



G-CLOUD 15 SERVICE DEFINITION FOR JOBTRAIN

January 2026

Index

- Introduction to Jobtrain Limited 3
- Core functionality8
- Candidate experience..... 14
- Candidate Self Service23
- Client access25
- Application Management..... 34
- Pre-Employment Onboarding and Compliance.....44
- Talent Intelligence insights, consultation and training services... 45
- Optional modules55
- Onboarding (New Client Onboarding) 60
- Client user and candidate support 70
- Service levels - SLAs.....73
- Service Constraints 79
- Ordering and invoicing process80
- Service and data migration80
- Security..... 81
- Business Continuity Plan Statement..... 82
- Information assurance and description of Hosting facilities..... 83
- Termination..... 85
- GDPR legislation and Jobtrain's compliance..... 86
- Social value 91

Introduction to Jobtrain Limited

We deliver a complete service (managed by us). Our UK hosted SaaS platform manages all aspects of recruitment online, delivered alongside an outstanding level of service and support as standard.

We're proud of being a people business as well as a technology provider, we provide consultancy, training, ongoing advice and UK phone and email support by professionals for everyone, including your candidates, agencies and Hiring Managers.

Since our inception in 1999, we have been developing, implementing, and supporting NHS, Central Government, Local Government, Education, Not for Profit and Public Sector organisations with our Applicant Tracking Software.

Key clients include:

- NHS Scotland – 22 Health boards across Scotland national project
- London Borough Enfield Council
- Isle of Man Government
- NHS Property Services
- NHS Blood and Transplant
- HMRC
- Justice Digital
- Borough Council of King's Lynn & West Norfolk
- St. Helens Borough Council
- Dublin City Council
- South Dublin County Council
- Fingal Council
- University of Manchester
- East Sussex Fire & Rescue
- Derbyshire Fire & Rescue
- The Princess Alexandra Hospital NHS Trust
- Leeds Teaching Hospitals NHS Trust
- Mid Yorkshire Hospitals NHS Trust
- Leicestershire Partnership NHS Trust
- Greater Manchester Combined Authority – 13 Local Councils (shared service)



More than an ATS

We're more than an ATS. When you become a Jobtrain client you get much more than just an applicant tracking system (though we're quite proud of ours too!) You get a seasoned team of HR and recruitment professionals who understand your challenges and help you find solutions.

Onboarding success

We have delivered hundreds of successful ATS Onboardings over 25 years to a huge variety of organisations. We're proud of the consistently positive feedback our Onboarding team receives. From the smallest set-up to the most complex, bespoke service, they will guide and support you every step of the way.

Account Manager

Every Jobtrain client has a dedicated Account Manager who will look after you and guide you on your journey to talent expertise! No matter the size of organisation or the sector you work in, they will work with you to upgrade your recruitment process and never stop improving.

Unlimited UK support

For those days when you just want a safe pair of hands to help you, your team or even your candidates. Our fantastic support team is on hand to help with the big questions or little problems, so you can get on with being a HR superstar!

Webinars and industry insights

We provide webinars, recruitment tips and tricks and free guides for all things recruitment. Are you looking to attract better candidates? Perhaps you need some help interpreting recruitment data? Maybe you want salary reports so you can see how you sit in your sector. No matter the area, you'll always be the first to be sent our insights.

Talent Intelligence consultancy

We are unique in that our applicant tracking system comes with a Talent Intelligence department that's on hand for our clients. Our team has over 20 years' experience helping organisations of all sizes stay on top of recruiting trends and they can help you drill into your recruitment process to figure out what works, what doesn't and how to improve.

Training and user community

We want you to become an expert with your Jobtrain recruitment software, so detailed training sessions are offered to stakeholders who will be using the ATS. Today we are proud to partner with diverse organisations from 200 – 170,000 employees across the Private, Public and Third sectors, both in the UK and internationally. A wide community of users are on-hand for us to facilitate best practice and recruitment tips!

Strategic partnership and collaboration to deliver digital transformation

Public sector recruitment expertise is in our DNA. Your dedicated Account Manager is experienced at designing a customised, easy to use, inclusive and flexible recruitment platform.

We will ensure that your ATS aligns with your Recruitment Strategy, streamlines your end-to-end process, optimises resources and tracks performance. Our ATS is highly flexible, meaning changes can be made quickly and easily, enabling you to be agile and innovative.

Through our long partnerships with clients including NHS Scotland and Isle of Man Government, Greater Manchester Combined Authorities we have a track record of supporting our customers to deliver

Our Talent Intelligence Consultants will work closely with your People Management team to understand your current and evolving Recruitment Strategy, underpinned by your ED&I agenda, helping you to reach candidates from a diverse background and improve hiring results, faster.

We are proud to work in partnership with our clients to share best practices, power innovation and support delivery of digital transformation at a local and regional level.



"We're seeing true transformation happening in real-time and Jobtrain is allowing us to do that. The flexibility of the system, the customisation, it's all been transformational."



Leicestershire Partnership
NHS Trust



"When you sign up for an ATS with Jobtrain you don't just get a great system, you also get the wrap around support of a great team."



ST HELENS
BOROUGH COUNCIL



"From the moment we engaged with Jobtrain to help us introduce a new ATS, it was clear we had a partner that truly understood our needs and was committed to our success."



**Justice
Digital**



"We felt we needed to balance the capability of the system we chose with the capability to work effectively. The time to hire dropped by 31%. That saved nearly a month per hire!"



"It feels like you've got a really good balance of the tech side but also people who really understand HR and recruitment."



"The flexibility and ease-of-use of their ATS are standout features. It's not just a recruitment tool; it's a partnership."

Aspris

Our ATS is highly flexible, meaning changes can be made quickly and easily, often without extra charges applied, so your platform will grow with your organisation. Our high security measures mean our ATS meets and often exceeds the most demanding of our client expectations – an example is our accessibility feature which meets W3C standards.

As a client, you have a dedicated Account Manager and unlimited user support to ensure your needs and changing processes work seamlessly within your Jobtrain platform.

We would be delighted to work with your organisation and would agree suitable functionality with you during the scoping stage.

Knowledgeable, Innovative and Supportive

Our founding principles are that we are **Knowledgeable, Innovative and Supportive.**

We enjoy working in partnership with all our clients to share best practices. As part of this process, we will work closely with you to understand your current resourcing and process frustrations and any challenges, helping you to identify ways to overcome these and exceed your expectations.

We are not just providers of technology. HR and Corporate recruitment expertise is in our DNA, with many of our client facing team being CIPD qualified, giving the team a unique insight into your resourcing challenges.

Our leadership team alone has over 100 years' shared experience of HR and Recruitment. By working closely with our diverse client portfolio, we provide a rewarding recruitment solution across all Public Sector, Healthcare, Not for Profit, Charities, Higher Education and other organisations via the G-Cloud framework.

From the start of scoping your ATS, we will work collaboratively with you, sharing our knowledge of your sector and applying our resources as needed.

Core functionality

CRM AND ATTRACTION	
Careers site, landing page and brand builder	✓
Free job board advertising - Indeed, LinkedIn Jobs, Google for Jobs, Talent.com, Adzuna, ZipRecruiter	✓
Job Board Marketplace including recommendation engine and direct advert posting	✓
Direct job board advertising integrations – reed.co.uk, Totaljobs, Indeed, JobsGoPublic, LinkedIn	✓
AI Job Posting wizard - automated job advert creation with bias checking, image generation and suggested assessment questions tailored to the job role	✓
Rich media advertising (videos and images)	✓
Talent pools	✓
Talent networks	✓
Candidate Search and Match	✓
Communication hub (including email and 2-way text messaging)	✓

Microsoft email and calendar integration	✓
New hire 'Welcome Hub'	✓
Brand Builder to replicate look and feel from corporate website	✓
Integration with Programmatic advertising platform	✓
Job board multi-posting (annual fee based on expected ads per year, plus cost per additional ad)	✓
CANDIDATE EXPERIENCE AND PORTALS 	
External candidate portal	✓
Internal candidate portal	✓
Recruitment agency portals and hub	✓
Social media apply and register (LinkedIn, Google, Microsoft, Facebook, X)	✓
Full mobile compatibility	✓
CV Parsing	✓
Apply without registration	✓
Direct apply integrations – reed.co.uk, Totaljobs, CV Library and API	✓

Shaw Trust Certified Accessibility	✓
APPLICANT TRACKING SYSTEM	
Online job approval and tracking	✓
2-stage apply process	✓
Volume hiring feature	✓
Application form builder with custom fields	✓
Scored assessment – scored, timed, killer, branching and rating questions and AI generated questions	✓
Shortlisting and interviewing toolkit – Custom shortlisting forms with scoring, candidate interview packs, star rating & ranking	✓
Anonymous shortlisting	✓
Panel shortlisting with multi-stage	✓
Interview scheduling with candidate self-service and accept / decline interview functionality	✓
MS Teams integration	✓
Flexible / automated workflows	✓

Bulk actions – workflows and communication	✓
Full candidate history audit trails	✓
Psychometric and testing integrations	✓
ONBOARDING AND COMPLIANCE	
Online offer approval and tracking	✓
Online referencing capture and tracking	✓
Custom pre-employment checklist forms	✓
Online Onboarding and candidate self-service (custom offer letters, contracts, forms and document upload with unlimited e-signatures)	✓
Onboarding Compliance hub - capture, tracking and reporting	✓
Candidate 'Welcome Hub'	✓
Custom new starter form	✓
Integrated digital certified Right to Work checks (cost per check applies)	✓
Integrated DBS checks (cost per check applies)	✓

INSIGHTS, REPORTING AND TALENT INTELLIGENCE



Standard Insights Dashboard and task management	✓
Configurable dashboard to display user-specific reports and analytics, updates, calls-to-action and key tasks.	✓
Report builder with standard reports	✓
Advanced Insights Report Builder with 30 pre-built reports, dashboards, broadcast and export tools	✓
Market and candidate trends report	✓

SETTINGS, USERS, FLEXIBILITY AND INTEGRATION



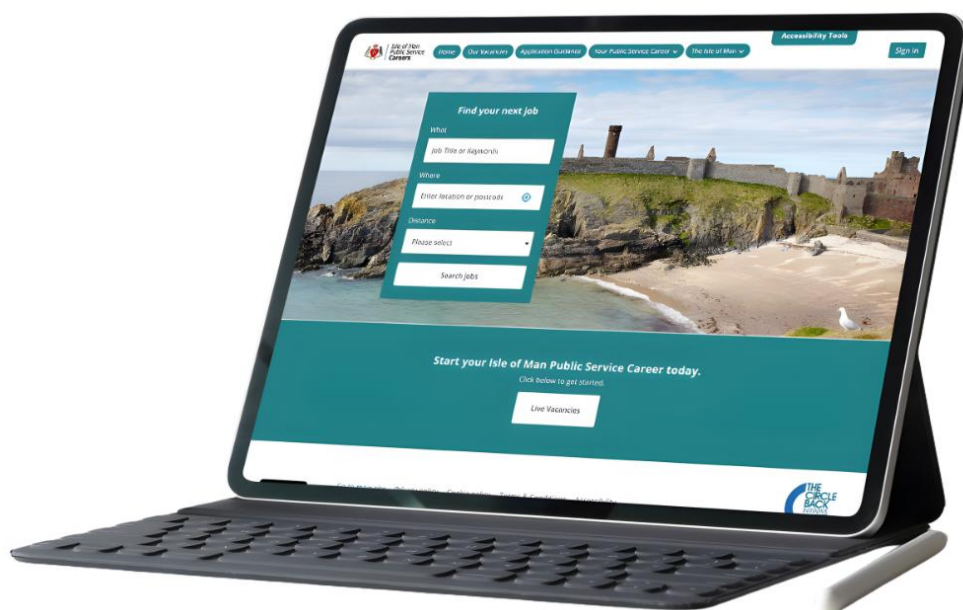
Unlimited user access level profiles	✓
Unlimited users	✓
User history and audit trails	✓
Set-up and settings (access to add, change and manage Jobtrain configuration)	✓
Content Management System for careers site, pages, Welcome Hub and brand	✓
JT Mobile – Hiring manager mobile experience	✓

Single Sign-on (Azure and Okta)	✓
Marketplace of 50+ integrations	✓
SUPPORT AND SUCCESS 	
Online customer support portal	✓
Webinars and online knowledgebase	✓
Dedicated Account Manager	✓

Candidate experience

Candidate access and login

The candidate's branded, fully secure and password protected homepage is designed to enhance their experience of your recruitment process. It assists with all communication needs, whilst also providing a professional image of your organisation and complying with GDPR requirements.



Candidates can complete several functions from within their profile:

- Apply for jobs (registration not required) or sign up to receive job alerts. They can do this manually or automatically using their Facebook, X, LinkedIn, Google or Microsoft details.
- Apply using reed.co.uk, Totaljobs, Indeed Apply and CV Library functionality with a one click process.
- Apply using their LinkedIn profile content to populate their application.
- Review and complete existing applications (our ATS saves common aspects of application forms to save candidates time when applying for subsequent vacancies).
- Have their CV Parsed to complete their application form automatically.
- Edit aspects of their application and registration details (e.g. contact information and passwords).

- Register for any number of job alerts.
- Submit speculative applications to join talent pools and networks.
- Withdraw existing applications.
- Track the status of applications.
- Review and respond to emails sent to them by the hiring company.
- Review and select preferred interview times via the self-service calendar function.
- Complete 3rd party psychometric tests online.
- Review and accept offers of employment online, including downloading, completing and e-signing, and uploading onboarding documentation.

Other features to satisfy candidate needs include:

Careers website - flexible website with CMS that puts you in control of your own career's information pages and copy. Publish, copy and include images and videos in up to 10 pages to engage your audience and encourage them to apply.

Optimised for mobile – around 75% of candidates use a mobile device to apply for a job. That's why our applicant tracking system delivers a responsive and fully accessible candidate experience across all devices. Candidates can browse and apply via mobile, while hiring managers use JT Mobile to review jobs, shortlist candidates and manage interviews on the go.

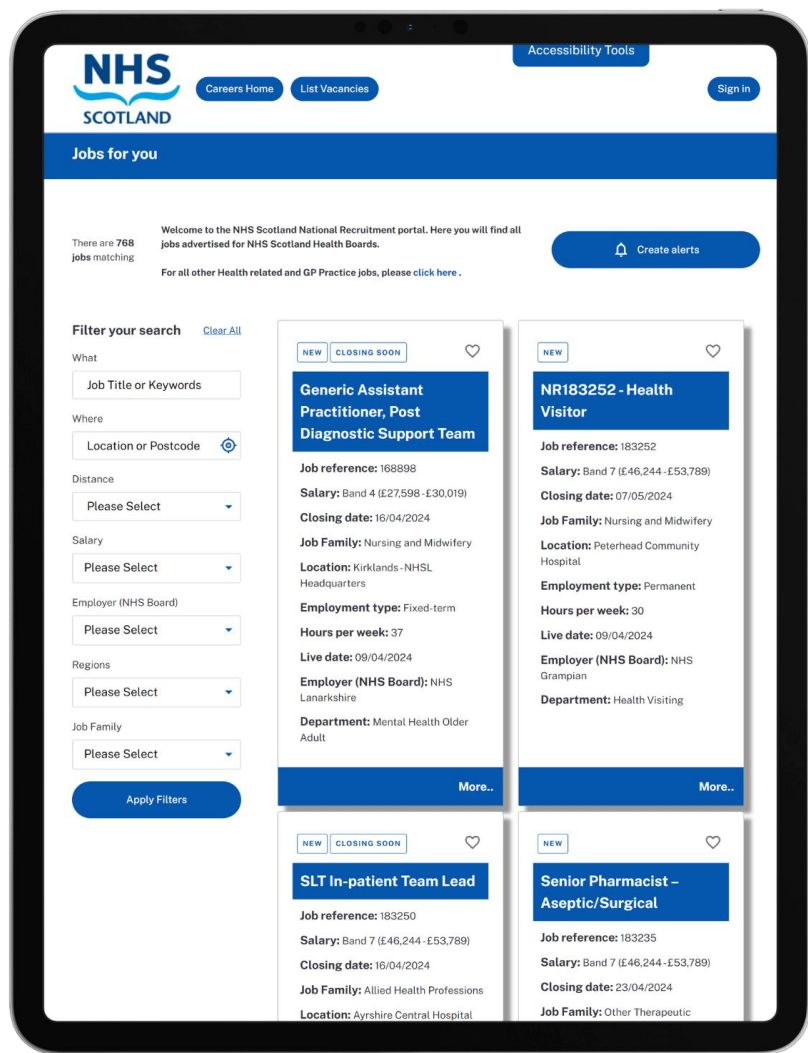
Videos and images in job adverts – enable you to embed videos and images in your job adverts, in addition to the standard job advert copy, interactive map and supporting documents.

Two-stage applications – keep the initial application short and relevant, allowing your recruiters to gather more information at a second stage application.

Welcome Hub - fill the void between your candidates accepting an offer and their first day. They get their own company branded and personalised portal where you are in control of the content. They can connect with their manager; access video content including training material; get directions; prepare for their first day with what to expect and access key contacts for any questions they may have.

Candidate access

Searching and listing jobs

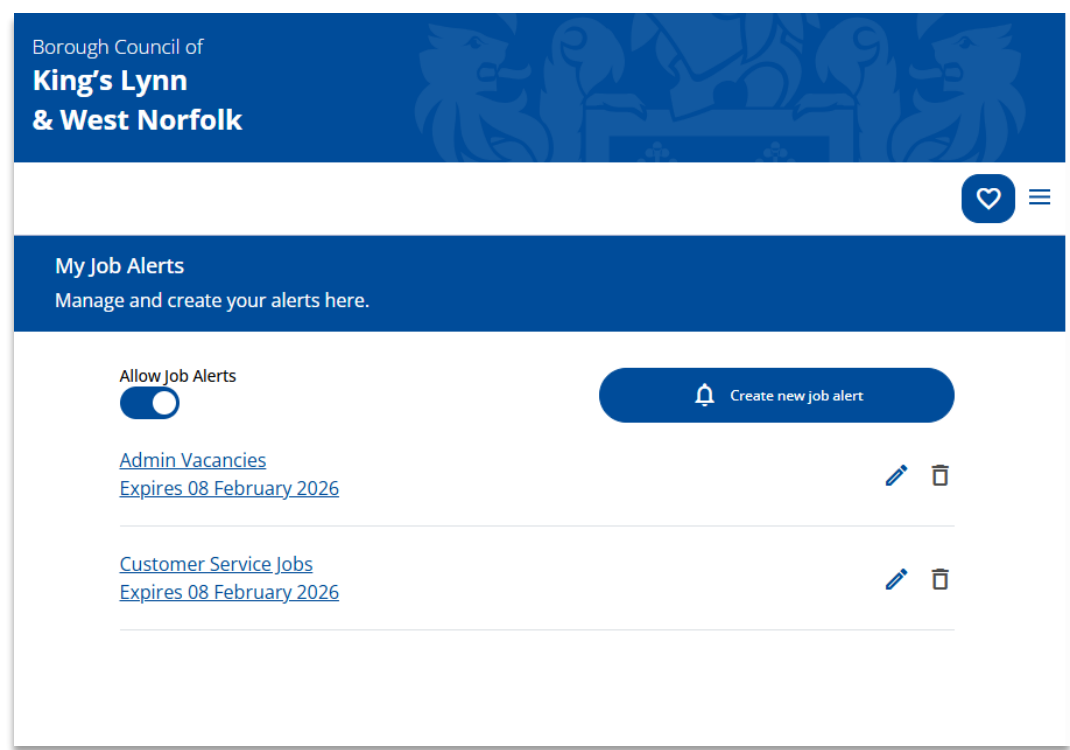


Engaging with candidates begins with our secure, seamless job listing, search and application facility. This links from your main website and fully adopts your corporate branding and can incorporate media rich material too.

Candidates can search for roles against pre-defined criteria (set by you) such as location, business area, salary and postcode proximity alongside keyword searching. Candidates can also view all available jobs.

From the list of jobs page, candidates can review specific job details and adverts, apply online, register for job alerts and share job details with friends and colleagues via email and social media.

