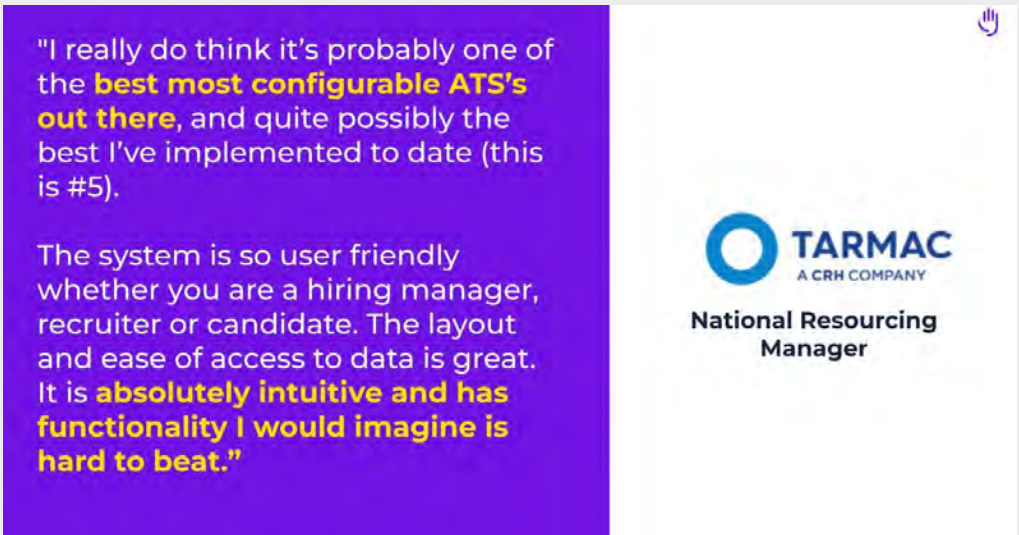
Having the right qualified and experienced team to deliver customer projects is essential.

Once we've confirmed your project with a signed G-Cloud order form, we will immediately arrange a project kick-off meeting and introduce you to your Project Manager.

Your qualified Tribepad Project Manager will be responsible for the planning, design, execution, monitoring, controlling and closure of your project. All of our Project Managers have a wide range of cross-sector experience in implementing Tribepad. This experience and



subsequent lessons learnt have helped to shape and improve processes as well as overall decision-making at each stage of our customer projects.



We see every project as a collaboration and partnership & your Tribepad Project Manager will always be on hand throughout your project, ensuring information and communication flows between us and ensuring expectations and timescales are set and met.

When implementing a more complex configuration, e.g. shared service initiatives that include multiple councils, the timescales will be increased to allow for more stakeholder management/ decision-making, which we have found often requires longer timescales.

What resources will you need?
Key project roles & responsibilities

To deliver within the quoted timeframes, Tribepad expects that the customer's resources will be available to fully support our Project Delivery team and that those resources are available at the right time to support delivery and manage internal dependencies, e.g. provision of brand guidelines, etc.

The following slides outline the key roles and responsibilities of both the customer and Tribepad.



Key project roles

	Steering	Project Management	Design & Process Configuration	Technical Architecture & Integration	Training & Adoption	Data & Legal
	Project Sponsor	Project Manager	Project Manager	Project Manager	Trainer	CIO
		Project Support	Project Sponsor	Technical Consultant		
Customer Stakeholders			Project Manager	Project Manager		Legal
	Project Sponsor	Project Manager	Recruitment Team SMEs	IT / Technical Leads	Training / L&D Team	Information Security
			Comms Team			



Joint key roles & responsibilities

Project Sponsor

- The Project Sponsor provides support to the project team resolving issues beyond the scope of the Project Manager and deals with escalations if they arise.
- The Project Sponsor should ensure the needs of the project team are met, ensure the project goals are in alignment with organisational goals, participate in the kick-off meeting and attend steering committee meetings.
- They also approve executive level decisions, provide project status updates to the executive level as well as manage and approve budget / expenditures.

Project Manager

- Single point of contact for all decisions and resources
- Channels the activities of the team toward installing the application
- Executes the project according to the Project Plan
- Assembles and manages the project team
- Coordinates meetings between team members
- Co-ordinates and attends: Project Kick-off meeting, Workshop(s), Regular status calls/meetings, Project close meeting
- Co-ordinates the review and approval of the project documents
- Tracks and manages project plan and project progress
- assigns resources
- Disseminates information to the project team



Tribepad key roles & responsibilities

Project Manager

- Presents the standard functionalities and behaviours of the systems
- Advise customer on Tribepad best practice processes
- Runs the process and configuration requirements gathering workshops
- Documents the output of the process and specification workshops to ensure full and accurate representation of the customer needs
- Provides detailed knowledge and advice in relation to Tribepad functionality
- Support accurate technical and functional build of the system
- Supports system testing before go live
- Escalates any issues for resolution in a timely manner
- Assists in resolution and completion of project tasks to ensure project remains on track
- Attends recurring project status calls and feedback on project progress

