



Webrecruit ATS

G-Cloud 15

Service Definition

webrecruit 

About Webrecruit ATS

Webrecruit ATS is a powerful and empowering multi-lingual applicant tracking system designed for in-house recruitment teams who want to implement a secure recruitment management tool and integrated career site at a cost-effective price point. Trusted by organisations across a range of sectors, Webrecruit's proprietary applicant tracking system allows HR professionals to manage their entire recruitment process more efficiently and cost-effectively. As a cloud-based solution, Webrecruit ATS is straightforward to configure, providing HR and recruitment teams with all the tools they need to manage the entire recruitment process effectively whilst, crucially, reducing bias.

Since Webrecruit ATS was launched in 2014, our user base has grown exponentially, with over 2,500 users in the UK using our technology. Webrecruit's customer base is diverse and includes charities, tech companies, financial services providers, professional services providers and public sector organisations of all sizes.

Webrecruit is a leading supplier to the public sector, and we have a long history of being a trusted partner for all types of public sector organisations, including health care, local government, central government, legislatures, emergency services, defence, regulatory bodies, and education.

Examples of organisations utilising Webrecruit ATS include Senedd Cymru (Welsh Parliament), UK Government Investments, Gambling Commission, Watford Borough Council, Berkshire Healthcare NHS Foundation Trust, Ofgem, Cairngorms National Park Authority, and Royal Berkshire Fire & Rescue Service. We also support a diverse range of customers in the Not-For-Profit and HE sectors including Sue Ryder, National Foundation for Educational Research, and University of Wales Trinity Saint David.

Our dedicated sector specialists understand the complexities of recruitment in the public sector, and how organisations can benefit from adopting an application tracking system such as Webrecruit ATS, to build efficiency through cost optimisation and digital transformation on their journey to the cloud.

In this service definition document, Webrecruit will take you through each aspect of Webrecruit ATS, from job creation and management and the candidate application journey, all the way through to employee onboarding and system integrations. You'll find information about our approach to reducing bias, information security, implementation & training, and our support function.

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Overview of Functionality

Webrecruit ATS provides a range of tools, features and functionality to ensure HR and Recruitment teams can manage, automate and streamline their recruitment activity from start to finish.



Candidate Attraction

Job creation

- Authorised users can create and manage customisable requisition workflows
- Functionality allowing Hiring Managers to raise requisitions and be notified of their progress
- Users can input key job details including salary, working hours, job advert and location
- Users can enable additional custom fields such as Sector, Department and Level
- Assign additional Hiring Managers to vacancies where necessary
- Upload as many documents against vacancies, such as Person Spec/Job Spec

Customisable application process

Set-up "Killer Questions" which, if answered incorrectly, will move a candidate to a rejected stage. This can help save time during the initial screening of candidates

- Question types including Single Answer, Multiple Answer, Yes/No, Date Choice, File Upload, Table, and Equal Opportunities/Diversity Monitoring
- Screening questions can be hidden from Hiring Managers and HR Users to promote fair shortlisting
- Customise how many screening questions a candidate can see on each page of their application journey
- When creating Screening Questions, these can be configured so that responses can populate applicants' Candidate Profile fields automatically

Distributing a vacancy

- Webrecruit ATS allows the ability to post roles to a selection of job board aggregators, such as Indeed and Adzuna, with just the click of a button enabling applications to be received immediately
- Jobs can be posted to an integrated brand-replica careers site or be removed with just a couple of simple clicks
- Posting of roles to job boards is made simple via an integration with the job posting engine "Idibu" or taking advantage of Webrecruit's integrated digital recruitment advertising solutions
- Social sharing of latest job postings to a company's LinkedIn, Twitter and Facebook pages is made easy with the click of a button

Candidate Journey

Fully employer branded journey

- Webrecruit ATS places a company's logo and corporate colours at the forefront of candidate-facing assets, ensuring a consistent experience
- Branded application forms
- Multiple brand options can be assigned to different jobs
- Fully branded and customisable automated email communications

Language packs

- Webrecruit ATS offers customisable language options for candidate applications and all candidate-facing communications via both the applicant tracking system and integrated careers site
- Language packs currently include English (British), Welsh, Irish, French, German, Spanish, Italian, and Slovak.

Mobile-friendly application process

- Webrecruit ATS integrates with Google Drive and Dropbox, allowing candidates to easily submit their CV, no matter what device they're using
- Candidates can also take advantage of Webrecruit's integration with CV-Library's "ATS Apply" feature to speed up the application process
- If a candidate has previously applied to a job with an organisation, any answers to questions from previous applications will be offered to them to use again
- Webrecruit ATS provides an easy way for candidates to check the status of their own applications; by simply logging into their account, candidates can view the list of roles they've applied for, when they applied and the current status of their application
- Obtaining real-time feedback on the recruitment process is possible by sending candidate feedback surveys via Webrecruit ATS. Candidates can rate the experience they've had with the organisation, providing the ability to continuously make improvements to the candidate journey

Application Management

Webrecruit ATS provides an easy way of managing CVs, assessing candidates and progressing applicants through your recruitment pipeline.