Candidate job alerts



Borough Council of
**King's Lynn
& West Norfolk**

My Job Alerts
Manage and create your alerts here.

Allow Job Alerts ☒

Create new job alert

[Admin Vacancies](#)
[Expires 08 February 2026](#)

[Customer Service Jobs](#)
[Expires 08 February 2026](#)

There are no limits to the number of job alerts internal and external candidates can create against pre-defined criteria, such as location, business area, salary and keywords. Candidates have access to amend, create, delete and add expiry dates to job alerts at any time and from any device via their homepage.

Alerts are stored in the database to form a Job Alert Pool, which is searched by our ATS automatically when a new job goes live. If a match is found, an email or text alert can be sent to the candidate – a manual search of the job alert pool can also be done by Hiring Managers at any time.

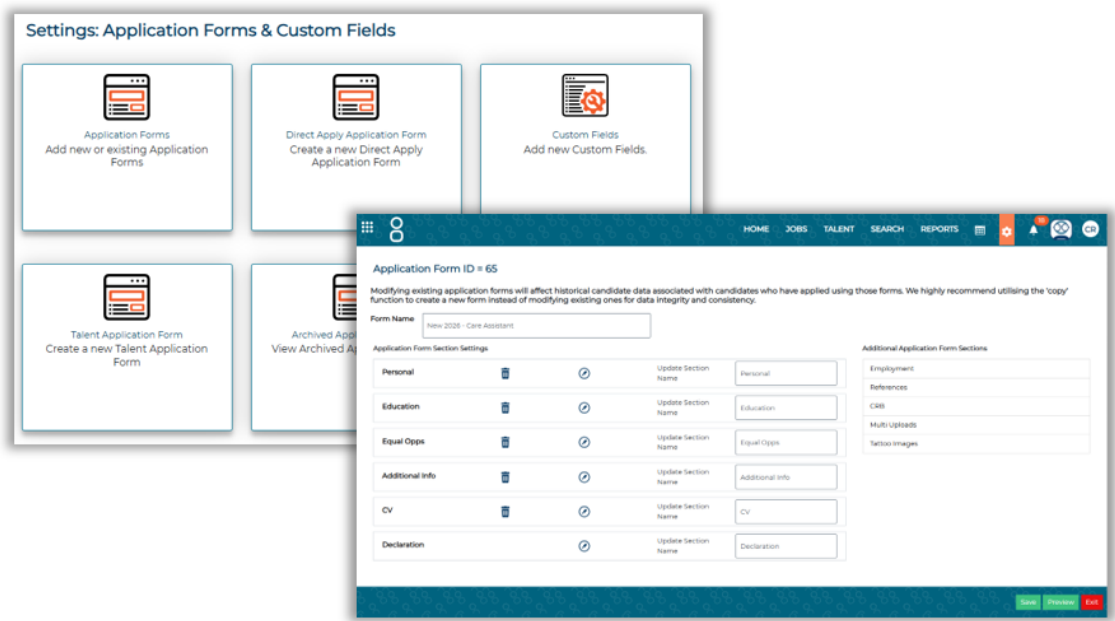
Encouraging employees to register for job alerts can form a key part of career development plans.

Candidate application form

The flexibility of our form building feature means creating and editing application forms to suit your job requirements is easy. Any number of application form templates can be set-up within minutes and stored in a library to be used against different campaigns. All application forms carry your company or divisional branding throughout the process and typical sections might include Personal Details, Education, Employment, Upload a CV, Referees, Equal Opportunities and Additional Information.

Vetting and competency questions can be created using our Assessment Form feature and libraries of questions and forms can easily be linked to each job as appropriate. These forms can be as simple as 'Yes' / 'No' responses to essential requirements for the role or include more complex scored questions (e.g. multiple choice and order of importance) to assess candidates' competencies for the role.

The application process is intuitive for candidates, fully accessible with Shaw Trust accreditation and with the option to save their application and return to complete it at a time to suit them. It makes the whole experience so much more user friendly. When their application is complete, they will receive an automated but personalised acknowledgement via email.



Images: Application form settings in the client side of Jobtrain

Internal talent management

Our Internal Talent Management portal is a fully mobile responsive and separate candidate experience website that can link from your company's intranet with tailored content and branding as required. It is particularly useful for your existing employees to view and apply for both internal and external roles.

This feature enables client users to post jobs to the internal site only and to the main external candidate site at a later date should it be required. A separate internal application form can be set-up within the application form builder, so that your employees have a tailored application experience.

Encouraging your employees to register on the internal site and set-up job alerts for preferred roles has been proven to assist with career development plans, communication and to assist in reducing attrition, whilst encouraging more internal appointments.

Candidate accessibility

Shaw Trust certified accessibility

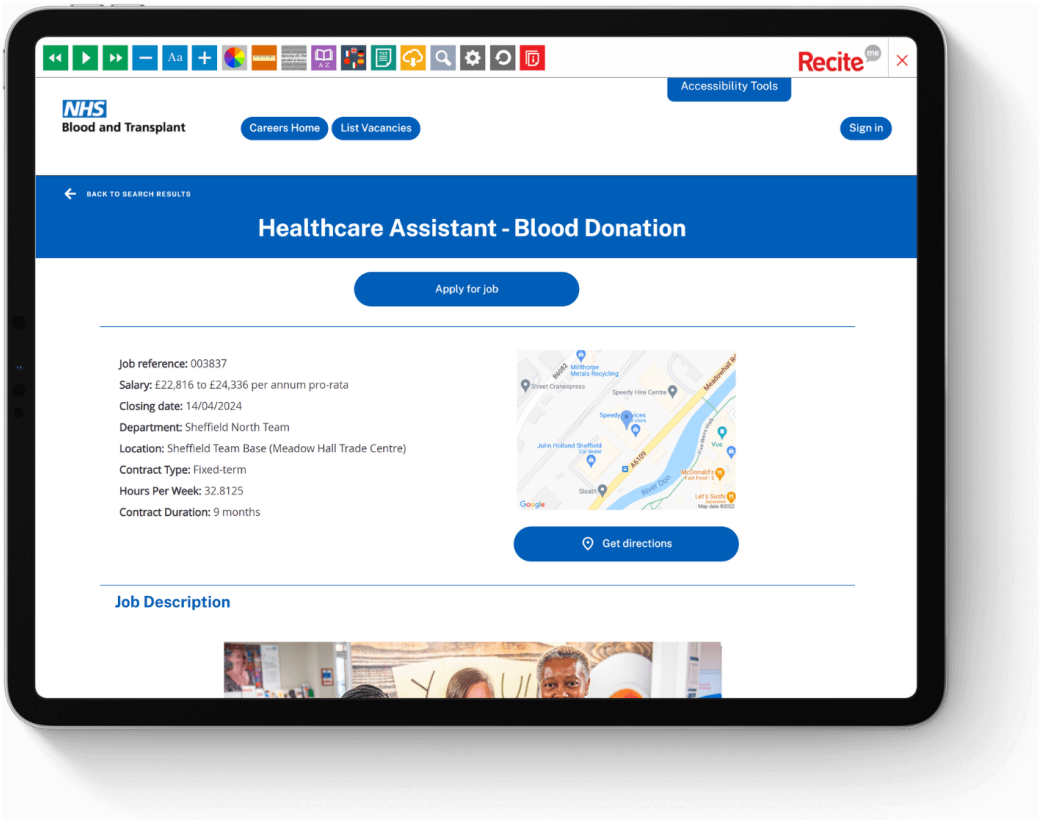
The Jobtrain candidate experience is accessible to Level AA of the Web Content Accessibility Guidelines (WCAG) 2.2. To demonstrate our commitment to delivering truly accessible and inclusive solutions, our platform has been independently assessed by Shaw Trust, and we continue to work with them to ensure our ongoing programme of enhancements meet the most up to date accessibility requirements.



Rather than using automated tools (as they do not test every WCAG criterion), Shaw Trust invested over 60 hours in testing the suitability of the Jobtrain candidate experience for use by people with mobility impairments who have difficulty making the precise movements required by touch screen devices. They also undertake tests by users who have colour blindness, dyslexia and/or learning difficulties, along with those who are partially sighted and need to zoom into or resize content. The independent testing team also includes users who are deaf or hard of hearing.

As part of the Digital Accessibility Assessment, the Shaw Trust Accessibility Services team uses market-leading devices such as iPhones, iPads and Samsung Galaxy smartphones to test the web

platform. Their technical accessibility experts assess or use these devices both with and without their accessibility features enabled. Examples of standard smartphone/tablet accessibility technologies include the VoiceOver and TalkBack screen readers, designed for blind users. Many devices also feature a magnification application with screen reader for partially sighted users.



As a candidate browses your website or careers website, there will be a point at which they are directed to your Jobtrain candidate site and as part of our standard solution, we will provide you with a candidate portal that mirrors your career website.

This allows candidates to view current jobs, register for job alerts and login as a returning candidate.

To minimise your exposure to legal risk and comply with existing legal standards, our accessibility and language toolbar feature allows candidates to customise the view of your website according to their preferences.

This feature has passed government clients' reviews for accessibility including organisations such as NHS Scotland and the Isle of Man Government.

Recite Me – accessibility toolbar (Optional module for enhanced accessibility and Inclusion)

For candidates without their own assistive technology, we can provide an **accessibility toolbar (delivered in partnership with Recite Me)** aimed at users with visual impairments, dyslexia and neurodiversity. It allows candidates to adjust the font size, the screen contrast, font, read the page aloud, translate content and many other features.

This provision helps organisations remain compliant with legislation and empowers many more candidates to apply online, who might have otherwise been unable to.

The accessibility toolbar allows visitors to customise how they view a website according to their own preferences and delivers a best practice accessibility experience.



Users can change:

- Languages – from over 100 options
- Text styling and customisation
- Colour background and contrast
- Magnification
- Text into audio (text to speech) – in over 65 languages

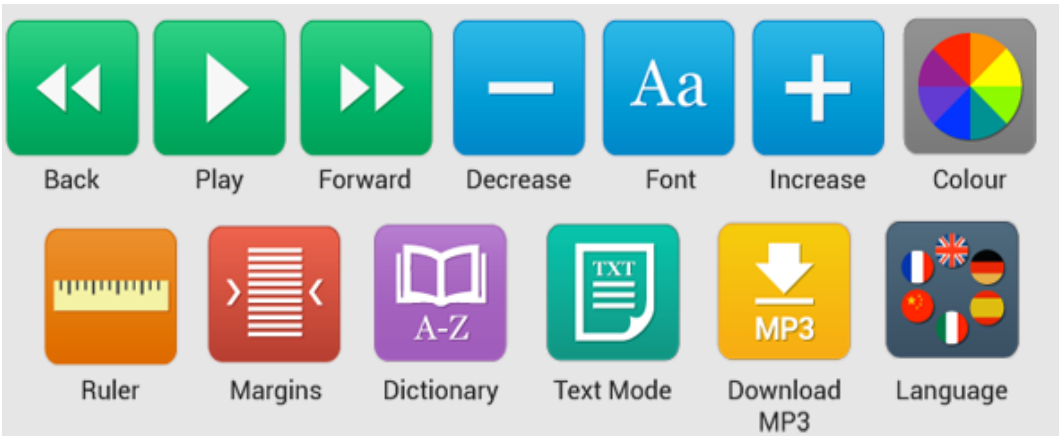
The toolbar also offers additional accessibility focus tools, such as:

- Ruler
- Change the cursor size and colour
- Screen mask to block any distractions
- Text-only mode

It includes reading aids, such as:

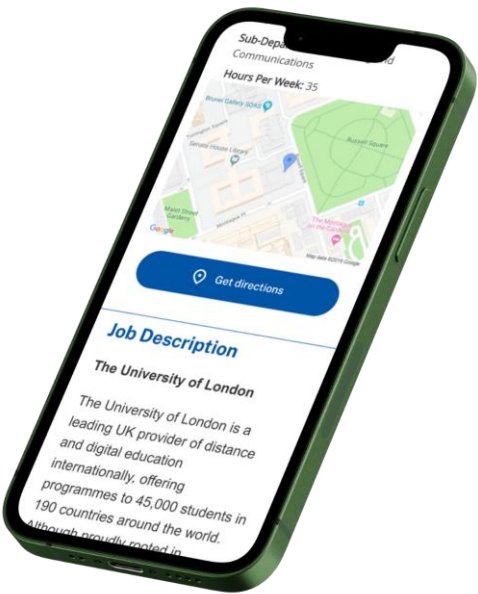
- Dictionary
- Magnifier

Preferences (eg. Language or text size) set by the candidate are also saved so each time they interact with the website their needs are met. Features such as language translation and dyslexia-friendly tools aim to support a broad range of users, including those with disabilities or for whom English is a second language.



Responsive candidate websites

All our candidate websites are compatible with currently supported browsers. They are fully mobile "responsive" too, meaning the view automatically changes so the candidate experience fits perfectly on the device's screen - whether this is desktop, laptop, mobile phone or tablet. Coupled with the ability to apply with their social media credentials and LinkedIn profile, it's quick and easy for candidates to apply for your jobs using any device.



Candidate Self Service

At Jobtrain, we believe that effective candidate engagement is fundamental to successful recruitment outcomes. That is why our platform is designed to ensure candidates feel valued, informed and supported from their very first interaction.

Through a seamless and intuitive self-service experience, Jobtrain delivers a professional, consistent and engaging candidate journey that builds trust and establishes a positive connection with your organisation from the outset.

Branded Candidate Portal

Jobtrain provides candidates with a dedicated online portal that enables them to view, manage and track their applications in real time.

The Bexton Partnership

Search jobs

List Vacancies

Working for Us

Join our Talent Pool

Contact us

Accessibility Tools

  Hi Daniel 

My Applications

Applications

Saved

Talent

Job Title	Department	Closing Date	Date Applied	Status
IT Manager	Operations	28/11/2025	22/12/2025	INTERVIEW SCHEDULED  This requires your attention View
Marketing Manager	Children's Services	28/08/2026	22/12/2025	UNDER OFFER  This requires your attention View
Learning Mentor	Legal	12/12/2025		INCOMPLETE APPLICATION  This requires your attention View

Candidates can view and track progress, access communications and manage their information at every stage of their application journey. The intuitive, mobile-responsive interface improves engagement and supports a transparent process.

Candidate Onboarding Self-Service

Jobtrain’s onboarding self-service enables candidates to independently complete all pre-employment tasks through a secure online environment.

Welcome to the team!

Congratulations on your job offer!

We can't wait for you to start your career with us.

As a new colleague you can expect a warm welcome, a great induction and on-going support in your role. We have an excellent rewards platform, wellbeing initiatives, a learning and development plan to support you in your career and a supportive team. Your manager will be able to answer any questions or concerns you may have and there is always the HR Team to help if needed.

So let's get begin! Please click on the "Let's get started" link below where you will find your contract and everything you need to know about joining us.

What we're working on:

- ☐ Disclosure Countersign/Check Completion
- ☐ Medical Form
- ☐ Reference 0/1 Required

10 % Completed

Contract of Employment	View Document	Agreed On 18/12/2025 12:48
Payroll Form	Start Form	
Uniform Form	Start Form	
Pension	View Document	Download Upload
Offer Letter	View Document	Queried On 16/12/2025 14:14
Medical Questionnaire	View Document	Download Upload
Next of Kin	Start Form	

Candidates can submit information, upload documents, complete compliance checks and track progress in real time.

Automated workflows and prompts reduce delays making it a smooth journey from offer to start date.

Welcome Hub

After accepting an offer, candidates can engage with your organisation through the Welcome Hub.

 The Bexton Partnership

An introduction to your manager...

Hi, and welcome to Bexton Partnership, I'm really looking forward to you joining us!

Your role here will be to understand and satisfy the needs of our customers. Our aim is to meet customers' requirements and try to exceed their expectations. The thing I like most about working for Jobtrain is meeting all the wonderful people we work with. The rest of the team here are also pretty great!

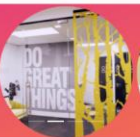
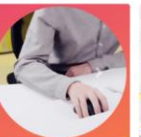
If you have any questions at all before you join us, please don't hesitate to get in touch.

Laura

TELEPHONE
0161 445 6622

EMAIL
laura.chambers@jobtrain.co.uk

[in](#) [LINKEDIN](#)

Your career with Bexton Partnership starts here...

From day one you will be given a comprehensive induction and access to the training.



GET DIRECTIONS

[VISIT THE BEXTON](#)

This feature provides access to video content, team member profiles, and other information to build rapport and familiarity before starting their new role.

Client access

Colour theme for client users

By default, the client side of Jobtrain is presented in Light Mode. However, in 2023 we launched the ability for individual client users to change the colour theme of their instance of Jobtrain.

We introduced this new theme for those who may find it easier to use Jobtrain in a dark colour theme. Here's a [short video of what dark mode looks like.](#)

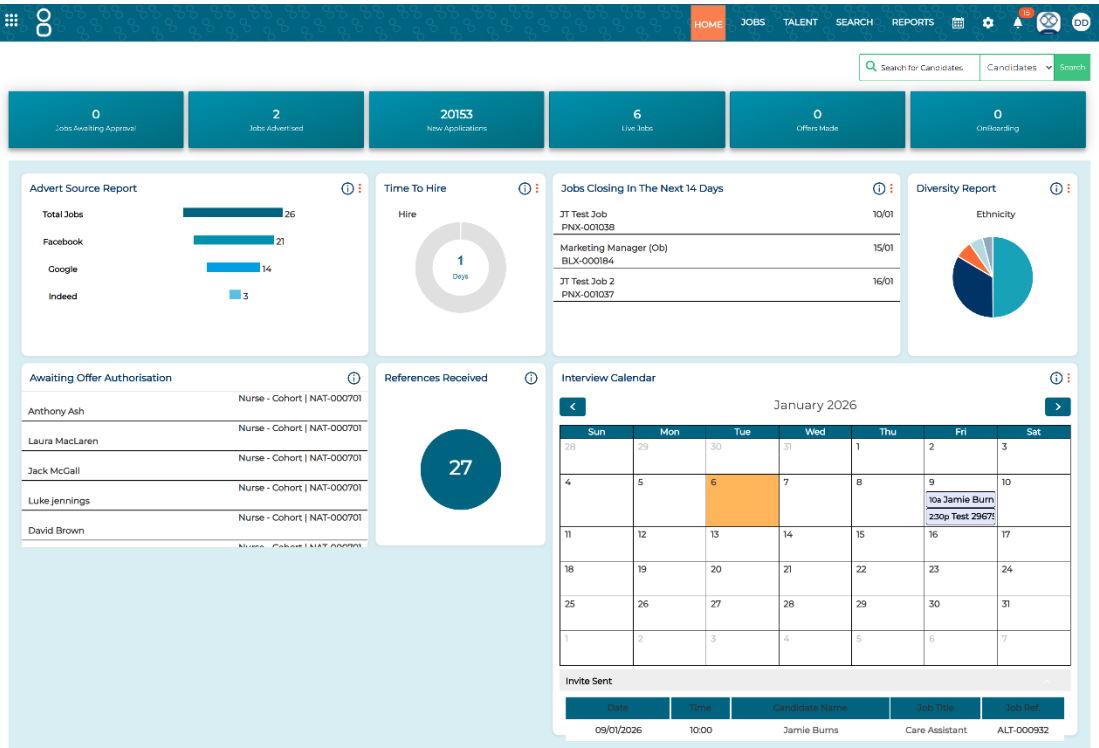


Insights Dashboard & task management

Each Client User view of Jobtrain is personalised, making the interface simple and relevant, with permissions and view based on the actions they need to complete. Users are prompted throughout the with tailored notifications, tasks and email reminders.

Accessed securely over the internet, all client users are provided with an individual username and password, which dictates the access level you have given them to your Jobtrain ATS, (e.g. administrator, recruiter, line manager etc) ensuring they only ever see the information relevant to them.

When logging in, users will see their configurable Insights Dashboard. From here they can choose to review applications as and when they arrive, wait to review them all at the same time, view their personal calendar, create reminder notes, see alerts for new applications, candidate alerts, jobs and offers awaiting approval, emails and texts received, perform any number of searches and access any other relevant information.