Technical Services

- Supports the Project Manager to configure and activate functionality
- Provide technical consultancy
- Implements data uploads
- Resolves issues in relation to identified bugs

Project Support

- Helps to documents the output of the process and specification workshops to ensure full and accurate representation of the customer needs
- Provides detailed knowledge and advice in relation to Tribepad functionality
- Support accurate technical and functional build of the system
- Supports system testing before go live



Customer key roles & responsibilities

Recruitment Subject Matter Experts (SME's)

- Liaises with Tribepad with regards to any functional queries
- Attends Process and Specification Workshops
- Describes and defines related recruitment processes
- Completes Tribepad's configuration workbook
- Ensures Tribepad has complete understanding of business requirements in necessary timescales
- Provides input to the project planning process
- Coordinates and runs its own internal user acceptance testing
- Helps raise awareness within their business unit about the change and the new system
- Attends system user training sessions

Super Users

- Liaises with Tribepad with regards to any technical queries
- Attends the workshops and helps to configure the system with support from Tribepad
- Carries out relevant testing when necessary
- Provides data import files
- Provides ongoing support
- Co-ordinates and pulls together all language translations for email comm's e.g. Danish, French etc.

UAT Team

- Test's Tribepad to ensure it can handle required tasks in real-world scenarios according to the specification.



Enablement of your users

As part of each customer implementation journey, Tribepad will provide a dedicated training resource to deliver comprehensive, in-depth enablement to your users. The scope of Tribepad's standard enablement includes: -

As standard, Tribepad will provide two days of upfront training to introduce your designated Tribepad super users to the platform and prepare them for their role in configuring and



delivering what is required throughout the project. In addition, we offer a day of train-the-trainer to the customer's nominated stakeholders. Once delivered, the expectation is that they will be responsible for training and supporting other employees on how to use the Tribepad platform. This approach reduces reliance on external trainers, lowers training costs, ensures consistency in training delivery, and fosters a deeper understanding of our system's functionality among employees.

We also offer customised customer training packages tailored to your specific needs.

We also run quarterly enablement to coincide with each feature release.

A full support manual, which includes FAQs, how-to guides, and video support, is available at <https://learn.tribepad.com/en/support>. These get updated with each system and feature upgrades.

Ensuring your project stays on track

Tribepad will use its proven project governance framework to manage the project from kick-off through to go-live. Our structured approach to conducting projects includes all project activities and change management.

Our project approach includes clear and consistent stakeholder and communication management throughout the project, as we know how important it is that everyone receives frequent updates on the project's progress. Weekly project status update calls help to ensure this,

Tribepad uses the project management tool ClickUp to help manage its projects. ClickUp allows nominated customer users to gain valuable insights into the project workflow. It will also help both parties to identify and spot bottlenecks as well as track the progress of both our respective teams.

We also have a documented Change process for handling changes to the implementation (whether initiated by the customer or Tribepad).

9 - In Life Support (Business as Usual)

We've created a culture of opportunity at Tribepad, where customers are our top priority.

We believe our personal touch and partnership approach is what makes the difference for our customers. By building a team of passionate, personable and dedicated people, we believe our support and service are second to none.





Our UK-based support team would also be in place to assist with any support issues on a day-to-day basis via phone or email. The support team are available for standard priority issues 9am - 5pm UK time and 24 hours daily for high-priority incidents.

A ticket process is in place for any support queries that cannot be immediately resolved and a service level agreement is in place to prioritise the support you need.

Customer Success is available as part of your service, with upgrade options also available to provide an even more personalised level of support tailored to each customer's needs. The service is there to ensure you get the most out of our product, answer any questions you may have, and help address any concerns. They'll also monitor your usage to ensure you fully utilise the features that matter most to you. Essentially, they're your go-to person for anything related to our product, ensuring your experience with us is smooth and successful.

Finally, all Tribepad customers are invited to our annual customer forum, offering valuable opportunities for networking, sharing best practices, meeting our team, and enjoying additional benefits such as getting their hands on some great Tribepad 'merch'.

Innovation - Tribepad customers are never standing still
Tribepad follows a regular release cycle to ensure our product stays updated with evolving customer needs.

We give customers visibility of our roadmap up to 12 months in advance and are introducing the opportunity for customers to vote on future roadmap items. Given our strong presence in the public sector, where we have the most customers, their input will significantly shape our future roadmap priorities.



10 - Summary



Compelling ROI

Our smart analytics identifies which recruitment channels are performing best, so job board and agency spend is no longer guess work



Simple, Smooth Data Migration From Your Existing ATS

Whether you're migrating from an outdated on-premise ATS, or find your integrated HR system doesn't have the recruitment features you need, then our approach to migration will ease the pain. We make it easy to switch provider



★★★★★

Unbeatable Support & Service

We believe our personal touch and partnership approach is what makes the difference for our customers. By building a team of passionate and dedicated people we believe our support and service is second to none.