Reviewing CVs and application forms

- CVs submitted via Webrecruit ATS will be parsed automatically with key skills and information being pulled from them

- Switch between CV and application form view when assessing candidates for a full overview of their skills and experience
- Functionality to both view and download candidates' application forms and CVs
- Functionality to log comments and notes against each candidate to ensure all hiring is collaborative
- Scoring criteria can be assigned to application questions
- Multiple users can log their own scores against responses to screening questions independent from other users reviewing those applications to create an average score

Review candidate activity

- Audit trail of all candidate activity and communications sent by the system or individual users
- All activity logged against the candidate is date & time stamped
- Webrecruit ATS can send daily application alerts to hiring managers so they always know how many outstanding candidates there are to review, enabling prompt feedback to be provided

Candidate recruitment pipeline

- Select candidates as Shortlisted, Possible, Interview, Offered, Hired or Rejected as they progress through the recruitment pipeline
- Bulk processing capability to enable the movement of candidates in bulk if a quick way of moving multiple applicants between stages is required

Anonymous screening

- Webrecruit ATS enables the ability to hide candidates' Personally Identifiable Information (PII) for hiring managers when reviewing applications to encourage blind hiring as part of equality, diversity and inclusion efforts
- Functionality for the anonymisation of candidate CVs - there is an option that when functionality is toggled "On", this will restrict Hiring Managers to only seeing anonymised versions of applicants' CVs

Psychometric tests

Send a variety of psychometric tests and assessments via Webrecruit's integration with "Big 5 Assessments" system

Agency Management

Webrecruit ATS's agency portal module enables an organisation to manage all their recruitment agency activity. Whilst the ATS allows users to take control of their own direct sourcing, working with recruitment agencies is at times essential when looking to source individuals with specialist skillsets in limited supply or making urgent temporary hires.

Set-up of agencies

- Set-up and structure recruitment agencies by location, industry specialism, type (i.e. perm/temp) and status (i.e. 1st tier preferred supplier, 2nd tier, etc) for allocation of new jobs quickly and easily
- Select on an agency-by-agency basis how long a candidate submitted by an agency can reside in the organisation's talent pool after which point the organisation is deemed not liable for a recruitment fee

Send roles to recruitment consultants

- Store and structure recruitment consultant contacts assigned to agencies with ease
- Send new vacancies to consultants on a job-by-job basis
- Send supporting documentation to agency suppliers and review assignment history by agency and recruiter to monitor past success

Receive agency applications

- Applications submitted by recruitment agencies via Webrecruit ATS will automatically appear within the recruitment pipeline tagged as an "Agency Candidate", with the agency name logged

Avoid duplicate candidates

- Recruitment agencies will be automatically notified if they attempt to submit a candidate who has already applied for the vacancy, or a candidate who already exists within the organisation's talent pool, to avoid the chance of incurring unnecessary agency recruitment fees

Workflow Customisation

Webrecruit ATS is customisable to suit an organisation's unique recruitment processes, including job requisition workflows, setting user permissions and turning requirements on or off on a job-by-job basis.

Create custom job approval workflows

- Webrecruit ATS enables the set-up of simple or sophisticated, multi-stage approval workflows for each type of role
- Workflows can be automatically assigned to different categories of jobs and can be customised to mimic an existing requisition process

Control system and workflow preferences

- Tailor interview, application and onboarding workflows to match specific processes
- Customise the candidate profile view and manage candidate tags to ensure Webrecruit ATS meets the bespoke needs of your organisation

Managing users

- Webrecruit ATS enables an organisation to invite employees to use the system, and set their permissions at Hiring Manager, HR User or Super User level
- Control permissions to provide or prevent access to specific areas of the system

Managing candidate sources

- Ability to add job boards, social networks and other candidate sources within Webrecruit ATS to track where candidates are coming from and make data-driven decisions in the future

Automated Communications

Webrecruit ATS contains multiple features that make it easier for an organisation to communicate with candidates.

Customisable email templates

- Communication with candidates can be quick and consistent by setting up a library of email templates within the system
- Choose from a list of placeholders to pull through key information that's unique to each candidate and the role to which they've applied
- Rich Media Editor to allow for a much greater level of customisation within email templates

Automated email communications

- Save time by setting emails to automatically send to candidates when they've progressed to a particular stage in the recruitment pipeline
- Automated incomplete application reminders to candidates who haven't fully completed the application process
- Email automations can be turned on or off to suit an organisation's unique processes

Send SMS updates

- Reduce the risk of interview no-shows by sending reminders and notifications to candidates via SMS functionality with Webrecruit's "Icetrak" SMS integration

Bulk communications

- Send emails to multiple candidates at once with the click of a button
- Emails will populate with candidates' individual details and will ensure unified communications are delivered across the applicant pool

Interviews & Assessments

Webrecruit ATS allows an organisations to quickly set-up appointments and communicate interview and assessment details to candidates with ease, using a simple interview management system.