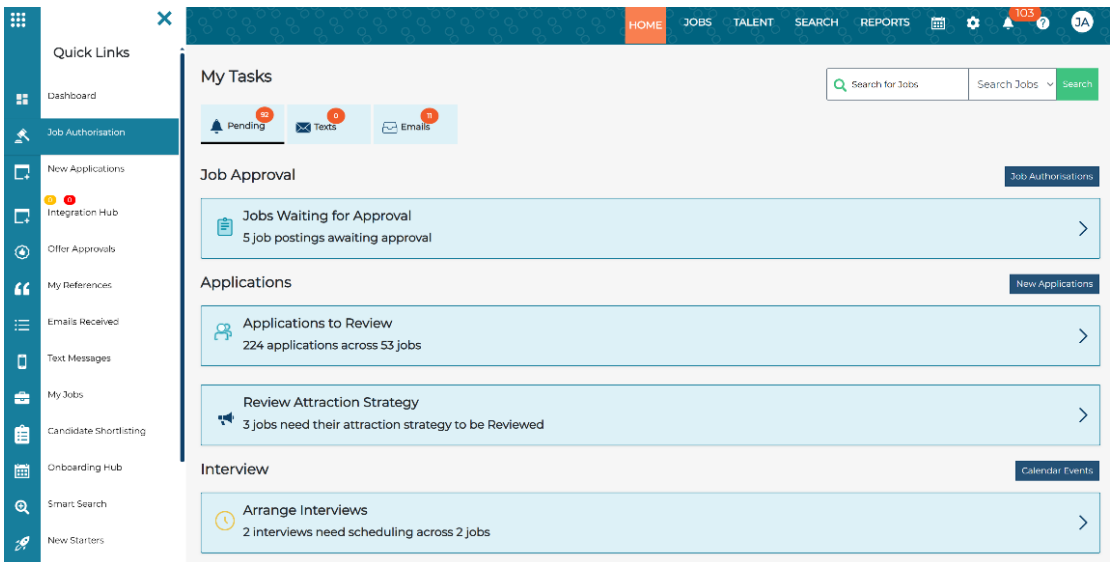


Our new addition to the Insights Dashboard is My Tasks, our task management functionality.

My Tasks provides a single, intelligent command centre within Jobtrain that brings together all recruitment and onboarding actions requiring user attention. It replaces fragmented navigation, manual checking and email-driven prompts with a real-time, role-aware task view that ensures teams focus on the right action at the right time.

Designed for recruiters, hiring managers and onboarding teams, **My Tasks** provides each user with a personalised dashboard of outstanding tasks and enable user to review and complete actions in one click. My Tasks continuously evaluates workflow activity and surfaces only relevant, actionable tasks, improving speed, clarity and operational control across the end-to-end recruitment lifecycle.

All through flexible, widget-based configuration (34 available). This provides users with an overview of up-and-coming tasks to support high-volume and regulated recruitment environments by providing a clear, easy-to-use view of outstanding actions, helping organisations maintain control and oversight across the recruitment lifecycle.



Adding a job

Creating new vacancies within Jobtrain is a simple and intuitive process. A job's details can include but are not limited to: Job Title, Benefits, Salary, Department, Division, Location, Number of Vacancies, Hours per Week and Start/End Date.

Your advert and agency costs can also be added to track campaign costs, as well as the option to define if the role is within budget. Options for creating a new job (access level dependent):

- Copy from a job template
- Copy from an existing job
- Create a new job

Job creation using templates

Creating a job from a job template saves time, ensures consistency and prevents duplication of effort. Key job details, advert copy, application forms, assessment criteria and other standard content is pulled through automatically. Job templates can be amended at any point to ensure they are kept up to date.

Advertising and posting a job

As standard, Jobtrain includes a feature to give you the ability to create media rich job adverts. We know that applicants are 25% more likely to respond to an advert that has images or video content. Having images and/or videos in adverts is a simple and effective process and helps your adverts stand out from the rest.

Our platform also provides flexible, configurable recruitment workflows that accommodate a range of recruitment types - including internal, external, temporary, permanent, agency and redeployment campaigns. To support this, our ATS offers four distinct candidate-facing portals, each aligned to specific recruitment needs:

External candidate portal - For campaigns to recruit candidates from outside of your organisation. This portal is fully branded to reflect your organisations identity, including logos, colours, and layout options. It provides candidates with a seamless and engaging experience to view job opportunities, search for roles based on specific criteria like location or salary, and submit applications.

Internal candidate portal - For campaigns to post internally to existing colleagues. Separate to your external portal, your internal portal is a fully branded website that can connect to your intranet, allowing existing employees to review and apply for both internal and external vacancies. This enables organisations to post jobs exclusively to internal candidates first, before potentially making them available on the external candidate site at a later stage.

Agency portal - Nominated recruitment agencies or your PSL can be provided with their own secure and password-protected access to

Jobtrain. Here they can review vacancies and submit and manage their candidate applications. Our Agency Portal is a secure and password-protected platform designed specifically for nominated recruitment agencies. Through this portal, agencies can review vacancies, submit candidate applications, and manage their submissions.

When users create a vacancy and select specific agencies or groups to submit candidates. Agencies can then submit candidates for the positions, track application progress, and even withdraw candidates if needed. Additionally, agencies can be included in all communications with candidates ensuring streamlined collaboration throughout the recruitment process.

Redeployment portal (optional) - Our redeployment functionality helps organisations retain valuable employees during restructuring by automatically matching at-risk staff to suitable internal vacancies.

It provides a clear, structured redeployment process that helps organisations retain skills, protect institutional knowledge and manage change with confidence.

Clients can expect improved talent retention, reduced redundancy and recruitment costs. Employees gain exclusive access to internal vacancies with job matching, while managers can track progress through live caseload dashboards and automated updates, supporting a superior experience for all stakeholders.

Each of these candidate facing websites lend themselves to building out separate workflows and application processes for each.

Job Board Adverts and Social Media - free of charge integrations

When a vacancy is created and made live, you can choose which channel(s) to advertise your job. **As standard and without charge, our ATS posts to Indeed, LinkedIn, Adzuna, ZipRecruiter and Talent.com.**

It also integrates with social media networks including **Facebook, LinkedIn and X**. This means that recruiters/managers can quickly select to share job adverts when adding a new job to the system or at any time when the vacancy is live.

Indeed partnership

Through our partnership with Indeed, users can take advantage of our ATS's job feed and Direct Apply integrations or boost and sponsor their

vacancies with enhanced paid Indeed media packages through the Jobtrain platform.

Advert multiposter integration

We can provide you with a job board multi-posting facility to over 1500 job boards worldwide in a few simple clicks and provide you with key metrics to monitor the effectiveness of each advert source.

The common information entered in to the Jobtrain template will be automatically transferred to the job board advert template, removing the need for any double entry. Managers can easily view which job board the vacancy has been posted to, as well as identifying if it's been posted externally, internally and to agencies.

Job Board Marketplace

Our Job Board Marketplace allows you to reach not only active candidates but passive ones too. With access to over 5,000 job boards, the marketplace is a recommendation engine that highlights the most relevant job boards to advertise on based on the role type and location. Job advertising rates are already negotiated with all the job boards, so no additional contracts are required.

AI Job Posting Wizard

To help our clients attract more candidates and elevate their employer brand, the Jobtrain ATS includes an AI Job Posting Wizard that intelligently assists in **creating job adverts and supporting visuals**.

The Wizard analyses job titles, role descriptions and sector language to:

- Draft job adverts based on job descriptions
- Generate images appropriate to the job
- Generates (or suggests from previous) interview and assessment questions tailored to the role

The AI capabilities streamline the advert creation process for users to maintain tone and inclusivity standards whilst also helping organisations promote opportunities with consistent, professional visuals all from within the Jobtrain platform.

Application and Assessment forms

A wide variety of application and assessment form templates can be created within Jobtrain and there is no limit to the number of forms or

questions that can be created. Typical sections of an application form might include: Personal Details, Education, Employment, Upload a CV, Referees, DBS/Convictions, Equal Opportunities and Additional Information.

Other fields of information required can simply be created as 'Custom Fields' within the appropriate application form section, for example 'Conflict of Interest' within the Employment section.

You can also select from a wide range of tried and tested application and assessment methods with Jobtrain including:

- Killer/knockout questions
- Pre-assessment questions
- Multiple-choice questions
- 2-stage application process
- Scored applications & benchmarking
- Timed assessments
- Online assessments including images and videos
- CV upload
- Automated notifications e.g. progress to next stage, interview invitations, decline and so on.

Assessment toolkit

Our platform includes a comprehensive assessment toolkit designed to streamline and standardise how hiring teams evaluate candidates' skills, values and competencies.

Clients can build and store an unlimited library of assessment forms, each configurable to support the assessment approach required for different roles or stages of the process.

Assessment types can include:

- **Scored and timed questions** – supporting objective shortlisting and structured selection
- **Branched and value-based questions** – assessing behaviours and organisational fit
- **Panel and multi-stage shortlisting** – allowing multiple assessors to review and score independently, with average scores automatically calculated
- **Anonymous shortlisting** – candidate details can be masked to remove bias during scoring

For higher-volume or specialist roles, our ATS integrates seamlessly with a wide range of third-party testing and video interview tools.

All assessment results, scores and comments are recorded within the candidate's record, ensuring a full audit trail and enabling consistent, evidence-based decision making.

Our assessment toolkit also includes **AI-driven support** to help hiring teams design and refine assessment content quickly and effectively.

Recruiters can choose to:

- **Select from a group of AI shortlisted questions** containing tried-and-tested assessment questions aligned to common role profiles and competencies
- **Generate new questions** using AI which analyses job titles, role descriptions and competencies to suggest tailored assessment items.

Generated questions can be edited and stored for reuse, helping ensure consistency and quality across all recruitment campaigns. This capability allows hiring teams to move from role design to ready-to-use assessments in minutes, strengthening the objectivity, speed and overall quality of selection decisions.

Job approval/requisition

Approvals can be raised by Hiring Managers (or any user with the appropriate permissions) within Jobtrain, including the upload of a business case and supporting job descriptions. We also place no limits on the number of approval routes that can be created. Your approval hierarchies can be pre-defined against specific vacancies and a directory of all your approvers set-up within Jobtrain.

Our platform uses a linear email-based sign-off process - approvers do not need to login to Jobtrain to approve a vacancy as this is completed via a link within the email, or they can approve on their phone (via JT Mobile). Where an approver is unable to approve, users with the required permissions can approve vacancies in their absence.

Each vacancy has a unique identifier and a full audit trail of approvals, including time/date stamps and comments. Once approved, users follow a clear step-by-step job creation process and can attach all relevant documents. Our platform also allows for different recruitment and assessment workflows depending on the role type.

Delegating approvers

The system allows for the creation of tailored approval workflows using a combination of:

- **Named approvers** for specific individuals, including senior stakeholders
- **Approval groups**, where any nominated member can act on behalf of their department or functions
- **Default approvers** based on job criteria such as Location, Department, or Division, ensuring budget holders or other stakeholders are automatically included in relevant workflows
- **Multi-level approval workflows** enabling a tiered structure to reflect strategic or operational sign-off stages

Approval workflows can be automatically assigned to vacancies based on the job details entered, ensuring consistency, accuracy and compliance without manual intervention. This allows organisations to support approval scenarios where required stakeholders do not fall within a traditional management chain.

Delegated authority and temporary cover

Delegation is built into the platform:

- Delegates can be assigned to receive and act on approvals when the original approver is unavailable.
- Delegated users are clearly recorded as acting on behalf of the primary approver and this is reflected in the audit trail.
- Delegates are notified automatically and can access approval tasks via email or the in-system Job Approval dashboard.

When the final approval is made and the job goes live, the database is automatically searched for existing candidates who have registered for matching job alert criteria. Email alerts, notifying those candidates of the job, are then generated.

Live jobs page

This page displays all the live jobs and some summary information about their status. Users can view summary statistics, filter and view candidates' information and copy, edit or create new jobs.

We also support The Disability Confident scheme functionality and tracking is available to view in this page - [find out more about the scheme here](#).

List of Jobs

Search for Jobs

Search Jobs

Search

13

Draft Jobs

0

Job Approval

2

Advertised

0

Shortlisting

0

Interviewing

1

Offer Stage

☐	Job Title	Location	Division	Recruiter	Job Status	Start Date	Closing Date	Is Live	Total	New	1st IV	Edit	More
☐	Care Assistant (with R2W, CV, Gaps and SJTQs)	Altrincham			Live	15/12/2025	30/10/2025		6	5	0		...
☐	IT Manager	Aberdeen		Commercial Director	Live	23/03/2026	28/11/2025		6	3	0		...
☐	Learning Mentor	Central London		Suzanne Rhead	Live	20/01/2026	12/12/2025		0	0	0		...
☐	Marketing Manager	Highlands		Alica Melvin	Live	29/11/2024	28/08/2026		10		1		...
☐	Teaching Assistant	Warrington		Suzanne Rhead	Live	17/02/2026			0		0		...

Application Management

Jobtrain provides a comprehensive and fully configurable application management environment, enabling Recruitment Teams and Hiring Managers to track, review, and progress candidates efficiently through every stage of the recruitment lifecycle.

At the core of Jobtrain’s application management is its highly flexible status-based workflow system. Candidates are moved through **customisable workflows or ‘statuses’**, enabling organisations to define the exact stages of their recruitment process.

Status ‘names’, and the automation behind them is fully configurable. From a candidate perspective, they will see updates in their candidate portal as the move through the workflow keeping them informed and updated.

Cardiologist

Daniel Black (33164)

Applied On 17/11/2025

★★★★★

Applied for: Cardiologist

Job Ref: LON-000836

Job Location: County Durham and Darlington

danielblack0914@gmail.com

4. Invited to First Interview

1. Incomplete Application

2. New Application

2.2 Hiring Manager Review

3. Shortlisted

3.1 Recommend Interview

Onboarding / References

Application Form

CV & Documents

History

More

Application Form

Personal

Personal Details

Onboarding progress

Compliance

Submit Employment Checks

Reset Onboarding Template

We can offer candidate friendly statuses that can be configured to support your processes and communication preferences.

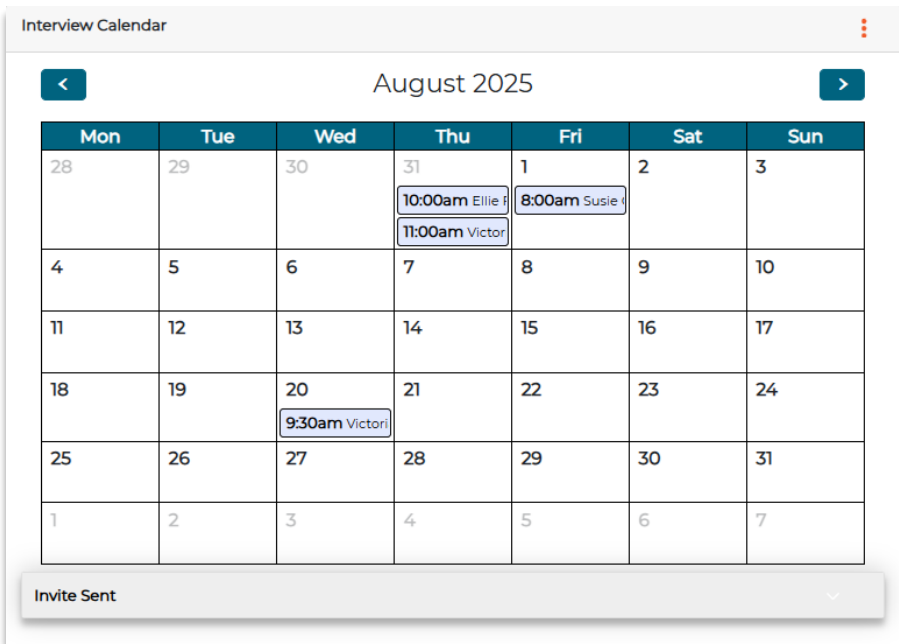
All candidate communications such as acknowledgements, interview invites, reminders and outcomes can be configured to be sent automatically or manually, individually or in bulk. Jobtrain supports:

- Fully configurable email templates
- Personalisation through mail merge
- Automated notifications triggered by status changes eg. release second stage application.
- Time-delayed messages if required – e.g. Reject/regret emails

All actions are time and date stamped within the user and candidate history logs.

Interviews

Our platform’s online calendar **self-serve interview booking** feature allows candidates to book themselves in for interview (and assessment) online and in real time. Users can determine how many candidates can book on to each time slot. When a candidate selects their preferred appointment date/time, an email confirmation of the appointment will be automatically generated to both the candidate and interviewer (if required).



Interviews can be set-up using your calendar and allocated to candidates, with invitations being generated to them via email - candidates are invited to login to their profile and select their preferred interview slot on a first-come first-served basis.

If preferred, users can manually book candidates in for interview, selecting specific dates, times and interviewers. Candidates are automatically notified of interview details through the platform, with all information stored within their profile

Microsoft Teams integration

Our ATS integrates with Microsoft Teams (MS Teams). This allows system users to schedule MS Teams calls directly from Jobtrain, send interview invitations to candidates and have them appear in the Hiring Manager/Recruiter's MS Teams calendar.

Candidate packs

Candidate packs are created in Jobtrain by forwarding a collection of candidate forms and documents of a single candidate, or group of candidates, to an email address. From there the pack can be downloaded or printed. This helps create interview packs and also if documentation needs to be easily exported from Jobtrain in one go.

Interview forms and scoring

Our ATS comes with a highly configurable assessment form builder meaning any forms can be created – with no limits on how many are created - and linked to each vacancy as appropriate. These can be used to create scored interview forms or feedback forms. Questions can be simple essential requirements for the role or include more complex questions and scored in order of importance.

A library of both questions and forms is saved within Jobtrain and can be accessed, used, edited or added to at any time. Forms can be created and amended on the fly, to allow for subtle changes in questions between different roles.

Interview, assessment and shortlisting scores can be displayed on your candidate list against other scores such as assessment and/or panel shortlisting. Users can easily toggle highest to lowest scores against the list of candidates, particularly useful when handling high volume recruitment.

Viewing candidates

Our platform allows users to view and manage candidates through a clear and easy to use candidate list and profile view. The candidate list page displays key information including:

- Application date.
- Candidate's name & unique reference no. (with a link to their application form).
- Scores against assessments, interviews and shortlisting
- Application history containing a full (time and date stamped) audit trail of all activity against the candidate including the 'notes' facility.
- Alerts of new messages or actions to be completed e.g. reference checks.
- A link to the candidate's CV.
- The candidate's current status against the campaign.
- Quick icons/reference symbols to indicate an internal candidate, disability etc.

Candidate applications and CVs can also be created/entered manually here too.

Health care assistant / WAK-000954

Created On: 24/10/2025 Created By: Jobtrain Profile

Change Job Status To:

Live

Live Date: 24/10/2025 Closing Date: No. of Vacancies: 1

Edit Job

Job Notes

Job Details

View Job Advert

Advertise

6		0		0		0	
New / Unreviewed		Shortlisting		Interview		Offer	

Search / Filter

	App Date	Candidate		Status	Ranking	CV	1st	2nd	Interview	Assessment score	Interview score	Shortlisting Score
☐	17/12/2025	SM Shelby Moran (33336)	  	2. New Application	★★★★★					19	0	
☐	17/12/2025	TT Terian Test (33335)	 	2. New Application	★★★★★					16	0	
☐	17/12/2025	R Rachel (33334)	  	2. New Application	★★★★★					7	0	
☐	17/12/2025	BA Barry Avocado (33333)	  	2. New Application	★★★★★					21	0	
☐	17/12/2025	JD Jill Jones (33313)	  	2. New Application	★★★★★					16	0	
☐	17/12/2025	JO Jimmy Oliver (33309)	 	2. New Application	★★★★★					27	0	

Visibility of candidate information is controlled through configurable Security Roles, ensuring users only see the information relevant to their role and responsibilities. This supports inclusive hiring objectives, data protection and consistent use across different user groups.

Candidate detail

Once a user selects a candidate and opens their profile, a clear and inclusive view of the candidate's data captured throughout the application journey and history is displayed.

