



# User Guide

Instructions for using the Providers Hub on the Proud to Care Cornwall website

## Contents

1. Provider Dashboard
2. Creating a Company Profile
3. Submit a Job
4. Jobs Dashboard
5. Managing Applications
6. Hints and Tips



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# Provider Dashboard

Once you've logged in to your account you will be taken to the Provider Dashboard with the following features:

The screenshot shows the 'Providers dashboard' interface. At the top, there is a navigation bar with 'Home', 'About', 'Courses', and 'Looking for work'. A 'Search jobs' button and a 'Dashboard' dropdown menu are visible. The dashboard itself features several key sections:

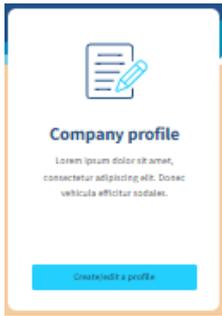
- 1. Company profile:** A card with a document icon and a 'Create or edit a profile' button.
- 2. Manage Jobs and Applications:** A card with a clipboard icon and a 'Manage jobs and applications' button.
- 3. Training courses:** A card with a person and screen icon and a 'Search courses' button.
- 4. Latest news post:** A card with a document icon and a 'Read latest news' button.
- Information pages:** A row of three cards at the bottom: 'Recruitment and Retention', 'Learning and Development', and 'Wellbeing and Support'. These are circled in red and have an arrow pointing to a text box below.

Callout boxes provide further details:

- Callout 1:** 'Here you can create and edit your Company Profile which appears on the 'Find Employers' Page (see page 2)'
- Callout 2:** 'Click here to submit new Job adverts and manage your job applications (see page 3)'
- Callout 3:** 'Search for local training courses and contact providers directly'
- Callout 4:** 'View the latest News from across the social care and health system'
- Information pages box:** 'Information pages with links to resources and further support under our three key themes:
  - Recruitment & Retention
  - Learning & Development
  - Wellbeing & Support

An arrow points from the 'Dashboard' menu in the top right to the dashboard content, and another arrow points from the 'Information pages' box to the three cards at the bottom.

# Creating a Company Profile



All new users will need to create a Company Profile before they can advertise their Job vacancies.

From your Provider Dashboard, click the button 'Create/Edit a Profile'.

If you don't already have one, you will be taken straight to the form to create your Company Profile. You will be asked to complete the following fields:

- Name – as you'd like it displayed to the public
- Website (optional)
- Areas covered – you can choose as many of these as required and click the cross to remove any you have selected by mistake. We suggest you select the region of Cornwall you cover (North and East, Central or West) as well as the nearest town(s)
- Service Types – again, you can choose as many of these as required and click the cross to remove any you have selected by mistake
- Email – this will automatically show the email address you used when you registered for your account but you can change it here if required. **Remember, this is where you will receive enquiries from the 'Contact Us' form on your live Company Profile page.**
- Logo (optional) – this doesn't have to be in a square but can only be a maximum of 500 pixels at its highest or widest.
- Company Profile – here you can add a description of your business and what it's like to work for you. For Hints and Tips see page 6.

Click 'Preview' to see what your Profile will look like and then 'Submit Company' to make it visible on the 'Find Employers' page. By clicking 'Save' you can save your profile as a draft to finish later and this will not publish it to the website.

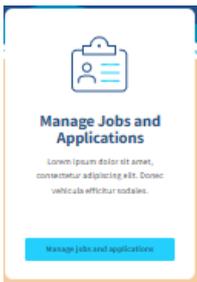
Once you've created your Company Profile or saved a draft version, when you click on the 'Create/Edit a Profile' button you will be taken to the Company Dashboard instead of the form:



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# Manage Jobs and Applications

## Submit a Job



Click on the Manage Jobs and Applications tile on your Provider Dashboard and you will see a button to 'Submit a job'.

 Submit a job

This will take you to a form with the following fields:

- Company – type in the first three letters of your Company name (as displayed on your Company Profile) and then select your company name

Company \*

Select company

Mad

Made Up Company

- Job Title
- Job Region – here you will be asked to choose North and East, Central or West Cornwall. You can choose as many as required and click on the cross to remove any if you add them by mistake. Once you have chosen the correct region(s) you will be able to narrow down by selecting the relevant town(s) in each region. Again, you can choose as many as required.

Job Region \*

x Central Cornwall
x North and East Cornwall
x West Cornwall

Please select job search region for Cornwall.

Job Region → West Cornwall \*

Please select from the list below...

Job Region → North and East Cornwall \*

Please select from the list below...

Job Region → Central Cornwall \*

Please select from the list below...

- Falmouth/Penryn
- Newquay
- Padstow
- St Agnes/Perranporth
- St Austell

- Job type – Full time, Part time, Bank, Nights
- Salary/Hourly rate
- Job category – choose from Activities Worker, Administration/Finance/Human Resources, Advice Worker, Apprenticeship, Catering, Community Care Worker, Education and Training, Housekeeping, Maintenance, Management, Nursing, Occupational Therapy, Other, Personal Assistant (Care and Support), Residential Care Worker, Senior Care Worker, Senior Support Worker, Social Work, Supervisor/Team Leader, Support Worker (Community), Support Worker (Residential)

Continued...



