Raise a Non-Advertised Appointment

User Guide

August 2023

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What is Springboard?

Springboard is a Recruitment application used by the Qld Government to manage job advertisements, applications and appointments for Advertised and Non-Advertised positions.

Before You Begin

Please ensure the following has been confirmed:

- Confirm the employee is eligible to be hired in Australia
- Confirm if the employee has received a VER, VSP or VMR**

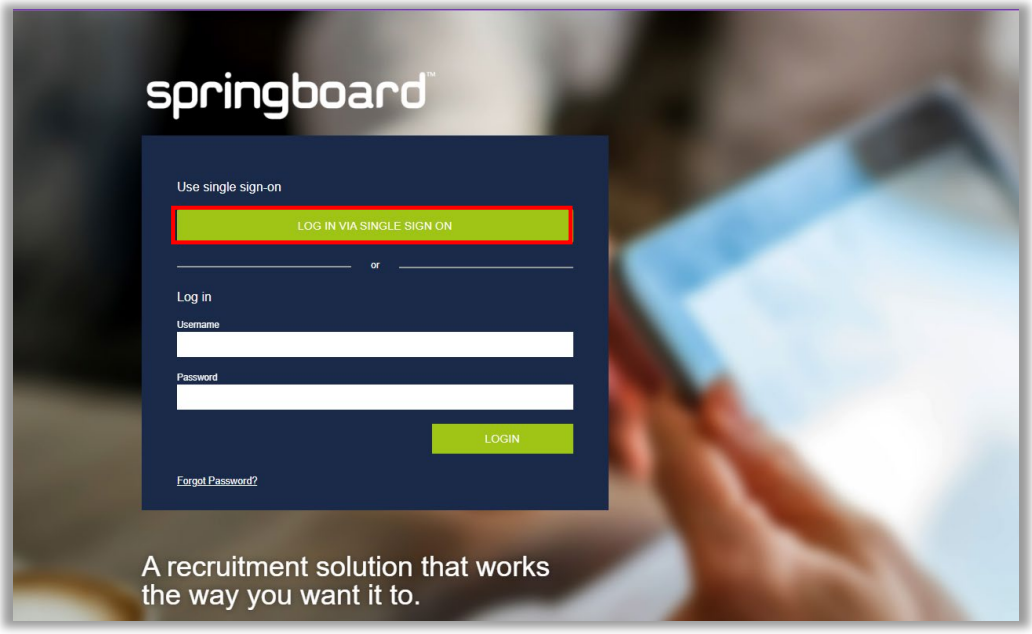
  ***Please note if the employee has previously received a VMR, a medical clearance must be provided.*

Please ensure you have the following information:

- Aurion Employee Self Service (ESS) ruleset (e.g. PSA019, OPS001) if you use ESS Timekeeper – you can find this information on your timesheet page in Aurion ESS.
- Appointee's full name as recorded on their identity documents (e.g. driver licence)
- Appointee's date of birth and address (if they are new to your agency)
- Details of the appointee's current government employment details (if applicable)
- Details of the position the appointee is undertaking
- Approver's details

Log into Springboard

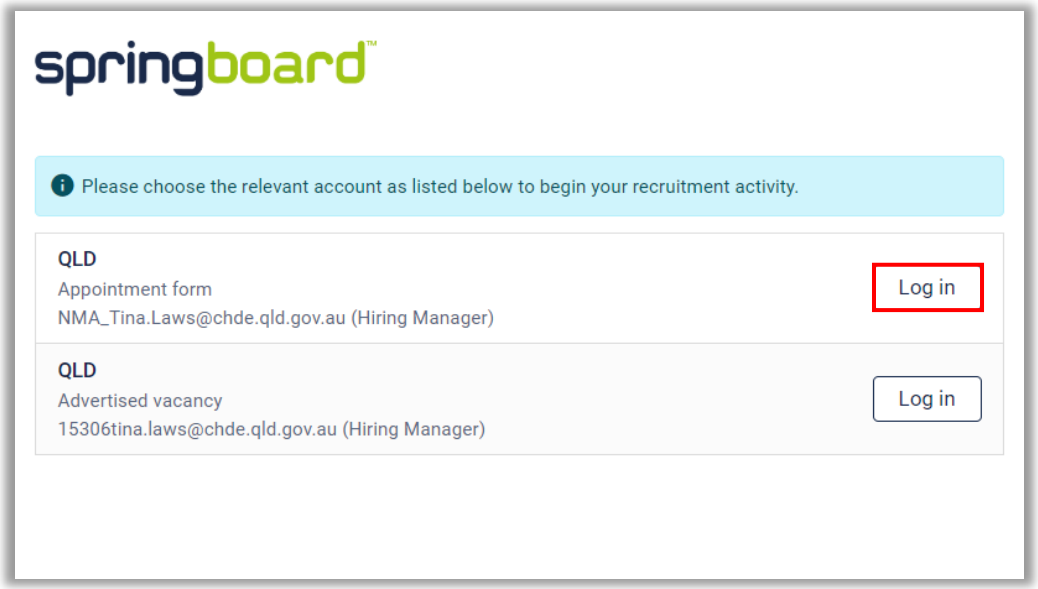
When you have all the above information, open Springboard and log in via Single Sign On.