The screenshot shows the Jobtrain interface for a candidate's profile. On the left is a sidebar with a search filter and a list of candidates. The main area displays the profile for Jill Jones (33313), who applied on 17/12/2025. The profile includes a '2. New Application' button, application details (Health care assistant, Job Ref: WAK-000954, Job Location: Wakefield), and contact information (07324324255, jilljones3434@gmail.com). Below this is a tabbed interface with 'Application Form' selected, showing a 'Personal' section with fields for Title, First Name (Jill), Middle Name, and Surname/family name (Jones).

Personal Details	
Title	
First Name	Jill
Middle Name	
Surname/family name	Jones

From the candidate's profile, users can access detailed information relating to the application, including application forms, CVs, cover letters and other relevant candidate information, presented in a structured and easy-to-navigate format.

Candidate Icons

Jobtrain includes candidate icons and visual flags from data captured/declared as part of its intelligent workflow. These icons are designed to help users quickly identify key candidate attributes or requirements during every stage of the recruitment process. They form part of Jobtrain's broader commitment to accessibility and inclusivity.

Icons can be used to:

- Identify candidates with specific requirements or accessibility needs.
- Highlight participants of priority schemes (e.g., guaranteed interviews, redeployment, internal and veteran).
- Support equality, diversity and inclusion (ED&I) commitments by visually flagging relevant information.
- Improve recruiter awareness and decision-making during screening and shortlisting.

Recruitment agency access

Nominated agencies can be provided with their own secure, password protected tailored access to your ATS where they can review jobs and submit their candidates' applications. Users can select individual or groups of agencies when creating a job - when the job goes 'live', emails are generated and sent to these agencies inviting them to login to review and submit candidates.

The job advert content for agencies can differ from the external candidate view. You can also use an agency specific application form if desired. Job descriptions are accessible, and agencies are required to complete applications on behalf of candidates, submit 'consultant comments' and agree to your T&Cs as required.

Agencies can track the progress of applications and withdraw candidates from the process. You can also choose to include agencies on your communication with candidates. We provide a comprehensive training and support service for your agencies as part of our core solution.

Offer authorisation

Our offer authorisation feature mirrors the job authorisation process. It ensures that once the business is ready to make an offer and issue a contract, final approval can be given on the package that is going to be offered. Full visibility to the time and date stamped logs of each approval process is available.

We provide a full online onboarding, compliance and online referencing feature as part of our core solution.

Volume Hiring

Our ATS supports streamlined candidate management and capture of preferences with our Volume Hiring tool. This functionality is designed to support our clients with managing mass recruitment campaigns, presenting a predefined list of Preferences and/or Locations to candidates at the application stage.

Preferences

Hello, please help us identify the types of jobs that might be best suited for you, by filling out the information below. Please select your choices in order of preference (to a maximum of three choices), or choose 'No Preference'.

The screenshot shows a 'Preferences' form with two main sections: 'Specialism' and 'Locations'. Each section has a 'No Preference' checkbox and three choice slots. In the 'Specialism' section, the first choice is 'Customer Support'. In the 'Locations' section, the first choice is 'Aberdeen'. Each choice slot has a green checkmark icon to its left and an upward arrow icon to its right. Below the form is a pink 'Continue' button.

Specialism	Locations
☐ No Preference	☐ No Preference
✓ 1st Choice Customer Support	✓ 1st Choice Aberdeen
✓ 2nd Choice Please select	✓ 2nd Choice Please select
3rd Choice Please select	3rd Choice Please select

Continue

Candidates can mark their preferred choices and recruiters can use this information to filter based on candidate preferences. This supports a more targeted shortlisting and interview arrangement process, with the ability to move the candidate seamlessly through the recruitment cycle.

Talent Pools

Our platform includes the facility to create talent pools, allowing users to create as many talent pools as they wish within the ATS, to ensure that key talent is easy to find and track.

As strong candidates are identified, they can be simply assigned to the relevant talent pool. Users can set up Talent Pools and search for suitable candidates when, or before, a vacancy is live. Talent Pools can be set up for key roles, skills areas or locations – there's no limit to the number you can create.

Users can move candidates to other Talent Pools (if allowed within their user profile).

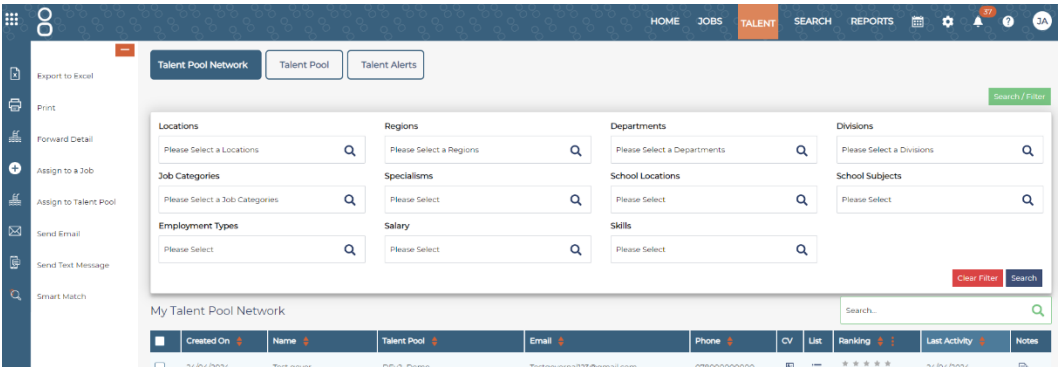
Emails and updates can be sent to candidates in Talent Pools, individually or en masse, using templates or bespoke content. Whilst talent pools can be accessed by those with the appropriate security access, it is possible (again by security profile type) to be able to create private talent pools that are not visible to others and/or to share these talent pools with others if required.

Using the email and text messaging function within Jobtrain, users can maintain regular contact with candidates, both individually and in groups to ensure they remain informed and engaged about developments and opportunities.

In addition to the standard Talent Pool functionality, our Smart feature enables clients to use smart search technology (matching on logical

skills areas rather than just tagged candidates) and create 'virtual' talent pools on Jobtrain.

Candidates can join new or existing Talent Pools by submitting speculative applications/CVs or when invited to join Talent Pools by our clients. Candidates can join multiple Talent Pools.



Resourcing Teams can search pools for candidates who match to vacancies as required, including searching by talent pool, hierarchies, saved searches and filtering suitable candidates. Candidates can be assigned to hiring managers or jobs.

Access to candidates in talent pools is controlled by security profiles, private talent pools that are not visible to others can be created if required.

It also allows coding/tags to be created in the system which can then be allocated to candidates. This can be useful where you need to categorise candidates by skill set or experience. Candidates can then be searched by their 'tag' name. Tag searches can be combined with other search criteria if required and will also be fully reportable.

Talent Networks

Talent Networks (sometimes called talent communities) are pipelines of warm job seekers or potential hires who are interested in your company but might not be ready to apply.

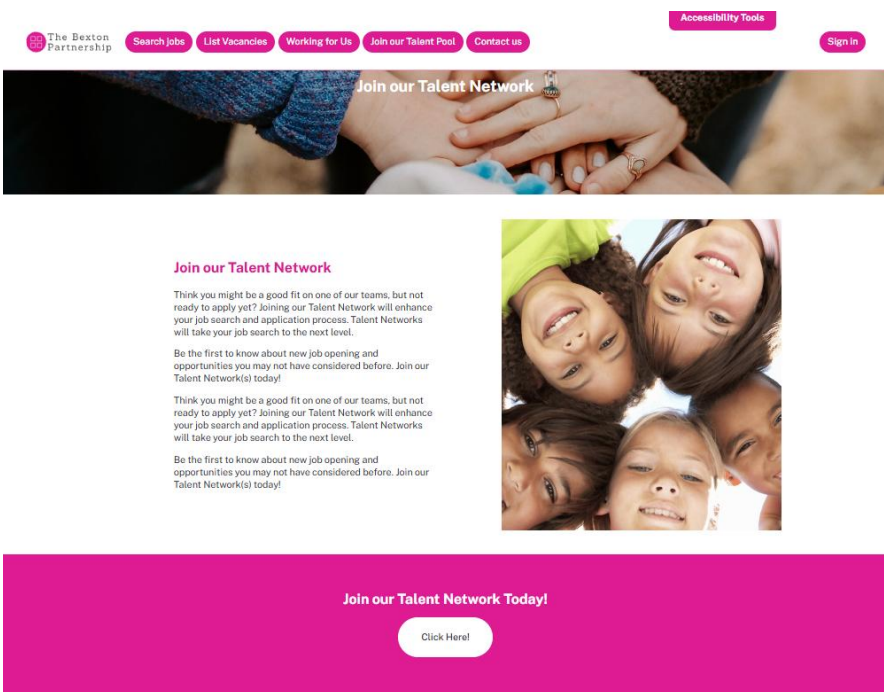
Our all-new Talent Networks feature helps our clients create and manage their own groups of potential hires and further enhance their pro-active sourcing strategies and recruitment events (like careers fairs) too.

Talent Networks are ideally suited to speculative applications, giving job seekers a quick and simple way to register their interest in working

with your organisation. Using our applicant tracking system, you can design a short expression of interest application form that captures only the information you need, making it easy for candidates to engage without committing to a full application.

Our landing page creator enables clients to create rich media content to inform, engage, excite and entice people to join your Talent Network. You can add the landing page link in marketing material, your corporate website or within your Jobtrain careers site as a CTA.

Our configurable CTA (call to action) banner is a popular way our clients are building their own talent networks through their Careers Portal:



Talent Networks also allows you to create fully flexible forms for job seekers to complete (including their CV), ensuring that you're only asking for relevant information about them. Joining a network for a careers event takes no time at all, making it a breeze to capture attendees' details.

Emails, letters and texts

Our communication hub stores all your templates so you can create a library of options. These are created with the text editing feature.

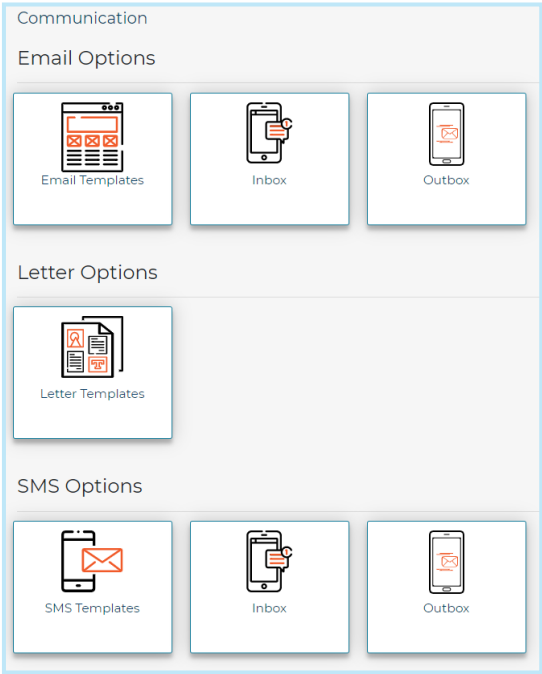
Attachments such as location maps and expenses claim sheets can be uploaded here too.

All emails and letters are personalised, can include images and, in addition, 'tags', can be included to list information relevant to the job such as location, interviewer, job title etc.

Emails, letters, and texts can be sent ad-hoc, in bulk, individually, automatically and manually – all of which are personalised to the recipient.

The letter feature provides full mail-merge functionality and like the email function, tags can be included within a letter for personalisation.

Text message replies from candidates are saved into their history log and an alert will be sent to the client user to notify them of its arrival. Our platform is also integrated with Google and Microsoft to allow email responses from candidates to automatically sync with our platform and record against the candidate's record.



Pre-Employment Onboarding and Compliance

Jobtrain's Onboarding & Compliance functionality is a powerful tool that seamlessly progresses job offers and enables clients and candidates to keep track of onboarding documentation, pre-employment checks and references with intuitive, real-time dashboards and notifications.

Designed to be aligned to compliance requirements and speed up time from offer to ready to start, our Onboarding and Compliance Trackers fully automates the onboarding and welcome experience for your new hires

Organisations can:

- Conduct Integrated RTW & DBS Checks
- Collect Reference's
- Have real time visibility on candidate progress (%)
- Engage in a collaborative environment

For busy teams this means:

- Stakeholders can see progress, reducing “Where is this candidate up to?” type comms/emails.
- No juggling separate systems or spreadsheets to complete pre-employment tasks.
- Structured layouts and evidence capture for auditability.

Onboarding Hub

Onboarding Hub								
Overview Stats Onboarding References Compliance Employment Checks								
15 Candidates in 'The Process'								
Actions Search / Filter								
Search Candidate Name								
	Candidate	Onboarding Status	Onboarding Admin	Job Title	Job Reference	Onboarding	References	Compliance
☐	Paul Hutchinson	Process Started	Hiring Manager	Newly Qualified Nurse	BLX-000184	33%	0%	17%
☐	Jill Edwards	Process Started	Hiring Manager	Newly Qualified Nurse	BLX-000184	0%	0%	17%
☐	Helen Stelfox	Process Started	Hiring Manager	HR Manager	LEA-00143	17%	0%	8%

Notifications can be sent to multiple individuals or teams, such as HR, hiring managers, IT, payroll, facilities, L&D departments and team leads. Jobtrain allows organisations to define who receives which details, ensuring that each department only gets the relevant information they need. For added flexibility, notifications can be scheduled in advance (e.g., a week before the start date) or triggered upon contract acceptance, helping stakeholders prepare for the new hire's arrival.

Our Candidate Onboarding Portal has been developed to speed up completion of offer packs and fulfilling compliance requirements online, candidates can view, complete or query documents and tasks, including e-signature. Candidates are kept informed with real-time dashboard updates and on-screen indicator of their onboarding progress.

Candidates can conveniently view and respond to offer details, swiftly confirming their acceptance and compliance with organisational policies, providing a superior candidate experience. While HR teams and Managers and seamlessly track and monitor their progress.

Talent Intelligence insights, consultation and training services

Our service and applicant tracking system stands out because we offer a dedicated Talent Intelligence department to support our clients. With more than 20 years of experience, our team excels in assisting organisations of all sizes to navigate the evolving recruitment landscape and stay on top of recruiting trends. They are adept at delving into your recruitment processes to identify strengths, weaknesses, goals and opportunities for enhancement, to shape strategy and meet objectives.

One size doesn't always fit all when it comes to data, insights and reporting. That's where our Talent Intelligence consultants come in to discuss your data needs and challenges. They deliver projects for performance improvement and transformation, backed by real insight and industry benchmarking, not opinion:

- JobBrain™ data engine – analysing 100,000+ vacancies per year across many sectors for trends and benchmarking data, millions of applications, tens of millions of transactions across the lifecycle and external labour market intelligence.
- Candidata™ - surveying 20,000 candidates per year across 4 generations to investigate attitudes and preferences.

- Analysis of your recruitment funnel along with communication with stakeholders and candidate provides the basis for any action in the form a KPI report.

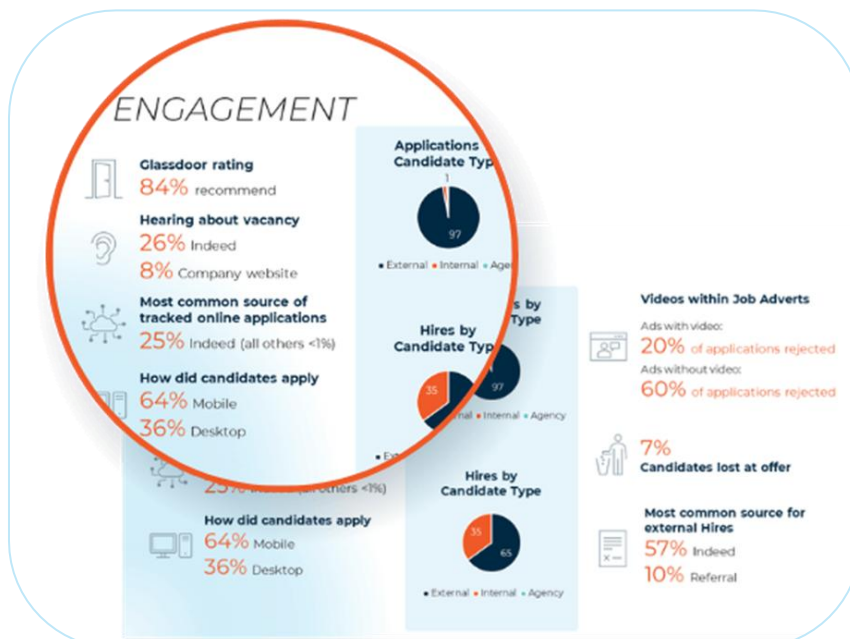
Our Talent Intelligence department has over 20 years' experience in recruitment, business intelligence, ATS configuration and are qualified in business psychometrics and Six Sigma.



Talent Insights report

Provided by our Talent Intelligence department, this service analyses your organisation's recruitment activity, efficiency, candidate sourcing and engagement and ED&I.

The information is built into an easy-to-read report that can be shared across your organisation or with senior stakeholders. In addition to statistics, we also include sector and market benchmarking, external research, alongside considerations and our recommendations for you to consider.



Example page from a Talent Insights report



Video – what is Talent Intelligence?

Our Talent Intelligence consultants

We know that one size doesn't always fit all when it comes to data, insights, and reporting. That's why our Talent Intelligence consultants are available to discuss your data needs and challenges.

In support of the talent insights, we can also help you in bringing real change and improvements in a practical sense.

Our Talent Intelligence consultants can help bring in real change and improvements in a practical sense, through bespoke training, report building, developing performance metrics or advice on areas such as efficiency, candidate engagement or Equality, Diversity & Inclusion.

We back up the data insights by providing more detailed recommendations; provide active guidance on how to achieve agreed improvements and then extend this, if you wish, into partnering with our own experienced **project/Onboarding team**.

In-house data and research combined with external sources

We conduct in-house research and surveys to gain insights into candidates' motivations and desires throughout their application process. By combining our own data with external sources, we enhance our understanding and provide comprehensive support for your business's needs and planning. Additionally, we can offer a candidate experience audit where our team reviews the entire candidate journey, from discovering your vacancy to completing the application process.

This integrated approach ensures you can make informed decisions and effectively convince stakeholders with data that is both relevant and directly applicable to your business.

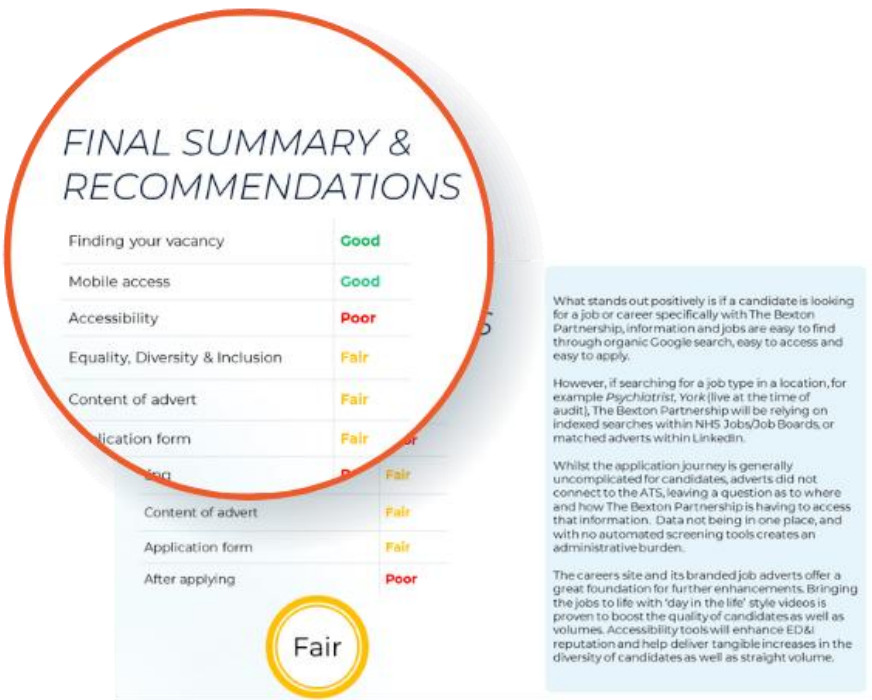
The data and insights we can provide

We start with anonymous data collected from the wide range of organisations who use our Jobtrain ATS. The data is from many varied sectors and helps with benchmark analysis and diversity intelligence. These are ever-important aspects that always need to be at the forefront of future decision-making when it comes to recruitment.