Arranging interviews

- Reduce administration time and create a smoother candidate experience by sending interview invitations to candidates via Webrecruit ATS
- Option for candidates to choose their own interview slots from a list of available appointments on a first-come-first-serve basis, all within our interview management system

Interview preparation

- Attach job description, briefing documentation, interview tasks and any additional helpful information to interview invitations

Manage Interview appointments

- Organisation of user's diary, and preparing for upcoming interviews, is simple with the system's inbuilt calendar, colour-coded by interview type and stage
- Webrecruit ATS will automatically remind candidates about unaccepted interview invitations

Track outcomes

- Webrecruit ATS allows an organisation to easily view details of any interviews with pending outcomes to ensure that interviewed candidates aren't left waiting for a response

Manage interview locations

- Webrecruit ATS integrates with Google Maps so candidates can easily view where their interview is based within their interview invitation
- For multi-site organisations, where interviews could take place in different locations, management of interview locations is controlled within User Settings

Referral Management

A successful employee referral scheme helps to embed hiring within an organisation's culture, and Webrecruit ATS supports referral programme initiatives with its Referral Management module.

Customisable referral forms

- Webrecruit ATS allows creation of bespoke forms for employees to fill out when submitting a referral
- Store central policy documentation within a form so all users are aware of the details of the referral scheme and become fully engaged in helping the organisation to find the right talent

Gather and track referrals

- Users who wish to submit a referral will be provided with a unique link so their referral submissions can be easily tracked and rewarded as part of the referrals scheme
- Employees can also submit CVs and contact details directly for recruiting team to follow-up on

Monitor referrals in the pipeline

- Referred candidates will appear in the 'Referrals' stage of the recruitment pipeline, clearly tagged with the name of the user who referred them

Referral dashboard

- Functionality to give users permission to access their own referral dashboard so they can monitor the progress of their referrals and see what stage of the recruitment pipeline they've reached

Report on referrals

- Track which users have referred the most candidates as part of the Application Source report
- Monitor referrals by job, date range, location, department or by stage in the recruitment pipeline

Onboarding

Webrecruit ATS can help speed up the onboarding process and reduce administrative tasks when inducting new hires via the utilisation of the system's Onboarding portal.

Set-up and customise onboarding workflows

- Build bespoke onboarding workflows to ensure required information and documentation is captured easily
- Create and customise multiple workflows, allowing for use of different elements of the Onboarding module for different types of hires
- All information collected within the Employee Onboarding portal is also exportable

into an HRIS

Generate and receive offer letters and contracts

- Webrecruit ATS allows an organisation to commence the onboarding process immediately after extending an offer to a candidate by generating and sending offer letters and contracts via the Onboarding module
- Sign online with digital signatures – Webrecruit ATS is integrated with leading digital signature tool “Signaturit”, which is fully compliant with UK and EU e-signature regulations

Request and receive referees and references

- Webrecruit ATS provides the ability to request and receive references for newly hired candidates via the Onboarding module

Monitor onboarding progress

- Progress bar within the Onboarding module shows status as to where new hires are in the onboarding process and what tasks still need to be completed before the hired candidate can commence employment

Assign onboarding tasks to colleagues

- Create bespoke to-do lists with tasks for new employees to complete

Talent Pooling

Webrecruit ATS provides the ability to build and nurture talent pools for future vacancies, enabling the hiring of candidates faster, and saving money on advertising costs, agency fees and more.

Candidates can enter the talent pool in a variety of ways, including via the referrals management scheme, job boards, aggregators, social media platforms, a careers site, recruitment agencies and manual upload.

Detailed candidate profiles

- Webrecruit ATS parses CV data to build comprehensive profiles of candidates to enable searching of the talent pool for suitable matches
- Upload additional documentation and notes against candidates to ensure transparency and consistency of information across all hiring managers

Structured candidate tagging

- Webrecruit ATS allows the creation of a structured candidate dataset through the use of tags (or codes) to enable recruiters to find the right candidates, fast, for future roles

Advanced search functionality

- Use the drag and drop functionality within Webrecruit ATS to quickly search for tagged candidates within the talent pool
- Build complex search queries with ease, using AND/OR and INCLUDE/EXCLUDE rules within the tag matrix

Run searches quickly

- Using auto-search functionality, Webrecruit ATS provides users with the ability to set up and save searches for new relevant candidates meeting pre-set tag criteria

Clean talent pool data

- Profile detection technology prevents any duplicate candidates from entering Webrecruit ATS, ensuring that all candidate data is kept well-structured and as clean as possible
- Webrecruit ATS also allows the deletion of a candidate's personal information with the click of a button, making it easier for an organisation to remain GDPR compliant

Calendar & Task Management

Webrecruit ATS allows the monitoring of outstanding tasks and allocate specific duties to colleagues.

Calendar Management

- Keep on top of tasks and appointments with the colour-coded calendar held within Webrecruit ATS. Manage interviews, new starters, tasks and more

Assign tasks to colleagues

- As part of the employee onboarding process, assign tasks to colleagues to ensure everything is running smoothly on the new starter's first day

Interview management

- View, at a glance, how many interviews are coming up and what stage they're at

Reporting and Analytics

The recruitment analytics dashboard within Webrecruit ATS allows viewing of key reports instantly and monitoring recruitment metrics, such as cost-per-hire, time-to-hire, application sources and many more.