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- Description
- Our ideal candidate (optional) – this will display as a sub heading on the page.
- Essential skills (optional) – this will display as a sub heading on the page.
- Application email – this is where you will receive email notifications when a candidate has applied for this role. This email address will not be visible to job seekers. You can only add one email address.
- Closing date – Job listings will automatically disappear from the website after this date.
- Logo (optional) – this is automatically pulled across from your Company Profile

Click **‘Preview’** to see what your advert will look like and then **‘Submit Listing’** to make it visible on the ‘Search Jobs’ page as well as the ‘Jobs’ tab on your Company Profile page. By clicking ‘Save Draft’ you can save your advert to finish later and this will not publish it to the website.

You can submit as many jobs as you like.

To finish a draft advert or to edit a live advert, visit your Jobs Dashboard.

## Job and Applications Dashboard

Once you have saved a draft or submitted a Job advert it will appear on your Job and Applications Dashboard:

Create/edit profile

Submit a job

Providers dashboard

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### Job and Applications dashboard

Here you can submit and edit your Job Adverts, and manage the applications you have received to your vacancies through the website. For step-by-step instructions and helpful hints please read our User Guide.

Your listings are shown in the table below.

Title	Filled?	Date Posted	Closing Date	Listing Expires	Applications
Community Care Assistant (Expired) <a href="#">Relist</a> - <a href="#">Delete</a>	-	18 October 2022	21 October 2022	21 October 2022	-
Community Care Assistant Applied <a href="#">Edit</a> - <a href="#">Mark filled.</a> - <a href="#">Duplicate</a> - <a href="#">Delete</a>	-	18 October 2022	30 October 2022	30 October 2022	<span style="border: 2px solid red; border-radius: 50%; padding: 2px;">1</span>
Care Assistant (Draft) <a href="#">Continue Submission</a> - <a href="#">Delete</a>	-	24 October 2022	26 October 2022	26 October 2022	-

Here you can see how many applications you have received for each job.

**Click on the number to view the applications.** See page 5 for more information.

You can choose to:

- **Relist** an expired advert
- **Edit** an existing advert
- **Continue Submission**, to edit and complete a draft advert
- **Duplicate**, to easily create additional similar job adverts

When you click any of these, it will automatically open the Submit a Job form pre-filled with the relevant information so you can amend any of the fields in the list above. **In each case you will need to click ‘Save changes’ or ‘Preview’ and then ‘Submit Listing’ to make your edits live on the website.**

If you choose to **Mark filled**, the Job advert will remain live on your Company Profile and the Jobs page until the Closing date, but the option for candidates to apply will no longer be available.



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## Managing Applications

When you click on the number of applications next to a job advert, it will open a list for you to view and manage as follows:

**Export** the list of applicants to a spreadsheet including their details and how they answered the questions on the application form

[Download CSV](#)

The job applications for "[Community Care Assistant](#)" are listed below.

1. Click here to **view the details** of this applicant, including their cover message and answers to the questions on the application form.
2. **Download the CV** or other supporting document the applicant provided.
3. Click here to **email the applicant** (opens your default email client with prefilled 'To', 'Subject' and greeting line fields).
4. **Add some private notes** about this application. Only you can see this.
5. **Mark the status** of this application and **give it a priority rating**. Only you can see this.

### We ask that you regularly keep the status of your applications up to date.

This data is automatically shared with the Proud to Care team. Updating the status of your applications will enable us to focus our marketing efforts where we can see it has been successful. It will also enable us to reach out to candidates who are not successful or don't attend an interview to offer them specialised pre-employment support from our partners across the sector.

The job applications for "[Community Care Assistant](#)" are listed below.

[Download CSV](#)

You can give applications a status of:

- New
- Interviewed
- Hired
- Archived
- In progress
- Unsuccessful
- No show

# Hints and Tips

- ✓ Your Company Profile is an opportunity to **tell candidates WHY they should choose to work for you**. Showcase your achievements, your values and the benefits you offer so that you attract job seekers with matching skills and values.

Don't forget to include:

- Your client group (eg. over 65, under 65, complex needs etc.)
- If you employ drivers and non-drivers
- If you offer flexible shifts, evening/weekends only, casual/bank hours
- If you offer work experience, college placements or volunteering opportunities
- If you employ people from the age of 16

You might also like to mention how new starters are introduced into your company and how you support them in the first few days/weeks.

- ✓ **Add a logo** – it's great if you can add your company logo. It can be a maximum of 500 pixels at its highest or widest and you can change your logo by editing your Company Profile. Once you have added a logo to your Company Profile it will automatically appear on your Job Adverts too.
- ✓ A **full and detailed Job Advert** with all the relevant information will encourage more people to apply for your vacancies. We recommend that you use all of the fields on the Submit a Job form as this will greatly increase the look of your advert and engage with candidates.  
**Don't put alternative means of contacting you or applying for your vacancy in the text of your advert as you won't be able to manage these on (or attribute them to) the Proud to Care website later.**
- ✓ **If you want to extend a Job advert wait for it to expire first and then reinstate it instead.** This will also reset the 'posted date' to the current date so it will appear at the top of the listings again. If you continually extend the advert without letting it expire, the 'posted date' will stay the same and the advert will start to look old and out of date.
- ✓ Once you've posted your adverts **use the social sharing buttons** at the bottom of the advert page to promote them on Facebook, Twitter and LinkedIn:

Share this job



**If you experience any problems using the Proud to Care website or have any questions please contact the Proud to Care team by emailing [proudtocare@cornwall.gov.uk](mailto:proudtocare@cornwall.gov.uk)**



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