Secondary data through our own research feeds into the idea of cultural intelligence, such as assessing if branching into a new area/country will be beneficial and the right cultural fit.

Candidate experience audit

This audit explores a range of areas and to compile a detailed report. It includes a variety of talent insights across a variety of sectors, as well as exploring areas in your candidate experience. It also includes a rating along with our recommendations.



Our candidate experience audit includes:

- Finding your vacancy: how easy was it – and where did we find it?
- Are your jobs/application processes mobile-friendly?

- Advert content: are you attracting the right talent?
- Application process: are you following best practice?
- After the application process: how do you follow up?
- Equality, Diversity and Inclusion: is your process accessible?

Recruitment process audit

Often the start point of any exercise is to understand where you are today to determine what steps to take to create a robust KPI recruitment funnel. Key to this is the undertaking of an audit of your recruitment function.

Working with your recruitment stakeholders, we use our experience of gathering high-level insights into your recruitment process and performance, through interviews and surveys and benchmarking data.

We summarise our recommendations into an easy-to-read report which contains clear recommendations for improvement. This includes an audit of key areas of your recruitment process:

- Your recruitment policy/strategy
- Workforce planning/requisition management
- Candidate sourcing
- Applicant tracking
- Selection
- Offer management
- Onboarding/induction
- Management Information/reporting
- Operational structure

Talent Acquisition Market Reports

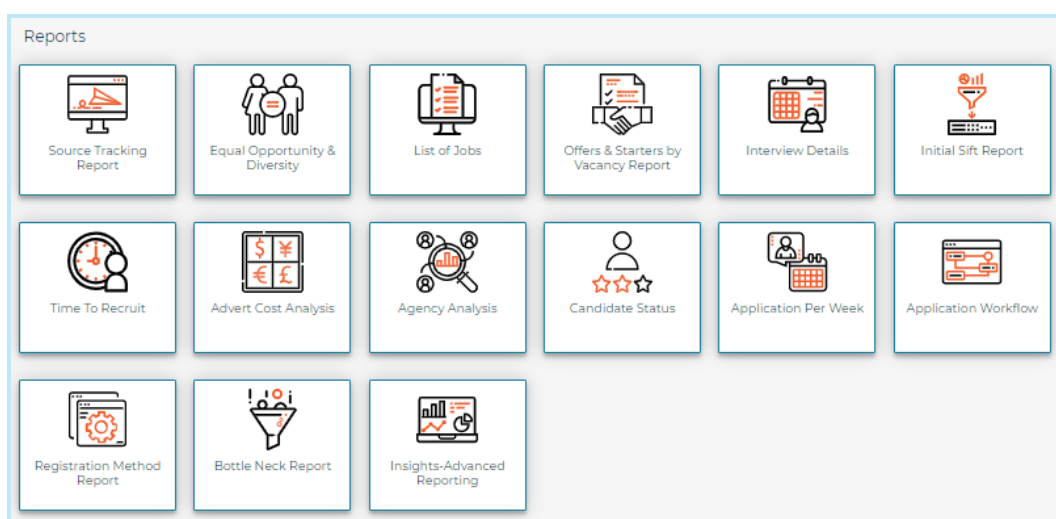
Our Talent Intelligence team release a market report bi-annually that features over 20 pages of analysis and insights to help industry leaders which plan strategically. **[Read our latest reports here.](#)**

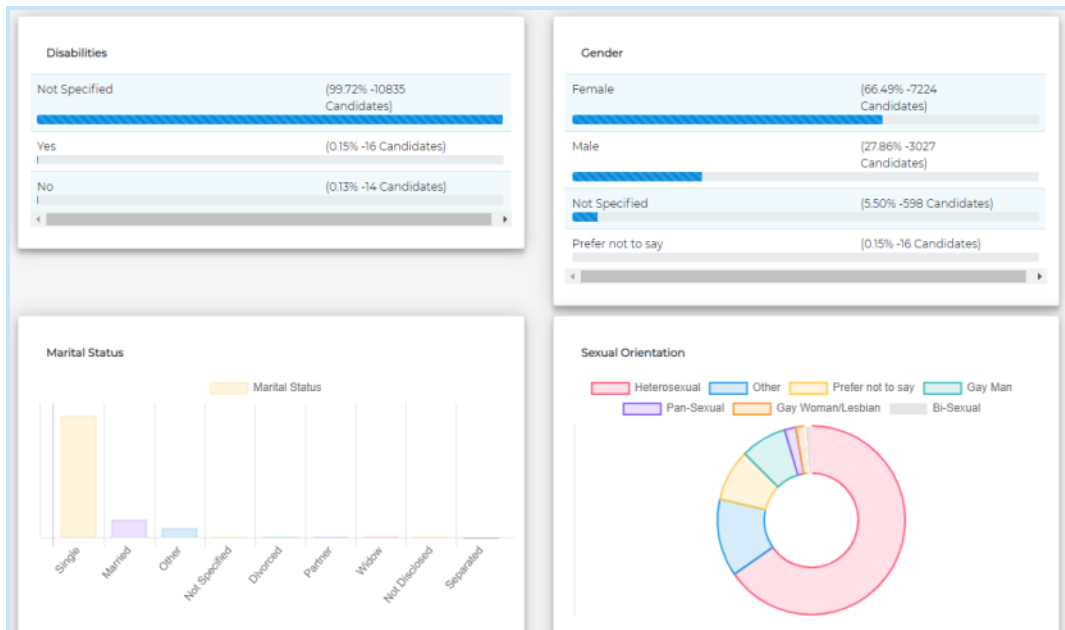
Reporting provision

Our standard reporting suite provides immediate access to essential data through a range of pre-built reports covering the key metrics every recruitment function relies on.

A core set of reports is designed for everyday users and presents data aligned to individual access and security roles, including:

- Equal opportunities & diversity report
- Time to recruit
- Advert cost analysis
- Agency analysis
- Candidate status
- Interview details
- Applications per week
- Application workflow summary
- Job report (lists successful candidates against each job)
- Source tracking
- Initial sift
- Registration method
- Bottle neck

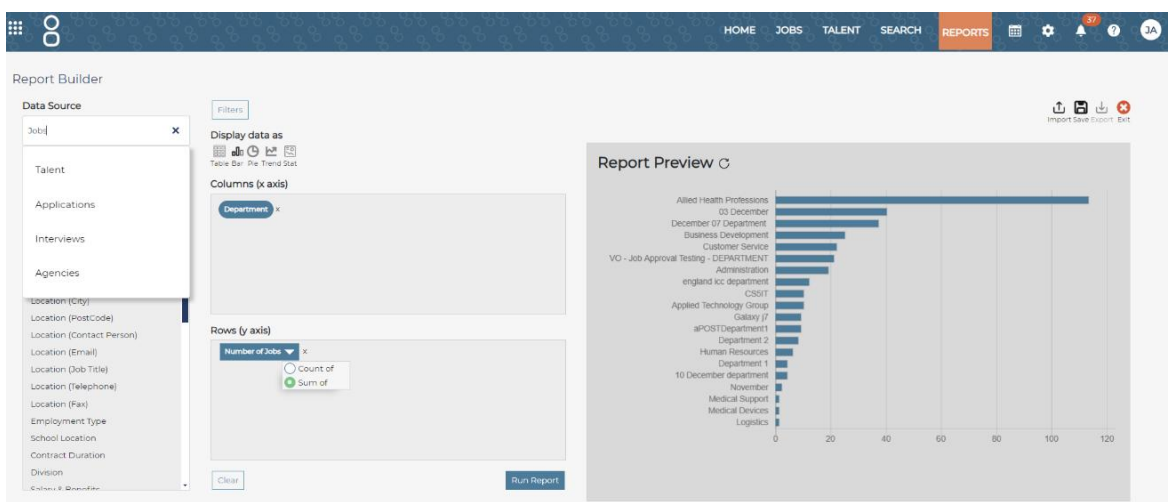




Information can be reported upon at any time and downloaded into Excel if required, to allow for your own further manipulation or to share with colleagues.

The solution offers the ability to build your own custom reports within the solution as well as the suite of pre-built reports.

Jobtrain's in-system Report Builder helps you create and save custom reports using live data from your Jobtrain recruitment system. Users can also save reports for others to view, and access public reports that others have built.



Advanced Report Builder - for powerful business intelligence

Our Advanced Report Builder helps tackle more complex and custom data requirements, (such as Athena Swann custom reports) with automation, data storytelling, collaboration and engaging action-based dashboards that are simple to use. The intuitive self-service design of the report builder allows users with permission to access to create reports on any data fields across the platform in a guided and governed way.

Our Advanced Insights Report Builder is aimed at users who have holistic oversight of all data within the system. It is ready equipped with six ready-made high-level dashboards and 27 reports, spanning the 3 E's: Efficiency, Engagement and ED&I, as well as fulfilment and live activity:

The six ready-made dashboards are:

1. Live Job Activity (e.g. Adverts Live, Adverts Due to Close)
2. Fulfilment Trends (e.g. Jobs created, advertised, filled month on month)
3. Efficiency (Timescales and volume throughputs for key process stages month on month)
4. Engagement (Advert performance, candidate origin, with key process stage conversions)
5. ED&I Representation at key process stages (NHS WRES&DES ready)
6. ED&I Throughputs/Conversions for key process stages

Where demand for insights exceeds these reports, users can tackle more complex and custom data requirements, (such as Athena SWAN, ECNI Article 55 etc) with automation, data storytelling, collaboration and engaging action-based dashboards that are simple to use.

The intuitive self-service design of the report builder allows permitted users to create reports on any data fields across the platform in a guided and governed way:

- Use a wide variety of tools such as drill-down, drill-through for complex data analysis.
- A wide range of pre-determined filters and calculations are available to choose from along with a freehand SQL based calculation writer, whether to work our ratios, throughputs, timescale or predict the probability of filling a vacancy.
- Conditional formatting supports KPI and RAG style reporting and monitoring.

- Discover changes and outliers in your data as they happen via threshold based alerts.

Scheduled reporting can be created and automatically emailed (or exported) in a wide variety of formats (CSV, Doc, PDF, XLS, Text). Reduce the amount of time it takes to tell insightful data stories with rich data visualisations and build professional data-driven management reports and presentations that will impress even the most demanding executives.

Security Roles & user permissions

Users with Internet access can login to the system securely using their individual username and password, which will in turn define the information they see. The security settings provide your Administrators with the ability to manage who has access to which functionality. Defined user access levels can be set up (e.g. Super Users, Users, Line Managers, Admin and Recruiting Managers), with a high degree of flexibility within each section to allocate specific user types to control views, editing and deletion rights.

As relevant jobs are assigned to users, they will only see the roles relevant to them and a time and date stamped audit trail of activity is stored and viewable against each user profile. Users can select an individual username and password and create e-signature templates for all documents they send out.

As users are set-up, they are allocated a specific user type that defines what they can view, access and edit. These extend to every aspect of the platform including:

- Jobs (allocation of jobs per user)
- Candidates (allocation of groups or individual candidates by user)
- Candidate statuses (only see candidates at a certain stage in the recruitment process)
- Functions
- Reporting
- Settings

Our platform uses 'Security Roles' to manage user profiles and permissions. Security Roles are highly configurable to manage the access levels and permissions of your different user groups to a high degree of precision to suit requirements. During Onboarding, your Account Manager will work with you to configure the Security Roles as

needed to support your customised recruitment workflow (you can create an unlimited number of Security Role profiles as required).

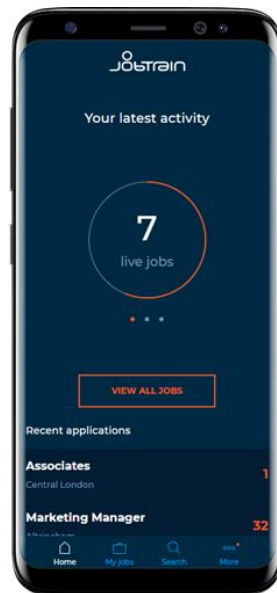
Security Roles control what your users can see and do within the system. They control everything from: which jobs/candidates the user has access to, which aspects of the job creation process they should participate in, to which parts of the candidate application they can view and actions they can perform, etc. For example, you may decide to hide applications from hiring managers until after a recruiter has shortlisted, then only reveal those candidates who passed the recruiter shortlist. You may decide to allow hiring managers to change candidate statuses but have a more limited set of status options available than a recruiter would see. The possibilities and configuration are endless.

JT Mobile

JT Mobile is specifically designed for busy Hiring Managers and colleagues who need to manage recruitment activity but are often away from their desk or not desk based. Our mobile-enabled ATS allows users to complete key recruitment tasks securely and efficiently, directly from their smartphone or tablet.

By removing the reliance on regular PC access, JT Mobile eliminates common barriers for operational and frontline managers, supporting faster decision-making and improved engagement across the hiring process.

The intuitive mobile experience ensures that recruitment activity can continue without delay.



Hiring Manager and Assessor user access

The Hiring Manager/Assessor view of the platform can be fully tailored and relevant to their role, with permissions and views based on the actions they need to complete.

Their access can be considerably controlled due to the sensitive nature of the information held on the system, with the option of many of the menu features being removed from their view as required. They can be set up to only see jobs that are relevant to them.

They can typically review applications, print them off and select from a status list whether they 'recommend' the candidate is rejected, invited for interview or put on hold. They can usually complete structured ratings/shortlisting forms, will be prompted throughout the process via email on the progress of their campaigns and can be provided with reminder instructions on how to access the system in addition to the support service available from our in-house support team.

Optional modules

Our ATS is a modular platform and includes a comprehensive set of core functionality, which is included in the set-up fee and annual licence fee. We also offer optional modules which may incur an additional set-up and/or annual licence fee (per module selected) for full details on these please refer to our Pricing Document available on the Market Place.

Job board multi-posting

Integrating seamlessly with the Idibu and Broadbean multi-posting tools, our platform enables you to efficiently post jobs to any number of job boards in just a few clicks, saving time, money and providing key metrics on source effectiveness.

Managed from within our platform, all common information entered in the template is transferred to the job board advert template, saving on needing to double enter information.

A contract is required with your preferred job board to utilise this feature.

SSL key for client nominated sub domain

This provides you with a similar URL (web address) to your main website/careers site. We simply purchase the SSL for your chosen web address. N.B. as standard the candidate site would be <https://Jobtrain.co.uk/yourorganisationname>.

Single Sign-On (SSO)

Supporting SSO login access to our platform via Azure (EntraID), OKTA. No charges apply for SSO via these methods.

Integrated DBS checks

This integration allows you to carry out crucially important DBS (background) checking online and direct from within our ATS. Our platform is integrated with First Advantage and Trust ID; however, we'd be happy to explore an integration with your preferred supplier as an alternative.

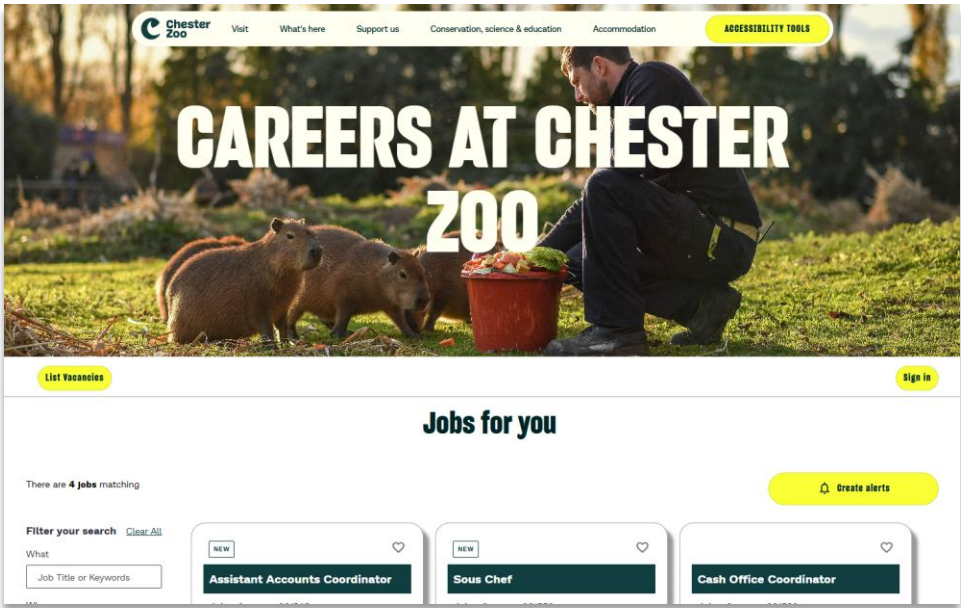
Integrated Right-to-Work checks

To automate and speed up right to work (RTW) check, we partner with Yoti and Trust ID, to provide Identification Verification Technology.

Candidates upload a copy of their passport and will be asked to take a “biometric selfie.” Via the integration. Yoti then uses a combination of artificial intelligence and human checking to run the digital RTW check, a full report is then sent and updated against the candidate’s record within Jobtrain.

Custom branding

If you require candidate search & apply pages to be created that goes beyond our CMS and Brand Builder feature and identically replicate your corporate website’s style, we can deliver this.



To replicate your website’s style, we require a static html file along with any required JavaScript files, images or stylesheets which you have relating to the website (these may be held by your website design agency). Costs are outlined in our Pricing document.

3rd party integrations

As an Internet based platform, we harness the latest technologies in terms of infrastructure and software development to provide immensely robust, scalable, reliable and usable solutions.

Our ATS has been developed with flexibility at its heart and this extends across its core configurability as well as its integrations with 3rd party products and services.

We have a collaborative and flexible approach to API integration with client platforms to provide seamless and robust interfaces. We offer a RESTful Open API for integrations.

We also have an extensive marketplace of 50+ integrations. A few examples of existing integrations are:

Job board and careers site specific integrations examples

- Client website integration, including full custom brand with CSS
- RSS and XML feeds for posting and displaying jobs on other websites
- Job board multi-posting solutions (e.g. Broadbean and Idibu)
- Direct job board posting integrations (e.g. Indeed, reed.co.uk, Totaljobs, LinkedIn Jobs, NHS Jobs)
- Programmatic advertising integrations (e.g. Hire Intelligence Appcast)
- 'Direct Apply' integrations with reed.co.uk, Indeed, Totaljobs, CV Library
- Native Direct Apply API for consuming applications from 3rd party websites and job boards
- Job Board Marketplace and recommendation engine (for selecting and buying online advertising within our platform)
- Posting to social media sites (e.g. Facebook, LinkedIn, X)
- Posting to job board aggregators (e.g. Indeed, Adzuna, Talent.com, Google for Jobs and Zip Recruiter)
- Tracking pixels (e.g. Google Analytics)
- Recite Me (inclusion and accessibility toolbar)

Other marketplace integrations

- 3rd party online testing
- Video assessment

- MS Teams integration
- Email and calendar integrations for Google and Microsoft
- Background checking and screening solutions (e.g. Trust ID, Yoti, First Advantage)
- Single Sign-on (e.g. Azure, Okta, Facebook, LinkedIn, X)
- Candidate Registration (Google, Facebook, LinkedIn, X or Microsoft.)
- SMS gateway systems for 2-way communication

HR software integration

We have a wealth of experience integrating with numerous HR and payroll platforms. Clients have the option to use our RESTful Open API to achieve an HRIS integration with your vendor.

New starter records can be downloaded and uploaded into your HR system to create a new employee record, removing the need to re-enter information.

To help facilitate discussions around your preferred integration method and to understand the capabilities of your HR system, we will seek to arrange a call with your HR system provider and our Technical Product Team.

In many cases the entire process can be automated – here are just some of the systems we integrate with **(but not limited to):**



Video interviewing

Video interviewing saves a huge amount of time in telephone interviewing potential candidates, inviting to interview, arranging interview rooms, even travelling to meet candidates. Candidates can

have a video interview without needing to move away from their computer. It can reduce time to hire by up to 50%.