View applications by source

- The application source report identifies which recruitment channels are delivering the most applications. Report on sources for all roles or for individual vacancies

Recruiting costs

- Monitoring Cost-per-Hire and Recruitment Cost Ratio helps the tracking of ad-hoc and annual recruitment spend and provides the ability to accurately and easily report on the ROI of advertising sources and internal recruitment activities

Equal opportunities and diversity

- Monitor diversity efforts via equal opportunities reporting within Webrecruit ATS ensuring an organisation is compliant with EEOC regulations

Time-to-hire

- Webrecruit ATS provides the ability to view time-to-hire and time-to-offer at a glance to see how long a recruitment process is taking and identify any hold-ups

User Activity

- Webrecruit ATS allows Super Users to report on User's activity within the system including features such as when users last logged in and out of Webrecruit ATS

Customisable options

- Create hundreds of potential reports by segmenting reports by role, timeframe, location and sector
- Schedule daily notifications to send to users to notify them of any new applicants and jobs due to close

Easy data export

- In addition to visual representations of data within Webrecruit ATS, all reports can be exported as PDF, XLS or CSV files; allowing the ability to further analyse, customise and distribute data outside of the system

GDPR Compliance

Webrecruit ATS can support an organisation to remain in line with data protection and equality regulations.

GDPR compliant application process

- When making an application via Webrecruit ATS, all candidates are immediately presented with the organisation's own privacy policy so they know exactly how their data will be processed and stored in line with GDPR

Ad-hoc data deletion

- Webrecruit ATS stores and structures candidate data so it can be easily identified and deleted with the click of a button when requested

Automated data deletion cycle

- Set candidate data to expire automatically after an allotted period of time to ensure personal data is not held on to any longer than necessary

Hide PII from hiring managers

- To minimise any potential bias, select whether Personally Identifiable Information is to be obscured from hiring managers when reviewing applications

Integrations

Webrecruit ATS contains several built-in integrations and has an open API to connect with other products.

Open API

- Our open API empowers our customers to extract their candidate profile data or connect Webrecruit ATS to other services and products. Our API has supporting documentation and Webrecruit can provide support through our development team where necessary

Onboarding - digital signatures

- Speed up and simplify the employee onboarding process by allowing new new hires to sign and return their documentation online, via our partnership with Signiturity

SMS

- Send SMS reminders and notifications to candidates with Webrecruit's integration with Ictrak messaging service. Text multiple candidates at once for a bulk update or

send ad-hoc messages

Psychometric assessments

- Recognise high-potential candidates by sending and receiving psychometric tests via Webrecruit's integration with Big 5 Assessments. Choose from Personality, Engagement and Attitude assessments and send with the click of a button

Job posting

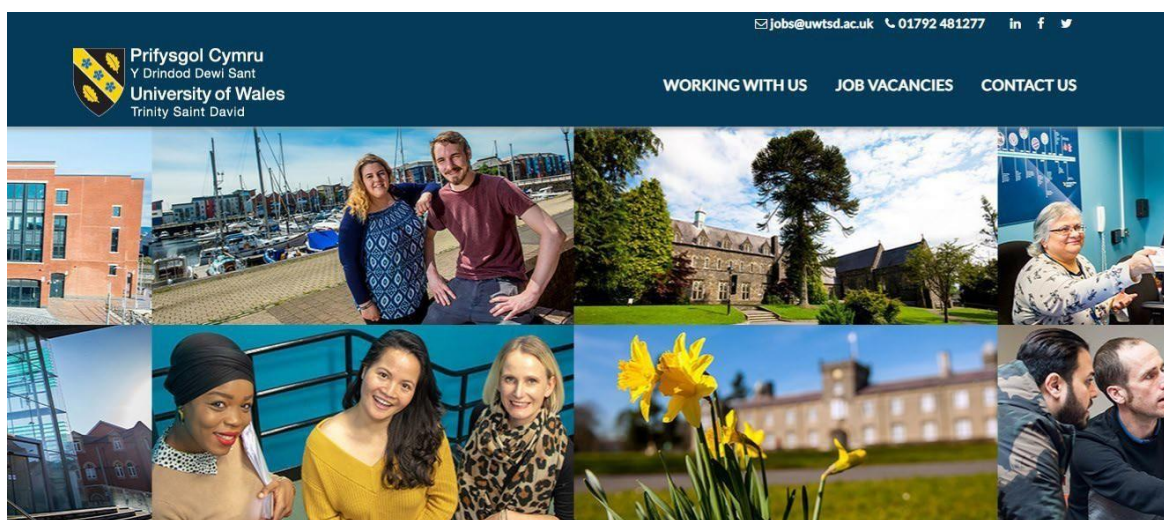
- Post yjobs to contracted job boards via our posting engine integration with Idibu

Career Sites and Branding

Amplify a employer branding strategy with optimised careers sites and customisable branding within Webrecruit ATS. Create a fully branded user experience for both candidates and hiring managers.