Unparalleled Configurability

Tribepad is database driven, so almost every word, image, menu and page can be tailored or hidden depending on your requirements. Where you do have bespoke requirements we can develop these faster than our competitors and we don't believe bespoke should mean expensive.



Cast Iron Security & Compliance

Tribepad takes data security, anti discrimination and accessibility requirements incredibly seriously. Our data is processed and stored in dual Tier 3 UK ISO27001 compliant data centres or in Amazon AWS (London Region). Tribepad itself has been ISO27001 certified since 2022 and we've passed the security obligations necessary for being listed on the G-Cloud 14 framework



Smarter Analytics

Our data-driven ATS, provides an incredibly powerful suite of reports. We enable your organisations to evaluate, interpret and react to real-time data with smarter analytics. Reporting on time-to-hire cost of acquisition, source optimisation and diversity compliance is easy with Tribepad.



11 - Feedback from existing clients

	"I would say that our candidate experience is now excellent. We have had a huge increase in applications, so that is definitely working well, particularly in some roles where previously we have never even had people complete applications. This time we are getting more first time round."
	"I've deployed a few recruitment systems over the years, and Tribepad has certainly been the best I've worked with. Without a shadow of a doubt. It's not only a new system but a totally new way of working. Recruitment has now become a key pillar for Staffordshire County Council's successes: the whole culture around recruitment has shifted massively"
	"When we were searching for the right ATS to support our recruitment needs, we wanted a system that was intuitive, flexible, and backed by great support. We're delighted to bring in Tribepad as our first ATS. It's already streamlining our processes, making things easier for both candidates and hiring managers, and setting us up with a strong foundation for the future."
	"The system is really efficient, simple to use, allows a smooth candidate experience and is tailored to your business. Our Hiring Managers, Candidates and Talent Advisors have nothing but great feedback"
	"Right from the beginning at Tribepad, everyone was utterly invested in what you do. I've loved working with you. I love passionate people, I love people who care about what they're doing and that has been our experience with Tribepad throughout."

12 - Social Value

At Tribepad, we are more than just an innovative technology business—we are stewards of ethical and social responsibility. Our commitment to doing the right thing begins with our people, recognising them as our greatest asset. We embrace a people-first approach, valuing the well-being and potential of each individual within our organisation.



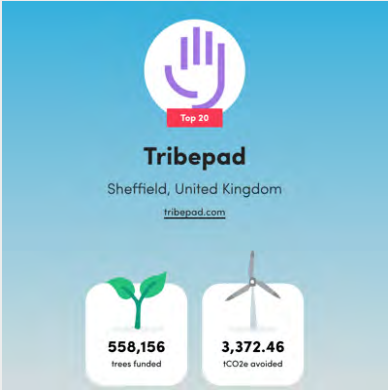


Aligned with our public sector customers and partners, we are dedicated to driving positive social change. As part of this commitment, we have set ambitious goals to make a tangible difference in the world. For instance, we have pledged to plant 1 million trees by the end of 2025, contributing to environmental sustainability and combatting deforestation.

Internally, we hold ourselves accountable by engaging in carbon quotas for annual assessments. Our aim is to achieve net-zero emissions for scope 1 and 2 by 2030, aligning our carbon management strategy with our values of environmental stewardship. This commitment is further underscored by our pursuit of B Corp certification, striving to be the first UK Applicant Tracking System (ATS) provider to meet the highest standards of environmental and social impact on society.



Certified
B
Corporation



Tribepad
Sheffield, United Kingdom
tribepad.com

558,156
trees funded

3,372.46
tCO2e avoided

CARBON **QUOTA**

Beyond environmental initiatives, we remain dedicated to supporting local communities. Whether through charitable endeavours or collaborative partnerships, we are committed to making a positive impact at the grassroots level. We understand the importance of working hand-in-hand with communities, embodying our ethos of responsibility and collaboration in every aspect of our business. An example of this commitment in action is our policy of allowing each employee to take a day off each year to volunteer and support local social charities. This initiative not only empowers our team members to give back to their communities but also fosters a sense of purpose, fulfilment, and civic responsibility among our workforce.



We've also consulted with [TalentProof](#) around Diversity, Equity, and Inclusion (DE&I) as we are committed to fostering a diverse and inclusive workplace culture. TalentProof's expertise in DE&I initiatives has provided valuable insights and strategies to help Tribepad cultivate a more diverse talent pool, create a more inclusive work environment, and promote equity across all levels of our organisation.

At Tribepad, our social value statement is more than just words—it's a testament to our unwavering dedication to ethical business practices, environmental sustainability, and community engagement. Together, we strive to build a better future for all.

