

Frequently Asked Questions - Candidates

How do I apply for a post?

If you have found a post you are interested in applying for, you will need to register with us (if you haven't already done so) by going to www.yourcounciljobs.co.uk and clicking on 'new users register now' in the top right hand corner. Becoming a registered user will allow you to access an online application form. Once your form is complete, you will need to submit your application form prior to the closing date; you will then be able to track the status of your application following the closing date.

For guidance on completing your application please refer to our ['hints and tips'](#) section.

What if I have access to the internet but I do not have an email address?

You can set up an email account for free, why not visit www.hotmail.com or www.yahoo.co.uk for further details.

Can I register using a work email address?

Yes – there is no reason why you cannot register using a works email address, however you may need to check this with your employer first.

I have registered as a user on the 'yourcounciljobs' website, however I have not received an activation email to allow me to activate my account, have I done something wrong?

No – sometimes the activation email accidentally goes into your 'spam' email inbox. If you do not receive the activation email you should check your 'spam' inbox or your 'junk' mail inbox in the first instance.

If the email is not in either of these you should check your email settings. Your email settings must be set to receive emails in html format and not just plain text.

If the above fails you can contact our helpdesk who will be able to activate the account on your behalf. You can contact the helpdesk by emailing yourcounciljobshelp@wigan.gov.uk

I selected the wrong authority by mistake when I registered and it doesn't allow me to change it, what do I do?

You will need to contact our helpdesk for this to be reset. Please email yourcounciljobshelp@wigan.gov.uk who will resolve this for you.

I was a registered user on the NOW People site, but even though my details have been transferred to 'yourcounciljobs' it will not allow me to select the authority I work for/am interested in applying for?

Unfortunately, when the details were migrated over from the Now People website, individual authority information did not transfer across as it should have. If you experience a problem please contact our helpdesk, by emailing yourcounciljobshelp@wigan.gov.uk.

How do I conduct a job search?

There are several ways you can conduct a job search. First, you should access www.yourcounciljobs.co.uk.

The quick job search box on the left hand side allows you to search by specific criteria e.g. salary. Completing the relevant fields and pressing 'search' will bring up a list of vacancies matching your specified criteria.

In the centre of the page you also have the facility to search by job type, working pattern or by employer. Clicking on the appropriate job type, working pattern or employer will automatically bring up a list of vacancies that match your selection.

Should I complete a separate application form for each job I want to apply for?

Yes – it is important that you submit a new application form for each post you apply for, as the competencies, skills and experience required for each post will vary – your responses should be tailored to suit the criteria on the person specification.

If you are already registered with us, previous applications will be saved on the system and you can access these via 'your account'. This will prevent you from having to re-enter the details which have not changed, e.g. name and address.

Should I send a copy of my CV with my application form?

No – we do not accept CVs, therefore if you send a copy of your CV this will not be considered unless the advertisement states otherwise.

Can I send any other supporting information with my application form?

Currently there is no facility to attach any additional documentation to your application form – any detail you wish to include to support your application should be included within the application form in the appropriate section.

How do I know what the closing date is for a post?

The closing date for all our vacancies is situated at the bottom of each advert. There is also a timer to the right of each advert which confirms how long there is left to apply for a post.

Please note that applications will not be accepted after the closing date, therefore it is better to ensure you submit your application form prior to the closing date.

What if I am on holiday when a post closes and therefore I cannot submit my application form on time?

Unfortunately we cannot accept late applications.

If you are aware that you are going on holiday, or have plans which coincide with the closing date of a post, it is important that you submit your application form early to avoid missing out on an opportunity.

If you cannot submit your application form on time, or you accidentally miss the closing date, you could join our talent pool and register your interest in a particular area of work, which would allow you to receive alerts if a similar opportunity arises.

In most cases, there is usually a 2 weeks window between the vacancy start date and the closing date, giving ample time to complete and submit an application form.

I am aware of a vacancy but I cannot find it on the website, what am I doing wrong?

If you cannot find a vacancy you are looking for you should check your search criteria and try again; it may not be listed under a category you are searching under, therefore it may be easier to search for jobs by employer so it provides a list of all the vacancies for that particular council.

If the vacancy you are looking for is still not listed it may be that the vacancy is internal and therefore only available to internal registered users.

How will I know if my application has been successful?

You will receive a notification by email to advise you whether your application has or has not been successful. Recruiting managers have up to 3 weeks to shortlist for a post, so do not worry if you do not receive anything for this period of time.

If you are unsuccessful, you will have the option to obtain feedback on your application form.

What if I cannot attend the interview date and/or time?

Unfortunately, if you cannot attend the interview on the date arranged, there is no guarantee that the interview can be re-arranged for you.

At the earliest opportunity please notify the recruiting manager if you are unable to attend the interview, contact details will be outlined on your invite to interview letter.

I have not had an interview for many years, how can I ensure I fully prepare?

We have a range of [guidance notes](#) to support you through the interview process.

If I have a disability and require adjustments at interview, how can I notify you?

Wigan Council is accredited with the Two Ticks disability symbol for their commitment to good policies and practices regarding the employment of disabled people.

When completing your application form you should declare that you have a disability and then complete the section that asks you for what adjustments you require at interview.

We try to accommodate everyone as best as reasonably possible, but you must advise us on your application to ensure adjustments can be arranged in short timeframes.

Find out more about how Wigan Council is [positive about disability](#).

How will I know if I have been successful at interview?

You will receive an email notification confirming if you have or have not been successful at interview.

If you are successful, your email notification will also contain a conditional offer of employment.

If I am not successful at interview can I obtain feedback on my performance?

Yes – if you receive a notification to advise you that you were unsuccessful, the notification will also outline details of how you can obtain feedback on your performance, should you choose to do so.