Custom recruitment portal

- Brand Webrecruit ATS and candidate-facing assets with an organisation's company's logo and corporate colours



WORKING WITH US

Email templates

- Create on-brand email communications to be sent out from within Webrecruit ATS, including organisation logo and company colours

Careers site integration

- Choose from a suite of templates that can be adapted to match corporate branding or let us design something completely bespoke



Recruitment home

[Current vacancies](#)

[Register CV](#)

[Job alerts](#)

[Login](#)

Filter vacancies

Location

Job sector

[Apply filters](#)



Vacancies

Jobs found 4 : set up job alerts

Talent & Resourcing Administrator (Recruitment Administrator)

Location: Oxfordshire
Function: Talent & Resourcing
Salary: £18,060 - £22,000 per annum
Employment Type: Permanent
Ref No: 210217 T&R Admin

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Veterinary Nurse, 6-9 month maternity cover, Victoria

Location: London
Function: Veterinary Nursing
Salary: £19,780 - £23,000 plus £3,954 London Weighting Allowance per annum
Employment Type: Fixed Term Contract
Ref No: 210118 VN Victoria

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Veterinary Nurse, Merton

Location: London
Function: Veterinary Nursing
Salary: £19,780 - £24,000 plus £3,954 London Weighting Allowance per annum
Employment Type: Permanent
Ref No: 201203 VN London

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jobs@bluecross.org.uk

Connect with us on: [T](#) [F](#)

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- Post your roles from Webrecruit ATS to a brand-replica careers site with the click of a button

Multiple brands

- Webrecruit ATS offers the ability for organisations to customise and maintain multiple brands in their ATS – it is even possible to have separate careers sites for each brand

Equality, Diversity, and Inclusion (EDI) Solutions

Webrecruit is a UK leader in the provision of Equality, Diversity & Inclusion (EDI) solutions. Webrecruit's hiring platform comprises solutions and features to help organisations achieve their diversity goals and monitor their progress moving forwards.

Not only has Webrecruit taken a technology orientated approach to EDI, but we have also endeavoured to share best practice and knowledge in a consultative manner; whether that be advising on the best routes to market and advertising platforms to use, or analysing the language used in job adverts. Not only does Webrecruit provide the tools, we also provide a human-led, informative service on which organisations can expand and develop EDI-focused best practices.

Key benefits of using Webrecruit's ATS and Advertising Service include:

- Reducing unconscious bias via blind hiring methods, such as the removal of personally identifiable information (PII)
- Measuring the diversity of applications by department, date range, region and more
- The ability to make sure the application process is more accessible via different methods of application/devices
- The inclusion of a Scoring Matrix, offering the ability to score candidates and make hiring more objective
- Access to specialist diversity media
- Access to our job advert copywriting service, creating engaging job adverts to tap into underrepresented talent pools

- Improving the inclusivity and language of your job adverts

Here is what some of our customers have had to say -



"The recruitment market is broken when it comes to diversity and inclusion. Webrecruit is tackling this by providing EDI tools and solutions so that we can all fix this."

- Elizabeth Balgobin, Interim Head of EDI, Institute of Fundraising



"Webrecruit have been a great support to us when targeting BAME and disabled applicants for roles. We have seen a significant increase in applications from these groups since involving Webrecruit in our recruitment."

- Sheila Kenny, Facilities and Human Resources Manager, Locality



"Webrecruit's beneficial reporting tools help us to analyse and monitor equality data via the application process."

- Karen McGuire, People & Governance Coordinator, Street League



Accessibility

Webrecruit is dedicated to providing rich, highly functional, long-term solutions for the needs of everyone, including candidates, hiring managers and HR staff, ensuring our ATS is truly accessible. Specifically, Webrecruit ATS has been designed to facilitate a positive experience for users with disabilities, complying with WCAG 2.1 AA standards (<https://www.w3.org/TR/WCAG21/> guidelines).

Webrecruit's development team use an in-house 'Style Guide' as a design and development tool that brings cohesion to user interface (UI) and user experience (UX). It is designed to ensure consistency over crucial UI components including colours, sizes, iconography and language. It also documents important UX components such as hover states and popovers. The Style Guide has been written to comply with the GOV.UK Design System, which also guides our considerations towards accessibility.

Webrecruit work closely with users of our platform to ensure we continue to meet industry standard accessibility guidelines. We maintain awareness of changes to GOV.UK Design System, which are implemented as necessary and we are committed to continually monitoring advice from the World Wide Web Consortium who develop international standards for the web. In addition to undergoing regular internal accessibility audits of our system, Webrecruit is committed to undergoing periodic certified external audits. We audit all new software releases using Ace SMART, an online accessibility reporting system developed by Daisy.

Particular attention has been given to ensure that the Career Site and application process is screen reader accessible. As part of our commitment to accessibility, Webrecruit ATS can

be used in conjunction with screen readers including JAWS, VoiceOver, Window Eyes and Supernova, and we are committed to giving users the best possible experience when using them. In addition to this, Webrecruit support screen magnifiers such as ZoomText and Glassbrick, and speech recognition software such as Dragon Naturally Speaking and Claro (as well as in-built system speech packages and all OS specific accessibility tools).

Webrecruit ATS facilitates a positive experience for deaf users as the site doesn't rely on any audio queues or audio-only content. Further if users experience any problems or have any queries, they have options to contact our accessibility support team via email (support@webrecruit.co.uk) and not reliant solely by phone (01392 829400). While Webrecruit will always continually work to maintain the accessibility of Webrecruit ATS, where we will aim to respond to the user within 8 business hours to remedy the situation swiftly.

Examples of **continuous improvement regarding accessibility** include releasing features that offer users the ability to create **custom colour profiles**, adjusting the colours of user interface (UI) elements to find a contrast ratio which works to their specific needs. We have also released an **alternative UI** to assist with users who have severe visual impairments or require and navigate the system exclusively with a keyboard – the alternative UI is specifically designed to work with audible screen reads.