HR and recruitment can quickly set up interview questions and easily invite candidates to complete the interview via our platform. Interview questions can be tailored according to your different types of roles. Candidates can receive their invitation by SMS or email, and you can also conduct, record and share live, two-way video interviews if required.

Users can create different interviews too, by tailoring your interview questions accordingly for different types of roles. They can choose if candidates get to see the questions in advance or on the interview day itself.

Candidates receive a link to complete the video interview and once complete, it is available to view against the candidate's record in real time. As each video interview is recorded, they can be viewed by other team members for quick and simple collaboration to score and assess with the rest of the hiring team.

MS Teams integration

Our ATS also integrates with Microsoft Teams. This allows system users to schedule MS Teams calls directly from Jobtrain, send interview invitations to candidates and have them booked in in the Hiring Manager/Recruiter's MS Teams calendar.

Online testing integration

We have experience integrating with a wide range of online assessment and testing platforms, including providers such as SHL, Kenexa, Saville Consulting and others. Our applicant tracking system supports a seamless candidate journey, automatically issuing test links at the appropriate stage and securely returning completed results directly into each candidate's record for review.

We take a collaborative and flexible approach to API integrations and can look to scope an integration with your preferred testing vendor.

Onboarding (New Client Onboarding)

Jobtrain provides a proven, sector-ready Applicant Tracking System designed to support organisations across the public, private and not-for-profit sectors. Our onboarding approach is pragmatic, proportionate and scalable, ensuring every client achieves a smooth transition to Jobtrain while realising value quickly and confidently.

The Jobtrain team have over 25 years' experience in delivering a huge variety of candidate management systems to clients across all sectors including Care, Commercial, Not for Profit and Public Sectors.

We have personnel with CIPD, MBA, ILM, Prince2, APM and Six Sigma qualifications that gives us both depth and breadth of knowledge of change and project methodologies, practices and considerations. In addition, there is over 100 years' experience between the team in successfully delivering projects.

This document sets out Jobtrain's onboarding and Onboarding methodology combining our established delivery principles with our Tiered Client Onboarding Model, ensuring clarity, consistency and alignment to client size and complexity.

Jobtrain onboarding is a guided setup and personalisation process, not a bespoke IT project. The platform is pre-configured by sector, with onboarding focused on tailoring workflows, branding, integrations and training to meet organisational needs.

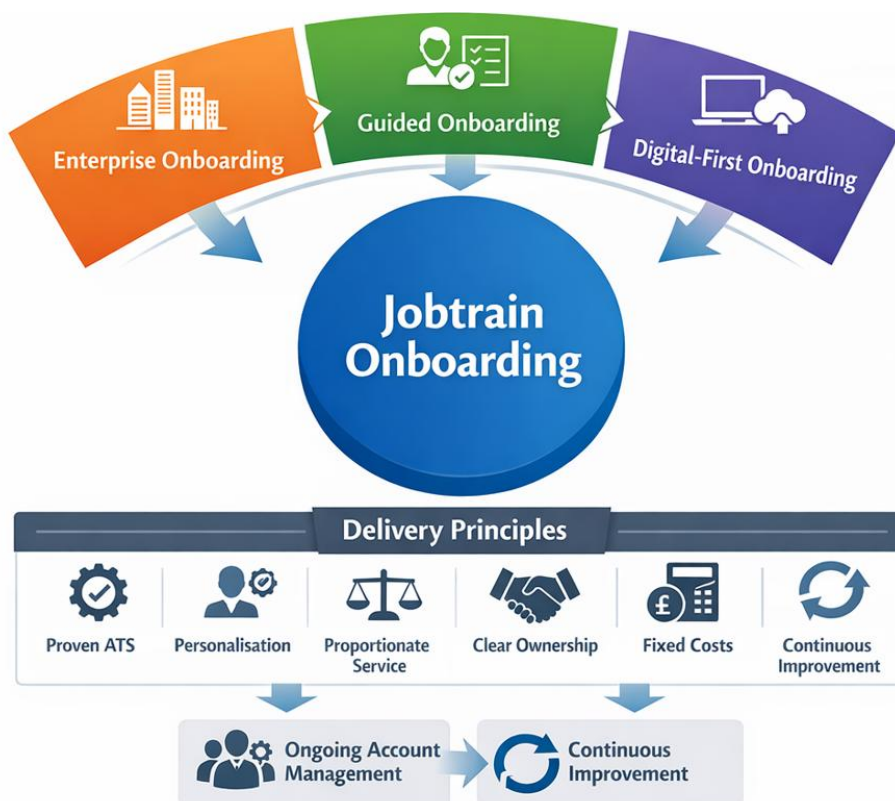
Delivery Principles

Jobtrain onboarding is underpinned by the following principles:

- Proven, pre-configured ATS aligned to sector best practice
- Personalisation rather than custom development
- Proportionate service levels aligned to organisational complexity
- Clear ownership, responsibilities and expectations
- Fixed costs to enable confident budgeting
- Continuous improvement embedded from day one

We deliver value early through a structured, phased approach that adapts to changing needs. By blending waterfall reliability with Agile flexibility, we prioritise key elements while maintaining control, avoiding delays from less critical features.

This approach has been successfully applied across a wide range of public and private sector clients, consistently supporting on-time delivery and successful adoption.



The Jobtrain 3D Delivery Framework

All onboarding pathways follow Jobtrain's established three-phase delivery framework:

Define

We confirm objectives, success measures and operational requirements. This phase focuses on understanding key stages in the recruitment process, governance needs, compliance requirements and desired outcomes. Structured digital tools are used to gather information efficiently and consistently.

Design

The Jobtrain ATS is configured and personalised to align with agreed requirements. This includes workflows, approvals, branding, integrations and compliance settings. 100% of setup is configuration rather than development.

Deliver

The system is configured, tested and rolled out with structured training and go-live support. A test environment is provided early to support validation, training and user acceptance testing.

Continuous improvement is built into the lifecycle, with onboarding transitioning seamlessly into ongoing account management and optimisation.

How We Agree Your Onboarding Approach

At the start of every new client relationship, Jobtrain works collaboratively with you to understand your organisation, recruitment objectives and operational context. This ensures the onboarding experience is aligned to your needs and delivers the right level of guidance and support from day one.

During initial onboarding discussions, we will consider factors such as:

- The scale and structure of your organisation
- Recruitment volumes and complexity
- Governance, compliance and approval requirements
- Internal recruitment capability and system experience
- Any integration or reporting requirements
- Desired timescales for go-live

Using this understanding, we will recommend the most suitable onboarding pathway and clearly explain what is included, how it will be delivered and what outcomes you can expect. This approach ensures transparency, proportionality and a positive onboarding experience for every client.

The agreed onboarding approach is confirmed at the outset and provides a clear framework for delivery, while remaining flexible enough to adapt if requirements evolve.

Onboarding Pathways

Jobtrain offers a range of onboarding pathways designed to ensure every organisation receives an appropriate, supportive and effective onboarding experience. Rather than applying a one-size-fits-all model, we work with each client at the outset to understand their organisation, recruitment complexity, internal capability and desired outcomes. Based on this initial understanding, we recommend the onboarding approach that will deliver the best results, ensuring clients feel supported, confident and valued throughout the process.

All onboarding pathways are built on the same core principles, use the same proven Jobtrain platform and lead into the same high-quality ongoing support model.

Onboarding Pathways Comparison

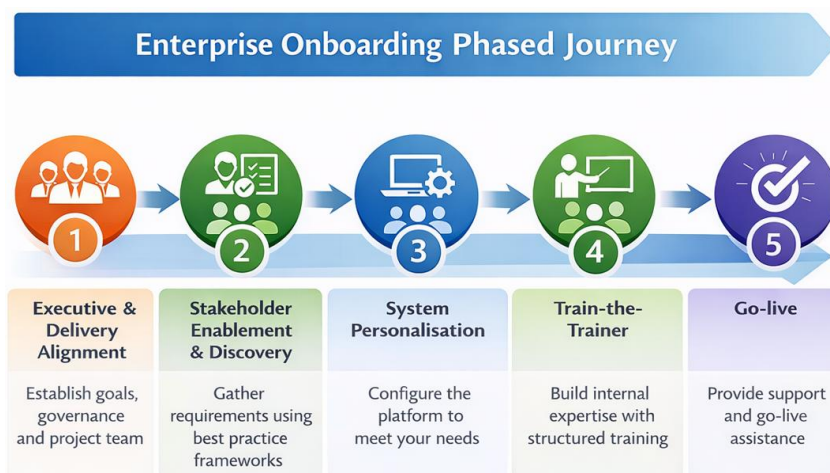
 Included Element	 Enterprise Onboarding	 Guided Onboarding	 Digital-First Onboarding
Delivery framework	 Full Jobtrain 3D Delivery Framework	 Full Jobtrain 3D Delivery Framework	 Full Jobtrain 3D Delivery Framework
Onboarding lead	 Dedicated onboarding lead	 Experienced onboarding lead	 Account Manager oversight
Discovery and enablement	 Executive alignment, stakeholder enablement and discovery sessions	 Structured upfront information gathering	 Digital-first information capture
System configuration	 Fully configured workflows, approvals, compliance and branding	 System configuration and personalisation	 Standardised configuration
Training approach	 Train-the-trainer sessions	 Flexible allocation of training hours	 Pre-recorded training and fixed live hours
Go-live support	 Live environment activation and go-live support	 Guided go-live support	 Standard go-live support
Post go-live	 Six-monthly strategic reviews and optimisation	 Six-monthly strategic reviews	 Post-launch review meeting
Community access	 Client community and webinars	 Client community and webinars	 Client community and webinars

Enterprise Onboarding Pathway

This pathway is suited to organisations with more complex recruitment environments, governance requirements or multiple stakeholder groups, including large public sector organisations.

Approach

A structured, consultative onboarding experience designed to help organisations adopt Jobtrain quickly, confidently and with minimal disruption. The pathway is delivered through defined onboarding phases, focused on enablement, informed decision-making and proportionate personalisation, rather than open-ended project delivery.



Guiding Principles

- Designed to support complex organisations
- Built on a proven, sector-aligned platform
- Early enablement to support informed decisions
- Structured, consultative and time-bound delivery
- Clear roles and shared accountability
- A foundation for long-term success

What this includes

1. Executive and delivery alignment

An initial online session to set expectations and establish a shared understanding of scope and success.

Jobtrain will:

- Lead the onboarding kick-off session
- Confirm success criteria and agreed scope
- Define roles, decision ownership and delivery boundaries

Clients will:

- Own internal governance and coordination
- Identify representative users for subsequent enablement

2. Stakeholder enablement and discovery

A facilitated enablement and discovery phase designed to align Jobtrain functionality with real-world recruitment practices.

Jobtrain will:

- Deliver enablement sessions for representative users
- Support early familiarity with Jobtrain's end-to-end functionality
- Identify recruitment practices, pain points and best-practice alignment

Outputs from this phase inform a clear, documented summary of agreed configuration, integrations, training recommendations and delivery milestones.

Clients will:

- Select appropriate representative users
- Validate that discovered practices reflect organisational needs
- Support timely decision-making

3. System personalisation

A focused personalisation phase delivered in a defined window, based on agreed outcomes.

Jobtrain will:

- Configure agreed system elements including workflows, approvals, compliance and onboarding requirements
- Deliver a validation walkthrough to explain configured elements

Clients will:

- Provide agreed content and nomenclature
- Validate that personalisation aligns with agreed requirements

4. Train-the-trainer

Structured training to prepare the organisation to self-support and cascade knowledge.

Jobtrain will:

- Deliver train-the-trainer sessions aligned to agreed needs
- Confirm support models and escalation routes

Clients will:

- Schedule wider user training
- Lead internal communications during launch

5. Go-live

Transition from preparation into live operational use.

Jobtrain will:

- Activate the live environment

Clients will:

- Confirm launch timing and approach

Following go-live, clients move into ongoing account management with six-monthly strategic reviews focused on progress towards overall objectives, product adoption, optimisation and continuous improvement, alongside access to the Jobtrain client community and product webinars.

Optional consultancy and additional training are available where further optimisation is required.

Guided Onboarding Pathway

This pathway is designed for organisations seeking a structured and efficient onboarding experience with tailored support, without the need for extensive discovery or formal delivery artefacts.

Approach

A guided onboarding journey using structured digital tools and repeatable processes, supported by an experienced onboarding lead and product specialists.

Guiding Principles

- Structured guidance with reduced discovery overhead
- Built on a proven, sector-aligned platform

- Expert-led support without formal project complexity
- Flexible enablement focused on confidence and adoption
- Clear scope with predictable outcomes
- Designed to scale into long-term partnership

What this includes

- Structured upfront information gathering
- Initial onboarding walkthrough
- System configuration and personalisation
- A flexible allocation of training hours delivered to agreed audiences
- Ongoing onboarding support
- Six-monthly strategic review meetings following go-live
- Access to community and product webinars

Optional consultancy and additional training are available if requirements evolve.



Digital-First Onboarding Pathway

This pathway is ideal for organisations seeking a fast, clear and scalable route to onboarding, supported by structured training and standard support channels.

Approach

A digital-first onboarding experience designed to get clients live efficiently while maintaining access to expert support and guidance.

Guiding Principles

- Digital-first by design
- Built on a proven, sector-aligned platform
- Speed to live through standardisation
- Empowerment through clear, accessible resources
- Light-touch expert support at key moments

- Scalable and transparent onboarding

What this includes

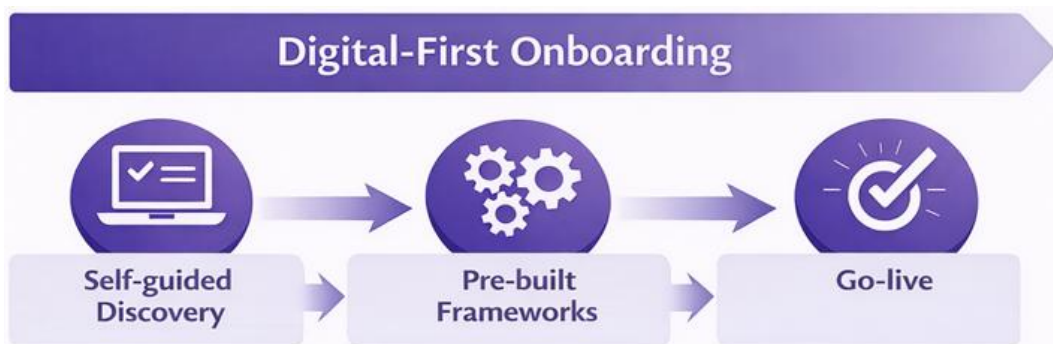
- Digital onboarding journey supported by guided information capture
- Pre-recorded training resources and documentation
- A fixed allocation of live training hours
- Standard support channels and Account Manager oversight
- Scheduled post launch review meeting to support early optimisation
- Access to community and product webinars

Optional consultancy and additional training can be added as required.

What is not included

- Bespoke configuration or custom development

Optional consultancy and additional training are available as paid services.

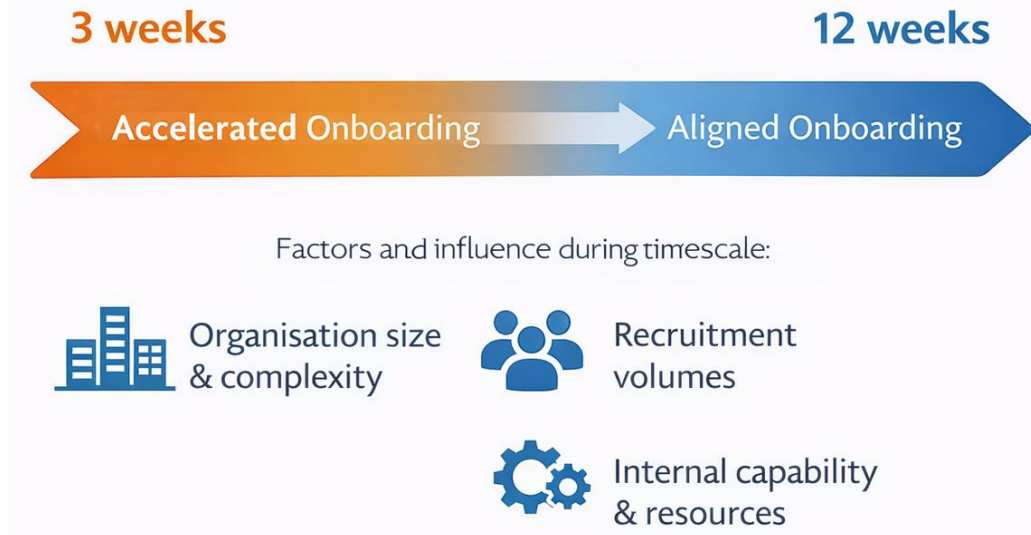


Onboarding Timescales

Onboarding timescales vary depending on the selected Onboarding Pathway but are typically between 3 and 12 weeks from initial kick-off to go-live. Timescales vary depending on client readiness, complexity and integration requirements. Some clients choose accelerated onboarding and may go live more quickly, while others align onboarding with wider process review activities.

Timescales are agreed upfront and managed collaboratively throughout the onboarding journey.

Implementation Timescales



Testing and User Acceptance

A dedicated test environment is provided early in the onboarding process. This environment supports:

- Configuration validation
- User acceptance testing
- Training and process trials

Where clients wish to participate actively in user acceptance testing, structured test scripts and guided demonstrations are provided.

Training Approach

Training is flexible and tailored to client needs, agreed during the onboarding phase. Delivery options include:

- Live online training sessions
- Face-to-face sessions where applicable
- Train-the-trainer models

Clients also have access to extensive digital resources and may schedule additional training sessions as required to support adoption or new feature rollout.

Go-Live and Ongoing Support

Once the onboarding configuration and preparation phase is complete, Jobtrain supports clients through go-live with:

- Final readiness checks

- Launch resources
- Optional support with internal change communications

Following go-live, clients transition directly into steady-state support. Ongoing support is provided by Jobtrain's UK-based support team alongside the client's dedicated Account Manager, ensuring continuity, responsiveness and long-term success. Scheduled review meetings and ongoing optimisation ensure Jobtrain continues to align with evolving organisational needs.

Ongoing Support and Continuous Improvement

All clients benefit from:

- A dedicated Account Manager
- UK-based telephone and email support
- Online knowledge base and help resources
- Access to product updates and webinars

Regular review meetings ensure Jobtrain continues to align with evolving organisational needs, driving adoption, optimisation and long-term value.

Summary

Jobtrain's onboarding approach delivers:

- A clear, proportionate experience for every client
- Defined ownership and accountability
- Fixed, transparent costs
- Faster time to value
- A strong foundation for long-term partnership



Clarity, proportionality and **fixed costs** for a speed-to-value, long-term partnership.

Offboarding

Should a client leave Jobtrain, data exports are managed in line with contractual terms and data protection requirements. Clients are required to provide notice in accordance with agreed terms to ensure a secure and orderly offboarding process.

Client user and candidate support

The support we offer is UK based and not outsourced – and we are proud of the strength of service we provide.

All clients have a dedicated Account Manager throughout their partnership with us, all of which have implemented many applicant tracking systems, are often CIPD qualified and all have prior corporate recruitment experience.

