

Service Definition – hackajob Source

1. Service overview

Source is a module within the hackajob platform that enables employers to source, shortlist and invite candidates from hackajob's private candidate community. Source supports natural-language search, filtering and explainable insights to help users identify relevant candidates and manage shortlisting and interview requests in one place.

2. What the service does

Source supports customers to:

- Simplify time-intensive sourcing activities such as keyword searches and complex queries, allowing more focus on higher-value tasks
- match candidates to roles accurately and fairly, based solely on skills, experience and preferences, supported by explainable insights
- Support more informed decision-making when reviewing candidates, using explainable evidence on profiles aligned to the customer's role criteria
- Shortlist candidates and send interview requests from within the platform

3. What problem Source solves

Many TA teams rely on manual search, complex filtering and inconsistent reviewer criteria to source candidates, which increases time-to-shortlist and creates noise (lots of profiles reviewed to find a small number of qualified candidates). Source is designed to improve relevance earlier in the process by translating hiring criteria into structured filters and surfacing strong-fit candidates with transparent, explainable reasoning - helping teams progress more qualified candidates with less manual effort.

4. How the service works

1. **Capture hiring criteria:** Users define the role requirements using a single search prompt created via free-text, voice input, or job description upload.
- **Generate structured filters:** Source automatically creates Skills & Background filters from the prompt; filters can be edited or removed using free text or voice, and include tooltips explaining how requirements are interpreted.
3. **Match and shortlist:** Source searches hackajob's private talent community to surface relevant candidate profiles aligned to the defined criteria.
4. **Explainability and evidence:** Candidate profiles include AI profile summaries and evidence highlights showing how specific skills/experience map to the role filters using natural language understanding and a knowledge graph.

5. **Recruiter workflow actions:** Users can review, shortlist and send interview requests within the platform (permissions/workflow dependent).

5. Responsible AI & trust principles

Source is designed to support users without replacing human hiring decisions. Source's approach emphasises:

- transparency and explainability (tooltips, summaries, and evidence showing why someone matches)
- user control (users can adjust prompts/filters at any time; progression decisions remain with the user)
- objective matching focused on skills, experience and preferences, rather than irrelevant attributes

6. Levels of data backup, restore and disaster recovery

hackajob operates backups and recovery processes aligned to its ISO/IEC 27001-certified Information Security Management System (ISMS). Backups and recovery procedures support restoration of service in the event of data loss or platform incidents. Business continuity and disaster recovery processes are maintained and reviewed regularly.

7. Onboarding and offboarding support

Onboarding: Customers are onboarded by an allocated Customer Success Manager (CSM) and, where applicable, a Forward Deployed Engineer (FDE). Onboarding includes configuration, role setup, user enablement/training and agreed success measures.

Offboarding: Offboarding support includes guidance on data export (on request), account closure steps, and an end-of-contract review if required.

8. Service constraints (maintenance windows and customisation)

The service is delivered as a standard SaaS offering. Configuration is available through product settings and agreed service setup; deep custom development is not part of the standard service.

Planned maintenance is performed to minimise customer impact and is communicated where appropriate. Emergency maintenance may occur to address security or availability risks.

9. Service levels (performance, availability, support hours)

- Service availability: The service is available 24/7 via the public internet.
- Support hours: Support is provided during UK business hours (09:00–17:00 GMT/BST, Monday–Friday).

- Any availability targets and remedies are set out in the contract SLA (Schedule 1), where applicable.

10. After-sales / ongoing support

Ongoing support is provided via email or online ticketing. Issues are triaged by severity and routed to the appropriate teams. Customers receive updates during incident handling and, for material incidents, a post-incident summary including root cause and corrective actions can be provided.

11. Technical requirements

- Access to a modern web browser on desktop or laptop.
- Internet connectivity.
- Where enabled, optional integration to a customer job feed/ATS for role ingestion or workflow support (configuration dependent).

12. Outage and maintenance management

Service status and outage communications are managed via hackajob's status page and direct customer communications where appropriate. Planned maintenance and operational changes follow controlled change management processes aligned to ISO 27001.

13. Hosting options and locations

The service is hosted in Amazon Web Services (AWS) with primary hosting in the Ireland region.

14. Access to data (upon exit) / data export

Customers can request export of their data during the contract term or on exit. Exports are provided on request in commonly used formats (for example CSV/JSON where applicable) and handled in line with contractual and data protection requirements. Exports are delivered securely.

15. Security

hackajob maintains an ISO/IEC 27001:2022-certified Information Security Management System (ISMS). Security controls include:

- encryption in transit (TLS) and encryption at rest (AES-256 using AWS-managed encryption)
- role-based access control and least privilege

- MFA for privileged/administrative access and audit logging
 - secure incident management and vulnerability management processes
 - access to management interfaces restricted to authorised personnel; administrative access may be additionally restricted via VPN/IP controls where required
- Security and assurance information (e.g., policies and audit evidence) can be shared under NDA where appropriate.

16. Contact and support

Support requests are raised via the allocated support channel (email/ticketing) or through the Customer Success Manager. Security incidents can be reported via the same channels and will be handled under the incident management process.

17. Document control

This service description is provided for G-cloud. It may be updated to reflect service changes. Buyers should refer to the contract for binding service levels and terms.