Platform, Hosting, and Security

Platform

Webrecruit ATS runs on a Microsoft SQL server 2016 database. The database runs on a dedicated set of servers that are physically within the same rack as all other servers which it serves.

Isolating and safeguarding data from other clients

Data from multiple clients are stored in the same datastore. This is typical of most cloud-based services. Webrecruit will always keep data separate through complex and complete regression testing with specific tests against inaccessible data. Further, the system architecture and data normalisation naturally protects against cross pollination of data across clients. Webrecruit take this very seriously and understand the importance of privacy.

Enforcing data destruction policies and evidencing that data is no longer stored

In the event of termination of the contract, Webrecruit will upon request initiate a process whereby it will manually delete all your client data from the database. You can evidence this by working through the site and running any reporting or active dashboards to confirm everything is deleted.

Webserver

Webrecruit ATS has been developed using ASP.Net, and runs across 2 load balanced Windows Servers to serve internet requests.

Hosting

The server environment is provided by OVH (<https://ovh.co.uk>) and is fully managed by them with comprehensive monitoring tools.

OVH is a global hosting company with over 1.5 million customers. OVH provide innovative products and services, their own global network, continuous R&D and experts that are passionate about customer service. OVH has 30 data centres commissioned with a hosting capacity of over 1 million servers. OVH has been designing, managing and maintaining its own data centres since 2003.

Servers are physically located in OVH's Roubaix and London datacentres. At Roubaix and London, all access to the OVH premises is strictly monitored. To prevent any intrusions or hazards, every boundary is secured using barbed-wire fencing. Video surveillance and movement detection systems are also in continuous operation. Activity within the data centres and outside the buildings is monitored and recorded on secure servers, whilst the surveillance team are on site 24/7/365.

To control and monitor access to the OVH premises, strict security procedures have been put in place. Every member of staff receives a RFID name badge which is also used to restrict their access. Employee access rights are reassessed regularly, according to their remit. To access the premises, employees must hand in their badges for verification, before passing through the security doors.

The data centres' buildings have a higher level of protection, as only authorized personnel can gain entry. OVH installations are strictly for their own use. Every datacentre room is fitted with a fire detection and extinction system, as well as fire doors.

Access to production servers and data, via remote access, is granted to a restricted number of Webrecruit personnel that are required to maintain the service. This includes DevOps engineers who apply platform updates and infrastructure engineers who maintain servers and apply patches.

Security

Cloud Threat Protection

Though business, application, and infrastructure needs can vary widely across industries and workloads, OVH works to provide common tools and expertise that can effectively mitigate the risk of cyber security breaches to their hosted systems.

Webrecruit will maintain very strict restrictions at the front end of its network which keep all internal networks safe. Apart from only opening http/https inbound ports, Webrecruit provides key based VPN access to authorized employees which are renewed on a regular basis. This provides protection from intruders who are randomly scanning ports or who are targeting other vulnerable services that are listening on standard ports. Internally, Webrecruit manages all server policies and authentication through its domain controller. We have increased password complexity requirements and carefully manage who has access to specific servers. At a production level, only the DevOps responsible for releases and the infrastructure team have access. For various test and staging environments, Webrecruit may extend this access to developers and QA resources on a need to access basis.

The environment is run in a VMWare powered private cloud. Webrecruit will always protect against data loss in various ways depending on the situation including, but not limited to, the following: At a server level, Webrecruit run nightly images across its entire fleet. Server images are retained for 15 days and can recover a server within that range to our environment within 1 hour. At a database level, Webrecruit run daily backups of each database with hourly differentials so it can recover database transactions on a server with a worst-case data loss of 1 hour.

Underneath the VMWare layer, Webrecruit will maintain fully redundant servers powering the system with automatic failover on any physical hardware failure with capability to cope with failover of all servers to two of our three nodes at any point in time. Further, at a physical storage level, all storage is configured in RAID10. This entire physical infrastructure is managed by OVH and has a guaranteed availability SLA of 99.99%. Any maintenance that is done can be applied with no interruptions of service as we are able to shift running servers across the physical hardware.

Webrecruit work with OVH to continually improve our physical hosting infrastructure along with our connectivity to the outside networks; Webrecruit ATS benefits from Two-Factor Authentication for Users.

Data Encryption

Webrecruit will always encrypt user passwords in the database to prevent access to user accounts in the case of a data breach. Webrecruit utilise a hash algorithm encrypt the values and compare hashes on login for verification. No one within Webrecruit can access or know specific user passwords.

Webrecruit utilise the Transparent Data Encryption feature of SQL Server. The level of encryption used is AES-256. This prevents any unauthorised access to data should the physical media the data is stored on ever be compromised. This is be used in conjunction with the existing SSL encryption that provides the security of data during transmission

between our servers and the end user.