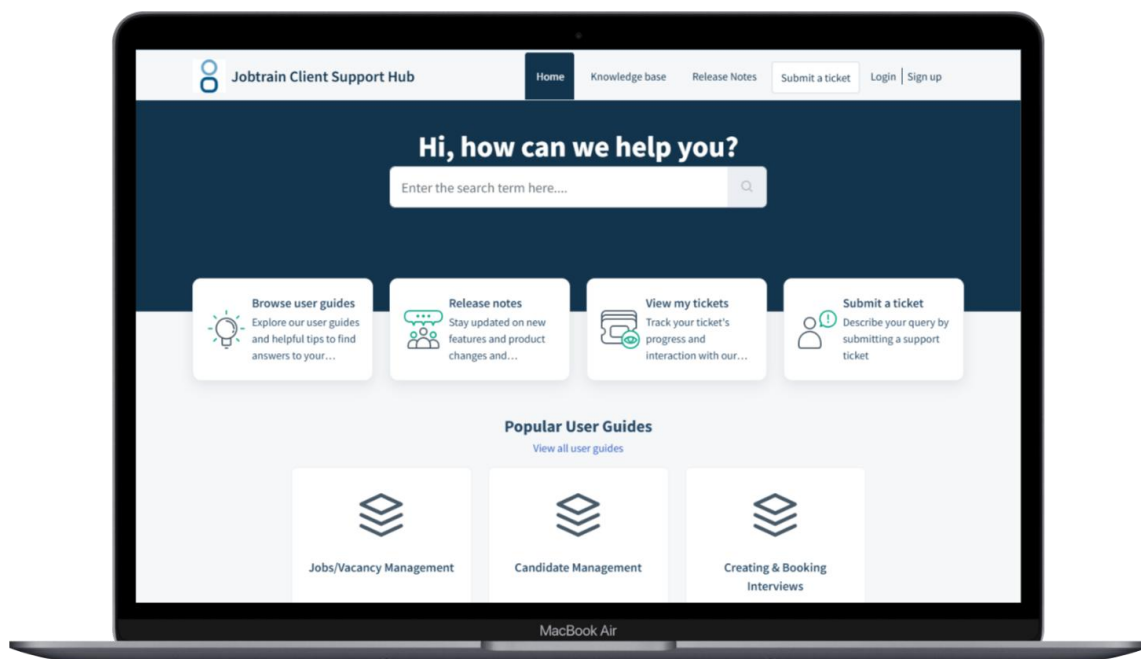
Your dedicated Account Manager will work actively with you to advise on the ongoing refinement of the solution, helping you to gain the most benefit and introducing standard functionality upgrades as well as advising on new functional modules as they become available. Most clients benefit from quarterly account review meetings, plus annual strategic review meetings which are offered at no additional cost.

We provide a full telephone and email support service included as part of the licence fee. Our telephone and email support services are offered by recruitment/HR specialists, not just technology experts, is completely unlimited and is fully included as part of your licence with us.

Email based support - is available to all client users, candidates and agencies via email and is serviced during core [UK](#) business hours, unless agreed otherwise within the license agreement.

Telephone support - is available to all client users and agencies via +44 (0)161 850 2004 between the hours of 0900-1730 ([UK time](#)).

Online help- online help guides and a fully searchable knowledgebase are available to all users by clicking on the Help & Support link within our ATS.



Innovation roadmap

We follow a path of continual development and as an ASP (hosted) platform we can deliver upgrades simply and effectively. Each year we have a progressive and structured product development roadmap, which aims to deliver unparalleled benefits to all our users and candidates. All clients can take advantage of standard upgrades as part of their existing licence with us.

We draw heavily upon experience in terms of the development of our platform from a number of areas - our own expansive HR and recruitment expertise as a team, our incredibly stable and knowledgeable technical team in software development and systems and we greatly value and actively respond to feedback and learning from clients, users and candidates too.

We have an enviable network of partners, offering value added services to complement and expand on our applicant tracking software, which bring huge benefit our clients. Our continuous development is in response to:

- Customer feedback
- Our client seminars
- User groups
- Candidate feedback

- Our market, HR and Recruitment knowledge, understanding and experience
- New technologies

The ATS market is shifting fast as automation and AI mature. The organisations we support need systems built on solid data structures, strong compliance and future-proof technical foundations. Our roadmap focuses on practical innovation aligned to NHS and wider public sector priorities: compliance, safeguarding, automation and reducing administrative burden.

Key themes of our roadmap

High flexibility and configurability to adapt

With major changes afoot across the Public Sector, we are ensuring our Jobtrain ATS leads the way on delivering technology that can easily flex to align with changing geographical structures, processes and technology stack to meet the needs now but also in future.

AI to assist

We will expand AI tools that interpret unstructured data and guide tactical decisions such as advertising strategy or expected time to hire. Bias-reduction tools will support more inclusive hiring.

Intelligent automation to administer

High volume of activity, repetitive and similar processes will be automated, enhanced with intelligent rules to handle multiple scenarios, ensuring recruiters spend less time on admin and more on value-add activity.

Compliant and ethical design to protect

In line with the EU AI Act, GDPR and UK public sector requirements, our platform will continue to embed compliance, transparency and auditable oversight, reduce bias potential, and promote fairness and inclusion.

Data rich insights to influence

Extensive real time data insights, that predict and/or prompt the right actions at the right time. They support tactical and strategic decision making, both specifically for recruitment or as part of a wider corporate data lake to support workforce intelligence, financial planning, organisational design or operational delivery.

Upgrades process

All clients receive standard software upgrades as part of their licence agreements at no additional charge. These are communicated to clients via their dedicated Account Manager and it's very rare for system downtime to be required.

Major releases are managed in partnership with clients with full training (where required), change management support and new tailored user manuals are provided to all clients.

All updates are applied and managed by us, with no responsibility on the customer.

Data extraction

Our platform is equipped with tools to allow self-service extraction of data relating to jobs, candidates, applications, nomenclatures and user details, into Excel, CSV amongst other formats. Additionally, we have an Open API to also extract data.

For bespoke needs beyond the capability of these tools, we assess requests on a per case basis, provide a fixed cost and an advised project timeline. No work would be carried out until the project is agreed by both parties.

End of contract data extraction

No client data shall be held or retained after the termination or expiry of your Licence Agreement unless required by Applicable Law.

Client data that is required to be removed on termination or expiry of your Licence Agreement must be wiped using commercial multi pass pattern wiping software as per Jobtrain Limited hosting providers ISO27001:2022 policies, this does not incur an additional cost.

Any requests for data exports beyond our 90-day notice period, can attract fees on a time and cost basis in-line with our standard consultancy day rate. Jobtrain will provide the export within the timescale agreed with the Client in a standard export format.

Service levels - SLAs

The Service Level Agreement ("SLA") describes certain performance and security components regarding the service provided by Jobtrain Limited. This Service Level Agreement (SLA) applies to you ("Client") if

you have ordered any of the Jobtrain Limited's based hosting services (the "Solution") and your license is current (i.e. not past due) with Jobtrain Limited.

This SLA is governed by the Jobtrain Limited End User Licenses and complemented by the Jobtrain Limited Privacy Policy, the collection of which are designed to protect the privacy, security and best interests of Jobtrain Limited's clients and their candidates. Jobtrain Limited agrees to abide by the terms of the SLA and requires its clients to do likewise. Jobtrain Limited shall use commercial best effort to provide continuous and consistent service with respect to this SLA. Jobtrain Limited reserves the right to add, subtract or amend the terms of this agreement at any time upon twenty (20) days' notice. Such notice shall be given to the administrator via e-mail.

Backup schedules

Jobtrain operates a virtualised co-located server array. The systems replicate on a per-transaction basis. In addition to this, back-ups are taken on a daily basis and stored securely off-site for disaster recovery purposes.

Jobtrain source code is also backed up following any upgrade to the solution and stored securely off-site for the purposes of 'disaster' recovery.

Software updates

Jobtrain Limited follows a path of continual development. As such, the business is constantly adding new features and functionality to the Solution, based on user requests and feedback. As Jobtrain is a web-based system, all users have immediate access to upgrades and additional features, as appropriate to their licensing agreement.

Systems monitoring and maintenance

To guarantee optimal performance of the Service, it is necessary for Jobtrain Limited to perform routine maintenance. Such maintenance may require taking servers off-line and is typically performed during off-peak hours between 11:00 PM and 4:00 AM (UK local time) to minimise user inconvenience.

Jobtrain Limited reserves the right to plan a scheduled outage with forty-eight (48) hours advance notice. Jobtrain Limited will use commercial best efforts to schedule these outages at non-peak hours

as above and limit their occurrence to strictly necessary upgrades and required maintenance.

It is the responsibility of Client administrators to notify all persons within their organisations of scheduled outages.

KPIs

In addition to our established SLAs with clients, we have several internal KPIs we use for internal performance measurement, and we have listed a number of these below:

Description	Measurement	Frequency	Responsibility
Numbers of user queries handled	Percentage change +/-	Monthly	Jobtrain
Percentage of user queries resolved first time	Percentage change +/-	Monthly	Jobtrain
Numbers of candidate queries handled	Percentage change +/-	Monthly	Jobtrain
Percentage of candidate queries resolved first time	Percentage change +/-	Monthly	Jobtrain
NPS (Net Promoter Score)	Would you recommend the solution to a friend or colleague (1-10) 1 being least likely	Annual	Jobtrain (annual customer feedback survey)

Help desk response time

This section describes how Jobtrain Limited maintains high quality customer care to ensure client satisfaction.

Jobtrain Limited's critical technical support operates 24/7. In the event of a disaster affecting both our main site and fallback server, our watchdog systems will notify us, and our engineers will be deployed.

For general user and technical support, Jobtrain Limited provides a variety of ways for clients to request help or otherwise make enquiries.

An online support service is available to:

Support clients via our [client helpdesk](#) and is serviced between 0900-1730 (UK local time), unless agreed otherwise within the license agreement.

Support candidates via [jobseeker helpdesk](#) and is serviced between 0900-1730 (UK local time), unless agreed otherwise within the license agreement.

Support nominated recruitment partners via [recruitment partners helpdesk](#) and is serviced between 0900-1730 (UK local time), unless agreed otherwise within the license agreement.

Telephone based support for clients, candidates and nominated recruitment partners is available via +44 (0)161 850 2004 between the hours of 0900-1730 (UK local time), unless agreed otherwise within the license agreement

The Jobtrain Helpdesk queries are categorised by severity:

Severity 4 - assigned to a general support query.

Severity 3 – assigned to a configuration change request.

Severity 2 - assigned to an issue with Jobtrain that slows the solution's response time or limits the function(s) of part(s) of the solution.

Severity 1 – assigned to solution outages or application issues that keep you from being able to access your solution

	Time to respond	Status updates (frequency)	Time to resolution (after response)
Severity 4	1 day	As required	As required
Severity 3	1 day	As required	As required
Severity 2	4 hours	4 hours	1 day
Severity 1	1 hour	30 mins	2 hours

Client responsibilities

It will be the client's responsibility to maintain current profile information for their administrator using our platform's User Administration Function in order to receive notifications, which are made via email.

Jobtrain uptime and performance

Jobtrain has a record of 99.9% uptime since its inception over 20 years ago.

Service Availability

Coverage – Definitions

As used herein, the term "Service Availability" means the percentage of a particular month (based on 24-hour days and an assumed 30-day month) that access to the hosted Jobtrain ATS and client/candidate data is available.

Guarantee

Jobtrain Limited will use commercial best efforts to provide clients with 99.9% service availability relating to its hosting.

Service Availability is calculated by the number of hours the service is available to clients plus the total number of hours, if any, the service is scheduled to be unavailable, divided by the total number of hours in that month.

Penalty for non-compliance

Subject to 'Exceptions' below, if the Service Availability is less than 99.9%, Jobtrain Limited will issue a credit to Client in accordance with the following schedule, with the credit being calculated on the basis of the monthly licence fee for the affected solution:

Service Availability	Credit Percentage
99.9 to 100%	0%
98% to 99.8%	10%

95% to 97.9%	25%
90% to 94.9%	50%
89.9% or below	100%

- Exceptions

Clients shall not receive any credits under this SLA in connection with any failure or deficiency of Service Availability caused by or associated with:

- Circumstances beyond Jobtrain Limited's reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labour disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services, virus attacks or hackers, failure of third party software (including, without limitation, SMS gateway applications, third party online assessment tools, third party parsing tools or scripts) or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of this SLA;
- Failure of access circuits to the Jobtrain Limited Network, unless such failure is caused solely by Jobtrain Limited;
- Scheduled maintenance and emergency maintenance and upgrades;
- DNS issues outside the direct control of Jobtrain Limited;
- Client's acts or omissions (or acts or omissions of others engaged or authorised by Clients) including, without limitation, custom scripting or coding, any negligence, wilful misconduct, or use of the Solution in breach of Jobtrain Limited's T&Cs
- Outages elsewhere on the Internet that hinder access to your account.

Service Constraints

Customisation

Over 90% of Jobtrain is configurable and the Settings feature provides 'Administrators' with access to all the key set-up features required including:

- Setting-up and administering Users and Line Managers
- Setting user profiles and permissions
- Adding and administering Agencies
- Changing Workflows
- Adding and administering the database of approvers
- Changing recruitment workflow statuses and alerts
- Creating Application Form templates
- Creating scored assessment forms
- Administering the document library
- Adding and amending departments
- Adding or amending regions and locations
- Creating new advert sources including costs for reporting
- Creating standard contracts and setting on-boarding templates
- Creating and administering communication templates (e.g. emails and letters)
- Creating job templates

Maintenance

As the solution is delivered as SaaS (hosted by us), we will provide the software maintenance. All clients receive standard software upgrades as part of their licence agreements at no additional charge and these are communicated to clients via their dedicated Account Manager.

All critical technical support is 24/7 - there is no additional charge for clients outside office hours.

The warranty period is for the full length of the licence agreement.

The Jobtrain licence includes all technical support, any bug fixes, patch management, standard functionality updates, diagnostic support and consultancy.

It is the responsibility of client administrators to notify all persons within their organisations of scheduled outages.

Ordering and invoicing process

A prospective client can make an order by initiating a request to us and we provide an online demonstration booking feature on our website Jobtrain.co.uk. We will scope the client's requirement and provide an initial quote, which will include pricing, commercial terms and terms of contract.

Once agreed a contract pack will be sent for final review and signature. An invoice will be raised following receipt of a signed and returned contract.

Upon signing of the Agreement, we will invoice the client the one-off set-up fee and the annual licence fee for the first year of the Agreement. We will invoice thereafter annually in advance the licence fee on each anniversary of the Contract Agreement Date during the Term of the contract.

Service and data migration

We can import candidate records for your organisation. We prompt clients to consider the advantages of using the opportunity to cleanse their existing database of talent as full data migration is complex, time consuming, costly and provides limited benefit.

By emailing all candidates using the existing platform and encouraging candidates who have an interest in being placed in a new talent pool to register (which is a very simple process) clients end up with a fully cleansed database of active talent.

Security

General



As a hosted solution, Jobtrain Limited has the responsibility to comply with the Data Protection Act and we are fully compliant. Jobtrain also complies with The Conduct of Employment Agencies and Employment Businesses Regulations 2003 regarding the storing of candidate information. Jobtrain is Cyber Essentials Plus and IASME Cyber Assurance Level 1 certified.

Systems

Jobtrain Limited maintains an active security program that includes automatic updates of virus protection software, current operating system patches and updates, on-going monitoring of all firewalls and web servers, hardware and software intrusion detection, monitoring of event logs and internet activity, restricted access to management functions on production servers and 24/7 monitoring of the entire infrastructure.

Client and candidate security

Client and candidate data is stored on a database server that sits behind a firewall. The database will only accept requests for the data that has passed our security checks. All access to our ATS is granted by username and password only, according to the access/viewing rights assigned to a specific client/candidate. Jobtrain has deployed DigiCert SSL with Secure Site Pro with Extended Validation throughout its solution.

Client responsibilities for data security

To enhance data security, clients must use discretion granting administrator privileges and regularly conduct audits of registered users and if employees no longer require access, client administrators must de-activate their accounts. Users must not share their login credentials.

We advise clients to use up-to-date, local anti-virus software as Jobtrain Limited is not responsible for infection of end-user devices or lost or corrupted messages due to anti-virus software running on the client's side.

Client data availability

Jobtrain Limited recognises that all data collected on behalf of the Client using the system is the exclusive property of the client while stored on Jobtrain. Should the client request an export of any or all of this data, Jobtrain Limited will provide the export in a standard export format.

Business Continuity Plan Statement

Jobtrain Limited's business continuity plan is preparation in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame.

All Jobtrain Limited sites are expected to implement preventive measures whenever possible, to minimise operational disruptions and to recover as rapidly as possible when an incident occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended voice communications service outages and encompasses all Jobtrain Limited system sites and operational facilities.

Scope

The scope of the plan is limited to the continuity of the daily operation of the company. This is a business continuity plan, not a daily problem resolution procedures document.

Plan objectives

Serves as a guide for the Jobtrain Limited recovery teams. References and points to the location of critical data.

Provides procedures and resources needed to assist in recovery. Identifies vendors and customers that must be notified in the event of a disaster. Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures. Identifies alternate sources for supplies, resources and locations. Documents storage, safeguarding and retrieval procedures for vital records.

Disaster definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by Jobtrain Limited operations. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

Further Information

We are happy to discuss our plan and procedures in more detail, should you choose to work with Jobtrain Limited.

Information assurance and description of Hosting facilities

Security is paramount and to ensure malware protection, several security layers have been included to bolster the platform and minimise risk of compromise. Best of breed components have been included in the design, utilising enterprise class technology.

Our cloud hosting provider and data centre (Microsoft Azure) is ISO27001 certified.

We have extensive traffic logging for incident analysis and live alerts, monitored by the ISO27001 certified datacentre.

The platform has secure connectivity to the Internet, consisting of a diversely routed internet connection, attached to resilient firewalls. Intrusion Prevention (IPS) modules actively screen all traffic entering the platform from the Internet. Inside the firewall/IPS layer are load balancers available to direct traffic to the appropriate server.

Our gigabit switching infrastructure is secured by applying access lists, so traffic is only allowed to communicate between specified devices on specified ports. Exclusively highly available components have been used and single points of failure have been eliminated.

All network and security infrastructure reports into our Monitoring, Analysis and Response System and this information is then reviewed by a 24-hour support team for appropriate action.

Our infrastructure is regularly penetration tested and application layers are checked for OWASP vulnerabilities by CREST certified organisations to mitigate security concerns.

Through a mix of our NGFWs, IPSs, and load balancers, Jobtrain is resilient to DDoS attacks, as are the datacentre that we use. This has been tested as part of penetration tests run against the Jobtrain platform. For security reasons we do not publish third party/independent penetration testing reports.

Jobtrain undergoes full penetration tests and vulnerability scans at least annually, with full vulnerability scans usually being run every 6 months. For security reasons we do not publish third party/independent penetration testing reports, however, we are pleased to confirm that recent testing showed no adverse findings.

A full list of datacentre accreditations is provided below:

- ISO 9001:2015 Quality Management
- ISO/IEC 27001:2022 Information Security Management
- ISO 22301:2019 Business Continuity Management
- PCI-DSS Payment Card Industry Data Security Standard

The Tier 4 datacentre is ISO 22301 certified, to ensure resilience.

Jobtrain has automatic detection of server failures. Virtual machines with Hyper-V HA provide a failover solution to protect against server failures.

Your data is only held in a UK data centre.

Persistence of storage, backup and disaster recovery

Full BM backups are taken daily along with a mid-day incremental backup, with no downtime required. Transaction logs are backed up every hour. These are kept on a 14-day rotating cycle with 1 in 14 being held for 3 iterations. These are held in redundant storage and are AES256 encrypted.

The systems replicate on a per-transaction basis and in addition to this, back-ups are taken on a daily basis and stored securely off-site for disaster recovery purposes.

Jobtrain source code is also backed up following any upgrade to the solution and also stored securely off-site for the purposes of 'disaster' recovery.

Public Services Network (PSN) strategy

Jobtrain do not utilise PSN or connection to internal systems.

Termination

Jobtrain's full terms are set out in the attached Terms and Conditions document which has been submitted as part of G-Cloud 15 T&Cs.

The excerpt below is specific to this requirement:

Termination

9.1 This Agreement shall terminate:

9.1.1 Automatically on the (period to be specified, typically 3- or 5-year periods) anniversary of the Go-Live Date, unless renewed by agreement between the Parties;

9.1.2 on receipt of written notice from company name to Jobtrain Limited in the event that Jobtrain Limited is in material or persistent breach of the Agreement and either, that such breach is incapable of remedy or Jobtrain Limited has failed to remedy the breach within 30 days of receipt of written notice requiring it to remedy the breach;

9.2 Any termination of this Agreement shall be without prejudice to the other rights or remedies of either Party under the Agreement or at law No Client data (including any of the Client's Personal Data) shall be held or retained after the termination or expiry of this Agreement unless required by Applicable Law. Active Client data is only held for the required duration for which

an archival process is set and scoped on setup of The Client. On archival of data only anonymised statistical data is held for the duration of the term of this Agreement. Client data held within Jobtrain Limited' datacentre that is required to be removed on termination or expiry of this Agreement (including any Client Personal Data) must be wiped using commercial multi pass pattern wiping software as per Jobtrain Limited hosting providers ISO27001:2022 policies. Upon termination or expiry of this Agreement for any reason, any fees paid in advance by the Client shall be refunded to the Client on a pro-rata basis

GDPR legislation and Jobtrain's compliance

Jobtrain Limited is fully registered with the Information Commissioner's Office as a data controller:

Registration Reference: Z1464102.

