How to apply for a vacancy: Frequently Asked Questions

How do I select the vacancy I want to apply for?
From the current vacancies page on our website, click on the vacancy you want to apply for and select 'Apply now' at the bottom of the vacancy description.

How can I keep up to date with new vacancies?
You can register online via the EngageATS homepage to receive regular vacancy alerts. You can also stay up to date by visiting our current vacancies page.

How will I benefit from registering my details?
Registering will allow you to maintain and update your details and preferences quickly.

You will also be able to:

- search and apply for jobs online
- receive new vacancies sent directly to you with jobs-by-email
- add vacancies to your jobs basket to apply for later
- receive reminders about closing dates for applications you've not yet completed
- save your application form at any stage and complete it later
- store your last application online to save time filling in forms
- follow your job applications progress online
- keep track of your interview dates

How often are new vacancies published on the site?
Vacancies are uploaded on our job page on a daily basis. If you have registered to receive vacancy alerts, you will be notified as soon as a vacancy matching your requirements is placed.

I have forgotten my account password – what do I do?
On the homepage of EngageATS, you need to click on the link that says 'Forgotten your password?' You will be asked to enter your email address and submit. You should then log onto your email account to retrieve your password reminder.

Will the system log me out automatically?
When you are completing your online application form, please bear in mind that our system has automatic time-outs built in. You will be logged out of the system after 45 minutes of inactivity (that means not clicking on any links in the application form) and you may lose information which has not been saved. Therefore, please save your information regularly by clicking 'save and exit'.

We also recommend that you compose your answers to longer questions (those with free text areas) in a word document, not online, and then copy and paste your answers into the form. This ensures that you can spellcheck your text and that you have a backup version of your answers.

Is there a limited time for filling in an application form online?
As long as you complete and submit your application by the closing time on the closing date stated in the job advert, there is no limit to how long you can take to fill in your application. You can take your time to complete the form, save it and go back to finish it at your leisure. It is not necessary to complete the application form in one visit.

How can I tell which questions within the application form are mandatory?
Mandatory (essential) questions are displayed in bold and marked with an asterisk (*). The system will not permit you to submit your online application without these fields being completed.

Can I print off my application form to keep a copy?
Yes – you can print out a summary once you have fully completed any part (or all) of the application form.

How long will it take to process my Application?
After submitting your application you will receive an acknowledgement email. Your application will be considered after the closing date. We try to consider the applications and notify candidates within two weeks of the advert closing date. However for popular roles where we have received a high volume of applications it may take us a little longer than this. All candidates will receive an email confirming the outcome of their application.

How long will my details remain on record?
In compliance with the Data Protection Act, your details will remain on record for 18 months. Shortly before this period you will be sent an email advising you of this, and you will then be given the opportunity for your details to remain on file longer.

How will you keep in touch with me?
We will use the email and telephone contact provided by you when you submitted your application.

What other methods can I use to apply for a vacancy?
Wherever possible, we would like applications to be made online. However, if you experience difficulty in using the online method, please contact the GLA Human Resources unit by email: glajobs@london.gov.uk

User IDs and passwords
Your email address will be your user ID and you will be asked to supply a password. It is important that you do not lose or forget these as you will need them to access your application form. Internal applicants are kindly asked to refrain from using their work email to apply for vacancies. If at any time you want to change your password, click on the 'change password' link at the bottom of the screen.

What can I do to strengthen my application?
Your application responses are matched against the requirements for the role as outlined in the person specification. You should ensure that you provide evidence of your experience against both the technical skills and experience, and the behavioural competencies. You may find it useful to read our guidance for applicants before completing your application.

Why do I need to submit a recruitment monitoring questionnaire as part of my application?
For each application you submit you will be asked to complete a recruitment monitoring questionnaire. This form is separate from your application form and is not shared with the selection panel. The GLA collects this data to monitor the fairness of our selection procedures.

Who has access to equalities data?
The recruitment monitoring questionnaire is reviewed by the GLA Resources Team only. The information you provide in this form is used to monitor the fairness of our selection procedures. The disability section of the recruitment monitoring questionnaire is used by the GLA Resources Team to identify those candidates who have declared a disability and should be considered under the Guaranteed Interview Scheme. Recruiting managers and panel members are provided with equalities reports for each of their campaigns. Data relating to individuals cannot be identified by managers or panel members from these reports.