Denial of Service Attacks

To protect your servers and services from attacks, OVH offers a mitigation solution based on VAC technology - an exclusive combination of techniques to:

- Analyse all packets at high speed in real time
- Vacuum your server's incoming traffic
- Mitigate i.e. singling out all the illegitimate IP packets, while allowing legitimate ones to pass through

Vulnerability Assessment

Vulnerability scans are considered an essential tool in your efforts for a secured computing environment. A scan produces a prioritized list of discovered vulnerabilities. Typically, this process is done by interacting with the active hosts and checking for specific vulnerabilities against active services and ports. The prioritized list serves then as a guide for decision making, and typically leads to certain configuration and actions to address each vulnerability.

OVH work with Approved Scanning Vendors (ASV) and together, can assess server environments at OVH and assist in implementing controls. Webrecruit conduct vulnerability scans on the Web Application on a monthly basis. Penetration testing is undertaken by an independent third-party firm on an annual basis.

Training, Support & Implementation

The rollout of Webrecruit's ATS and Careers Site solution would be conducted in stages to achieve all of Customer's deliverables; our implementation plan would be as detailed below. To ensure a successful implementation, Webrecruit will assign a dedicated Implementation Lead to work with the Customer's project team throughout the implementation. Our Implementation Lead is a product trainer and will provide expert guidance and support as a product consultant and deliver hands-on configuration assistance. Please note, whilst our implementation plan is suggested spanning a 5-week period to include the successful launch of the integrated Careers Site, access to the ATS system itself can be made available within 24 hours for full use.

Design – (Weeks 1 – 4*)

Webrecruit ATS is a secure, cloud-based, SaaS, and we do not need to design a bespoke back-office solution. There are configurations within Webrecruit ATS that enable the system to be tailored for a customer which will be completed within the configuration stage of the

implementation. This includes customised branding through the inclusion of customer logo & colour scheme(s).

Webrecruit will build a careers site dependent on the template purchased where candidates can view open customer vacancies; the site URL can appear as a sub domain of the customer's website and it will still be accessible if the customer's website is down, as it is hosted separately.

Configuration – (Week 1)

Configuration will begin with an initial mobilisation stage, where Webrecruit's Implementation Lead liaises with the customer's Project Lead (or key stakeholder(s)) to obtain an understanding of the customer's recruitment processes to establish a configuration plan tailored to customer's specific requirements. During this phase of the project Webrecruit will:

- Confirm understanding of the customer's recruiting drivers & business goals, agree project timescales, & team availability
- Identify project lead(s) and/or key stakeholders and establish responsibilities
- Review implementation stages, team roles, responsibilities, critical milestones, & optional activities
- Develop training plan for different levels/types of user
- Discuss Careers Site building requirements with relevant stakeholder(s)
- Agree & sign-off implementation plan and Careers Site build requirements

Webrecruit's Implementation Lead will assist in configuration tasks and guide the customer's project team to complete the setup & configuration of Webrecruit ATS. Specifically, the Implementation Lead will:

- Provide consultation on best practices and support the set-up and configuration of Webrecruit ATS
- Help with the invitation and creation of user accounts for the customer
- Guide the creation of time-saving templates for automated email templates, and application /screening questions to capture candidate information
- Advise on ensuring consistency and quality of recruiting data from the start through

creation of application sources, candidate scoring, requisition workflows, onboarding workflows, and Talent Pool tagging functionality

ATS Training - (Week 1)

Webrecruit's Implementation Lead will invest time in making sure all system users are fully trained and prepared for success at each stage of the way so the customer can launch with confidence. Training can be provided in the form of multiple sessions and will be conducted online. All new customers are allocated 8 hours of online training that can be split into multiple sessions with different user groups at the customer's convenience. Typically, we advise an initial 2-hour session for Super Users and HR Users with a separate 1-hour session for Hiring Managers. Our system support team are available via email and phone between the hours of 08.30 – 17:30 Monday to Friday, this ongoing system support is available free of charge. An online user guide is provided by Webrecruit via a tool called Zendesk, available 24/7. This guide is presented in a modular format, providing user guidance for all individual areas of the system via descriptive detail and screen shots. The guide includes a search bar so that any area of the system can be keyword searched and modular links relevant to the search term will be displayed.

Careers Site Testing - (Weeks 4-5*)

The User Acceptance Testing (UAT) period will commence upon completion of the build of the Careers Site to a stage where it can be made available in a QA environment. Access will be provided to the customer's Project Lead (or relevant stakeholder(s)) and can be shared with customer's staff and any external contacts selected by the customer. Whilst the Careers Site template will be tested by Webrecruit's QA team and fully functional, we invite customers to review the draft provided to ensure it meets the requirements they set out. Webrecruit's testing will be conducted across all major operating systems, including Windows (XP upwards), MacOS/iOS & Android, & all major browsers, including the latest version of Edge, Chrome, Firefox & Safari. This is inclusive of mobile & tablet devices. Webrecruit's Implementation Lead will be available to provide consultation and support if any additional set-up, configuration, tailoring, & customisations are required prior to the customer going live with the system.

Careers Site "Go Live" - (Week 5*)

Once final sign-off has been provided by the customer, Webrecruit's Implementation Lead will:

- Schedule a Go Live date for the careers site
- Validate careers site connection to Webrecruit ATS to ensure a seamless start to

the customer's new candidate experience

- Be accessible and ready to support to make sure any unexpected issues are isolated and addressed quickly

Webrecruit will fully support the final implemented solution for the duration of the contract.