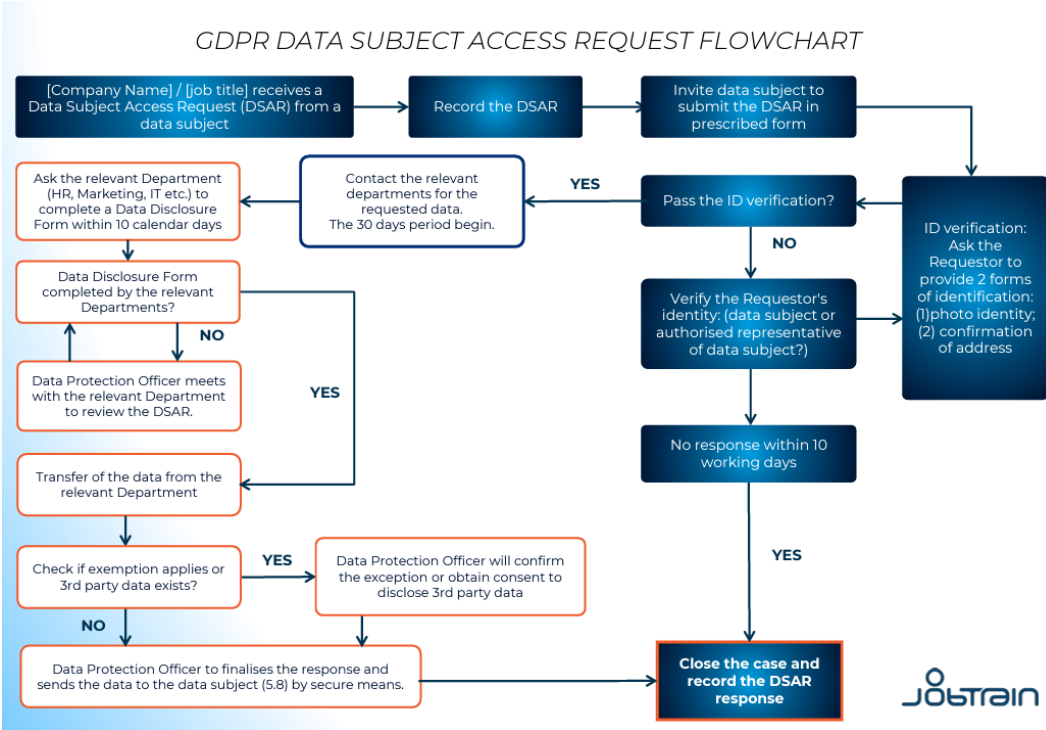
Jobtrain Limited, its team and the ATS solution it provides to all its clients, fully complies with the Data Protection Act 2018 and as a data processor Jobtrain is registered with the ICO.

We comply with The Conduct of Employment Agencies and Employment Business Regulations 2003 regarding the storing of candidate personal data and fully comply with GDPR legislation regarding data and the rights of candidates in the following areas:

- The right to be informed.
- The right of access.
- The right of rectification.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision making and profiling.

In order to respond to data requests from individuals, we have created a flow chart (see below) that maps out the process we would follow as Data Processors and the steps that we suggest you would take as Data Controller.

Within Jobtrain we do keep a full history/inventory of contact events relevant to each candidate (known as their 'History Record'). This is also exportable and therefore can, in the event of a data request from an individual be shared as required.



The data protection legislation that applies to the location where the data is stored is DPA 2018, UK GDPR, PECR 2003.

Based on the GDPR's 8 key principles on data processing, we have detailed below how Jobtrain meets GDPR legislation.

The right to be informed

Any new candidates registering their details on your Jobtrain candidate site will be required to 'opt in' to your privacy statement. Any returning candidates logging back into their profile will be required to 'opt in' having reviewed your privacy statement/terms and conditions.

What we also ask our clients to consider:

It's useful to review the information you collect from candidates (including those who simply register for job alerts) and consider why you collect, use and hold this data. If the data is not necessary, we recommend clients consider removing this from their application process.

The right of access

Jobtrain gives candidates the ability to print/download their application data. This button appears against each application in the candidate's own homepage.

The right to rectification

Jobtrain provides candidates with the facility to correct their own personal details if they have been entered incorrectly, or for clients to do this on behalf of a candidate.

The right to erasure

Jobtrain provides a number of different ways candidates can erase their information.

Candidates can delete their application in Jobtrain via a button against each application in the candidate's homepage, when clicked to delete the candidate is given a chance to reconsider, before clicking a second time to carry out the deletion.

For client users, they will no longer see this application in their list of candidates for that job. However, the total number of candidates column against the job will still count the original existence of this candidate application. I.e. if it says 20 candidates in total have applied, but only 19 are listed in the candidate list, you will know one candidate has deleted their application.

Candidates can delete their entire profile in Jobtrain via a button within the menu in the candidate homepage. When clicked the candidate is given a chance to reconsider, before clicking a second time to carry out the deletion.

For client users, they will no longer see the candidate's details or applications in the system. For recording purposes, the client's listed contact email address linked to Jobtrain will receive an automated email explaining the candidate profile has been deleted. Key reporting data such as final candidate status, postcode and equal opportunities information will be retained for statistical purposes.

Candidates' ability to unsubscribe from job alerts by clicking a link within the job alert email. Candidates can unsubscribe from job alerts by signing in to their candidate profile and deleting their unwanted alerts or in line with GDPR requirements, candidates will also be able to unsubscribe from job alerts by clicking a link within the email alert itself.

Automatic email footer regarding unsubscribe /deletion. Emails from Jobtrain are also automatically tagged automatically with a GDPR related footer, explaining why they are being contacted and options they have with regards to their data (as per above) as well as a link back to the T&Cs.

The right to restrict processing

Where a candidate contests the accuracy of the personal data (perhaps information entered in their application form), any processing of their data in Jobtrain must be restricted until you have verified the accuracy of the personal data.

With Jobtrain's tailored statuses feature, we recommend creating and having a clear status in Jobtrain that can be assigned to a candidate where a data processing restriction is in place. This status can also be excluded from your archiving process.

The right to data portability

In Jobtrain terms, candidates are able to access this right by using their existing application information to apply for other positions within the organisation. This process is optional, and candidates can either select which of their previous applications to take this information from, or to enter new information.

The right to object

We recommend our clients include in the content of their automated acknowledgement email to inform candidates of their right to object in addition to your privacy notice.

What we also ask our clients to consider:

If you intend to share marketing material with candidates, you must ensure candidates are informed of their right to object 'at the first point of communication' and within your privacy notice. This information must be "explicitly brought to the attention of the candidate and should be presented clearly and separately from any other information".

Rights in relation to automated decision making and profiling

To be solely automated there must be no human involvement in the decision-making process. The restriction only covers solely automated individual decision-making that produces legal or similarly significant effects. These types of effect are not defined in the GDPR, but the decision must have a serious negative impact on an individual to be caught by this provision (i.e. incorrectly rejecting a candidate).

In Jobtrain terms, when considering the use of fully automated processes, for example automated assessment forms which automatically reject candidates who do not meet your requirements - you will need to provide meaningful information about the logic involved in the decision-making process, as well as the significance and the envisaged consequences for the individual.

GDPR regulations in the financial services industry

A key requirement in the financial industry is for the retention of some data for an extended time, which clashes with the functionality of allowing candidates to delete their applications or entire profile.

How Jobtrain clients incorporate this into their system

Once discussed internally with your legal counsel and clarified that you need to prevent self-deletion, please contact your Jobtrain Client Services Manager with details of the relevant application statuses that should be exempt from self-deletion. We will then happily process your request within the settings of your ATS.

How is this requirement facilitated in Jobtrain?

We will configure the settings in your system to allow you to block candidates from deleting their data when they reach a certain application status, i.e. when an offer is made.

What you as a client need to do

Please review the content of your Terms & Conditions/privacy statement, which appears in the candidate registration process. Once you've decided on the content of the amended wording, we'll happily update it for you.

Social value

At Jobtrain, social value isn't something extra we do, it is embedded in everything we do - who we are, how we work and the impact we strive to create for our clients, our communities and our people. As a long-standing, independently owned organisation with deep roots in HR and recruitment, our ethos has always centred on doing the right thing: supporting fair opportunities, creating inclusive digital experiences and ensuring our technology and services deliver positive, measurable outcomes.

We are incredibly proud to have recently been awarded the **Social Value Quality Mark® – Bronze Award**, a nationally recognised accreditation that demonstrates our commitment to delivering authentic, ethical and sustainable value. This accreditation reflects both the standards we uphold within our own organisation and the contribution we make through our partnerships with clients, communities, and suppliers.



Our new social value approach outlines:

- **Our commitment** – A clear set of pledges designed to challenge and set in motion a clear social value strategy.
- **Our impact** – A list of KVI's (Key Value Indicators) against each pledge to ensure tangible results.
- **Our forward strategy** – how we will continue to strengthen and grow our social value contribution, supported by recognised frameworks and our continuous-improvement roadmap.

By aligning our values with tangible actions, independently verified through the Social Value Quality Mark, we continue to ensure that the way we work delivers benefits not only for our clients, but for society as a whole.

We are proud of this achievement and remain committed to further advancing our social value contribution year on year.

Our definition

At Jobtrain, social value is woven into everything we do. It means widening employment opportunities by removing physical and digital barriers. Supporting fair, ethical and inclusive hiring, employment and pay and reinvesting revenue to fund projects that make a genuine difference in local communities. We're committed to creating positive

impact for our own colleagues, for the organisations we partner with and for the local communities they serve.

Our legacy

We are responsible employer who gives fair opportunities and pay to all employees and invests in them with training and development. We use our technology and consulting expertise to support organisations to break down barriers to employment and promote fairness, equity and transparency.

We have a specific focus on partnering with the NHS to improve recruitment processes that ultimately contribute to improving patient care.

Our charitable foundation provides financial and human resources to deliver social impact, through projects encompassing homelessness, food poverty, and youth development.

Our themes

Social & community - Working with charities, partners and local organisations to support communities, supported by our people and the Jobtrain Foundation.

Employment & volunteering - Providing fair, flexible and inclusive employment, supporting our people's development, wellbeing and opportunities to contribute.

Education & skills - Supporting individuals and organisations through training, coaching and work experience and using our recruitment and digital expertise to help clients and their communities.

Environmental - Focus on reducing our environmental impact through responsible business practices, employee action and community initiatives.

Health & wellbeing - Promoting a positive workplace that supports both physical and mental wellbeing, with flexibility and access to support.

Leadership - Act responsibly and transparently, embedding social value into how we make decisions.

Economic - support local economies by working with SMEs, investing in our people and helping public sector organisations.

Innovation - Design inclusive recruitment technology that improves access to opportunity and supports fair, accessible hiring.

Our approach

We are a business that is committed to working with (and supporting) local businesses and local people. Such words can sometimes be easily said, but not so easily evidenced. Much of this derives from the culture of our business and in that sense, we thought it would be helpful to share the ways in which our business supports many other businesses, people and causes locally.

Striving to become a local employer of choice - creating job local job opportunities and training

In 2022, we became a supporter of the Greater Manchester Good Employment Charter.

The Charter is a voluntary membership and assessment scheme which aims to elevate employment standards in Greater Manchester and provide equal access to quality work that is inclusive, fairly compensated, offers security and flexibility and cultivates an environment where health and wellbeing thrives.

The 7 characteristics of the Charter (below) are areas which Jobtrain as an organisation use to underpin the overall experience of our employees.

The 7 characteristics

1. **Secure Work** - Minimise use of zero hours contracts (Jobtrain do not have any employees on zero hours contracts)
2. **Flexible Work** - Promoting flexible work in the organisation to bring in greater skills and diversity.
3. **Pay** - Pay the Real Living Wage set by The Real Living Wage Foundation. This is reviewed every November and we also ensure our immediate supply chain also pay the Real Living Wage.
4. **Engagement and Voice** - Ensure employees feel connected to the organisation and feel heard.
5. **Recruitment** - Identify underrepresented groups.
6. **Improving People Management** - Provided training, understand career aspirations and ensure clear development plans and growth along with clear organisational values and behaviours.

7. **Health and Wellbeing** – Support physical and mental health and ensure employees can raise mental health concerns without judgement.

We also involve ourselves with local schools, colleges, and universities – offering placements for students either to gain valuable work experience, supporting their apprenticeship or degree studies.

We were proud to win Apprentice Employer of the Year in 2022 and our most recent apprentice Georgia - also nominated as apprentice of the year - has gone from strength to strength in her role, now managing her own team.

Carbon footprint and road to carbon neutrality

We are committed to providing a quality product and service in a manner that ensures a safe and healthy workplace for our employees and minimises our impact on the environment and the world around us.

Our business doesn't have an extensive supply chain – the nature of a software business doesn't lend itself to that. Each business service we use is delivered to us by local providers that are owner managed.

We operate in compliance with all relevant environmental legislation and are committed to pollution prevention, environmental best practice and continual improvement.

We are working towards becoming carbon neutral by 2030. Our focus is on reducing our carbon emissions wherever we realistically can, including from employee commuting, office energy use and our cloud infrastructure. We regularly measure and review our carbon footprint so we can track progress and identify further improvements. We have committed to review our progress each year to make sure our approach remains practical, transparent and effective.

We:

- Embed environmental considerations into decision making, operations and purchasing.
- Equip employees to act responsibly through awareness, training and clear expectations.
- Reduce environmental impact through efficient use of resources, waste reduction and continual performance improvement.

In a practical sense we:

- Minimise energy, paper and resource use through efficient lighting, equipment shutdown, recycling and paperless working.
- Reduce travel-related emissions through hybrid working, virtual meetings, car sharing and cycling initiatives.
- Source recyclable or recycled products wherever feasible and manage waste responsibly.

We are committed to inclusive hiring

As standard, we embed inclusive hiring throughout our internal processes and recruitment platform, including:

- Customisable Equality, Diversity & Inclusion (ED&I) candidate data capture
- Candidate icons, to flag those with access requirements, disabilities and veterans.
- Custom advanced ED&I reporting
- Anonymous and panel shortlisting
- Talent Intelligence Service - ED&I audits and consultancy

Tackling economic inequality

We proudly hold accreditation as a Living Wage Employer by the Living Wage Foundation, showcasing our dedication to fostering social responsibility within our workforce.

The Living Wage stands as the sole UK wage rate voluntarily adopted by over 16,000 UK businesses, all of whom recognise the significance of providing employees with a wage that covers their everyday necessities. Unlike the government's minimum wage, the Living Wage rate surpasses it as they are independently determined, considering the true cost of living, assessed through a comprehensive range of household goods and services.

Testimonials from Living Wage employers highlight tangible benefits beyond mere altruism, such as decreased staff turnover and improved financial performance. Moreover, employees express feeling genuinely appreciated, leading them to exceed expectations in their roles.

Partnership with the King's Trust

Our partnership with the King's Trust has enabled us to deliver high impact employability workshops that directly support young people into careers. Working within the Greater Glasgow and Greater Manchester areas, we deliver engaging, interactive sessions focused on identifying transferable skills, building strong CVs and navigating their job search with confidence.



Our colleague, Jamie, leading a session in Glasgow

Forty per cent rated the workshop as their favourite and 35 per cent said it was the most useful, the highest scores across the full programme.

The King's Trust team described the delivery as enthusiastic, well planned and highly suitable for their young people, highlighting our approachable and down-to-earth style.

Wellbeing

At Jobtrain, prioritising staff well-being is an integral part of our 1-to-1 meetings, as well as annual reviews. This ethos is a cornerstone of our Corporate Social Responsibility (CSR). We empower our employees with the necessary tools and uphold rigorous standards of team training, recognising that contented, healthy individuals are inherently more productive. Our commitment to supporting our employees encompasses various initiatives:

We facilitate ongoing learning journeys by offering financial support and dedicated study time to support the continued professional development of our employees.

We also believe in fostering work-life balance by providing flexibility in both working locations and hours.

Examples of our support initiatives include:

- Employee Assistance Programme and online well-being hub via Vitality Healthcare.
- Car-sharing/pooling policy to encourage sustainable transportation methods.
- Support for the Cycle to Work Scheme, along with dedicated bike racks for our employees.
- Free eye tests for all PC users.

The Jobtrain Foundation – people helping people

Our business is not just about providing recruitment technology (although we think we are pretty good at that) it's about people. But that only tells part of the story, because the people who make up our business are far more than that.

As a collective we decided we wanted to do more to help those around us in society and, with this in mind, **we continue to commit 1% of all of our annual licence fees to The Jobtrain Foundation** delivering hundreds of thousands of pounds of social impact since 2017.

Example initiatives close to our heart:

'One 4 All' and the Homeless Project Manchester

The Homeless Project Manchester is an entirely volunteer led organisation that delivers meals, clothing and essential items to the homeless in Manchester and relies wholly on contributions from local businesses and the public.

For the past several years we have worked closely with both volunteer-led charities that provide life-saving services, food and supplies to the homeless and needy around Manchester and the Northwest. We provide financial support on a monthly basis as well as having helped to fund and run a customised van that delivers food and essentials to those in most need. We also have been personally involved in helping to make and distribute hot food, drinks and 'survival packs' to those most in need.

BookTrust

BookTrust is the UK's largest children's reading charity, reaching 3.9 million children across the UK with books, resources and support. One in 8 schools in the UK do not have a library and as Cressida Cowell, the Children's Laureate and someone who works with BookTrust, puts it 'Reading is magic, and magic is for everyone'.

By making regular contributions via our Foundation, we will be helping children and families discover the lifelong joy and benefit of reading.

Other local initiatives:

- Supporting an infant school in Stockport in building a 'sensory garden' to help the very young who struggle to adapt to school life.
- We have provided mobility scooters and home mobility equipment such as a stair lift and adapted bed to several local individuals who live with MS or MND.
- We have funded and installed a defibrillator on the outside wall at our offices in Altrincham as the only other was at the very other side of our town.
- We also sponsor a local women's cricket team – encouraging women of all ages to get involved.
- We have provided interactive tech to a local sheltered housing scheme to help those with mobility and communication issues to become involved and engaged with their fellow residents.

Members of our team often have personal wishes to fundraise for charities that are close to them, and welcome together as colleagues to help. Examples include Pretty Muddy, Sponsored walks and cycle challenges, coffee mornings, park maintenance and even carol singing!





Reducing barriers for candidates

Candidates register by entering the minimum data required to create a secure account and avoid duplication, e.g. name, email address and postcode.

As well as using an email address, candidates can also register using their Facebook, LinkedIn, X or Microsoft profiles. When registering via social media, any information already available in their social profile will automatically populate their application, ensuring access is a simple 'one-click' process each time they return.

Our ATS also supports one-click apply integrations with Indeed, Totaljobs, Reed and CV Library for simple applications.

Our candidate experience also supports the ability for non-registration when a candidate applies. Therefore, we do not force them to create an account at the point of applying.

An accessible and inclusive candidate experience – end to end
We deliver a WCAG 2.2 AA compliant candidate experience and we work with The Shaw Trust who are specialists in assessing accessibility compliance and advising on best practice. This supports users who may find online applications a challenge and provides technical compatibility for those who might have their own assistive technology or tools such as screen readers.

For candidates who don't have their own assistive technology, we offer an Accessibility Toolbar, this allows candidates to adjust the font size, the screen contrast, font, read the page aloud, translate content and many other features.

Our candidate sites are used across the public sector with clients including Isle of Man Government, Enfield Council, NHS Scotland, HMRC, NHS Blood and Transplant and NHS Property Services.

**G-Cloud 15
Service Definition Document
January 2026**

**Jobtrain
Jobtrain.co.uk
0161 850 2004**