* The implementation plan timescales listed above are indicative-only and assumes a fully completed careers site requirements document being completed at the end of Week 1 and no further changes requested following review of initial draft. Should either of these not occur, timescales for "Go Live" will be adjusted accordingly.

These timescales do not account for bespoke work that may be requested such as additional pages or custom headers/footers.

Learning Materials

An online user guide for both Hiring Managers and HR Users is provided via a tool called Zendesk, available 24/7. This guide is presented in a modular format, providing user guidance for all individual areas of the system via descriptive detail and screen shots.

The guide includes a search bar so that any area of the system can be keyword searched and modular links relevant to the search term will be displayed; in addition, there is a FAQ area.

Recorded video training of Webrecruit ATS can be arranged on request.

Outlined below are the key mobilisation and set-up stages. Webrecruit ATS can be very flexible regarding a rollout date due to it being a commercial off the shelf system which requires a limited implementation period.

Support Availability & SLAs

Webrecruit provides system infrastructure support 7 days a week, 24 hours a day and there is always support between core hours of operation. Webrecruit has User Guides available 24/7 via their support system, Zendesk (<https://www.zendesk.co.uk/>) for all levels of system users. Additionally, Webrecruit provide more in-depth technical and user support via telephone and the internet (e-mail and web) between the hours of 08:30 (UK time) and 17:30 on a Working Day (Monday to Friday, excluding bank holidays).

Webrecruit promptly respond to all requests from a user for support and shall give priority to those requests concerning the operation/availability of the system. Webrecruit will then use all reasonable endeavours to resolve issues within the target times defined. A link to

our standard SLA document is here: [Webrecruit Performance SLA](#) and below are the key categories of response:

Category	Definition	Issue Resolution	Response Time	Resolution time
Critical	Prevents users from using crucial functionality of the Service	Webrecruit will immediately commence investigations and will work until the problem has been solved or an acceptable workaround devised. In the event of a software patch being required, this will be applied to a test environment first and as soon as possible after testing, will be installed into the production environment. Webrecruit will use all reasonable endeavours to resolve the problem such that the system is operating with all core functionality within 4 hours of the problem being reported.	Within 2 business hours by email or phone call.	Within 4 business hours
High	Prevents users from using the functionality of the Service. There is no workaround available, however the functionality is not considered crucial.	Webrecruit will commence investigations within 4 hours. In the event of a software patch being required, this will be applied to a test environment first and as soon as possible after testing, will be installed into the production environment. Webrecruit will use all reasonable endeavours to resolve the problem such that the system is operating with all core functionality within 8 business hours of the problem being reported.	Within 4 business hours by email or phone call.	Within 8 business hours
Medium	Prevents users from using the functionality of the Service. However there is a workaround available.	Webrecruit will respond to reports within 8 hours and use all reasonable efforts to resolve the problem within such timescale as the parties shall agree. Minor errors which do not materially affect functionality may be resolved this error in the regular software upgrade program. Within this program minor errors and enhancements will be patched in new releases.	Within 8 business hours by email or phone call.	Within next software upgrade release (On average, these are every 4 weeks).
Low	Prevents users from implementing a particular functionality outside of normal system usage. This	Webrecruit and the Customer will agree whether the enhancement will be part of a new release or will be considered Consultancy. The Customer will benefit from new releases at no extra cost. Functionality	N/A	N/A

	may be an enhancement request.	which requires Consultancy will incur cost to the Customer and will be agreed in writing.		
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Future Development

Webrecruit ATS is continually developed, with new and enhanced functionality released into the system regularly as part of our rolling 24-month development roadmap. As a Webrecruit ATS customer, you will automatically receive access to all new functionality released into the system. Alongside planned development, we will also release smaller enhancements based on user feedback and ideas. The objective is to provide the most efficient and practical system to users as possible, demonstrating our commitment to continuous improvement on this product, providing cost and time-saving benefits for our customers.

We also actively take development requests from clients. Many of these requests are adopted and added to our development roadmap. We are always extremely welcoming of feedback and suggestions at any stage.

Ordering and Invoicing

As per the terms of the 'G-Cloud Framework Agreement', to purchase services from G-Cloud, customers enter into a Call-Off Contract with a Supplier. Both Customers and Suppliers must ensure that they observe the buying process as set out in Schedule 3 of the Framework Agreement (attachment 4 in the ITT documentation).

The 'call-off contract' between a Customer and a Supplier contains the following documents in order of contractual precedence:

1. Framework Agreement (between Suppliers and the Authority)
2. Call-Off Contract (between Customers and Suppliers)
3. Order Form (sets out the details of the order for each Call-Off Contract)
4. Supplier Terms and Conditions (defines the specifics of how to use the service)

In addition to the core terms as covered by the Framework Agreement and the Call-Off Contract, Customers must accept the Supplier Terms and Conditions relating to the service they wish to purchase and as submitted by the Supplier at time of the Tender.

Contract example

A sample contract has been attached separately within Digital Marketplace.

Pricing

Full pricing details have been attached separately within Digital Marketplace.

Trial Service

A trial of Webrecruit ATS can be considered for prospective customers who require time to evaluate the system before purchasing.



Webrecruit ATS

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Service Definition

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