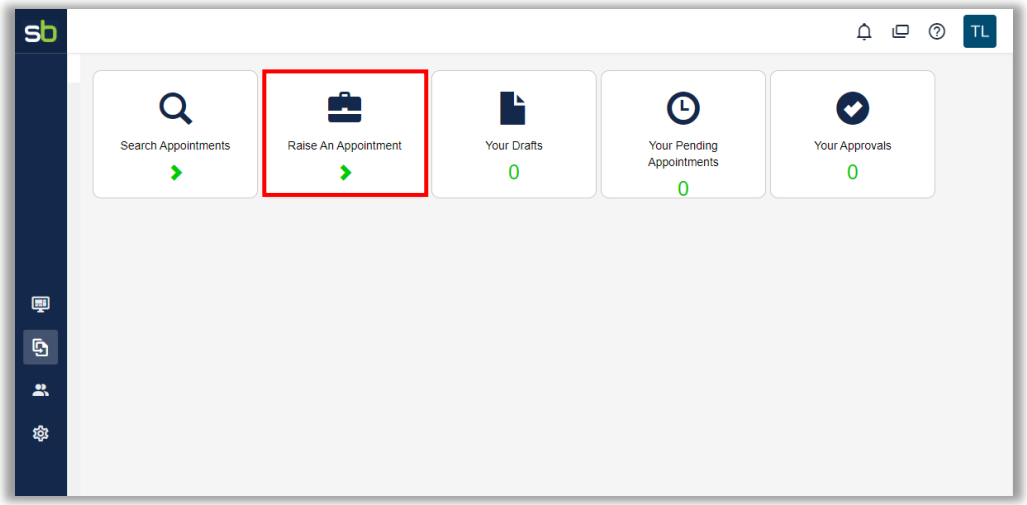
If you ***do not*** have a user account with Springboard, to register your details refer to the Springboard Single Sign On User Guide for instructions.

If you are a registered user and you have 1 account only (Appointment Form) with Springboard, you will be taken directly to the Springboard *'Appointment Requests'* page. If you have 2 accounts

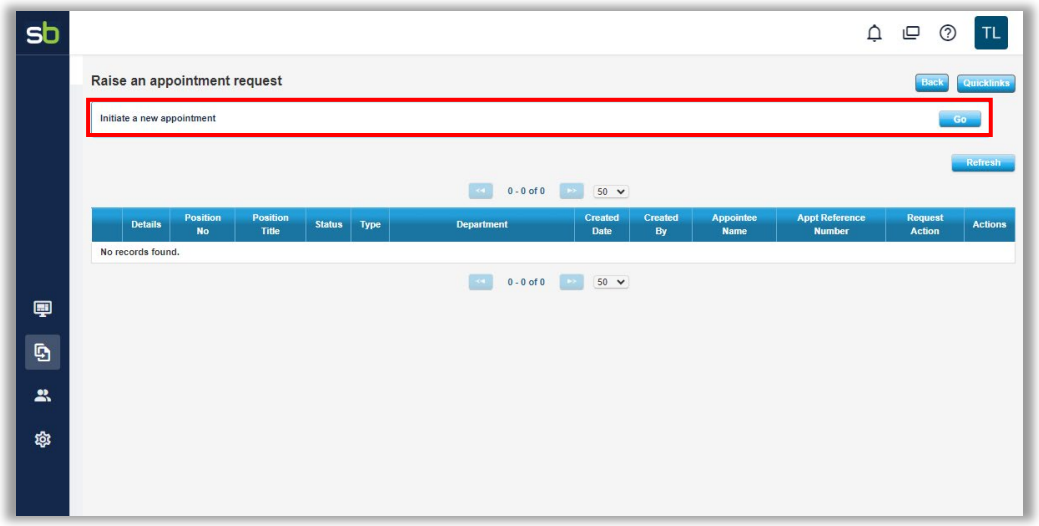
(Appointment Form & Advertised Vacancy) in Springboard, you will be taken to following screen to select the appropriate account (Appointment Form).



In Springboard on the 'Appointment Requests' page, click on '*Raise An Appointment'*.



In the Appointment Request screen that appears, at the top of the screen, in the '*Initiate a new appointment'* field, on the far right, click on '*Go'* to progress to Step 1 (of 4) to commence the process.



To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

Non-Advertised Appointment Request

Step 1 – Appointment Details

Read through the following sections:

- *Before You Begin*
  - If the appointee is a visitor, ensure their work visa covers the period of employment. For more information, refer to Hiring someone in Australia
  - If the appointee has received a Voluntary Medical Retirement (VMR) benefit, ensure they have medical clearance. For more information, refer to Voluntary Medical Retirement Directive
  - Ensure you have the following minimum information:
    - Appointee's full name, address and email
    - Appointee's date of birth (if new to your agency)
    - Appointee's employee number (if a current Qld Govt employee)
    - Appointee's timesheet application – Timekeeper or CATS
    - Position number and Cost Centre
    - Approver's details
- *After You Submit* – explains what will occur when you have finished your submission.

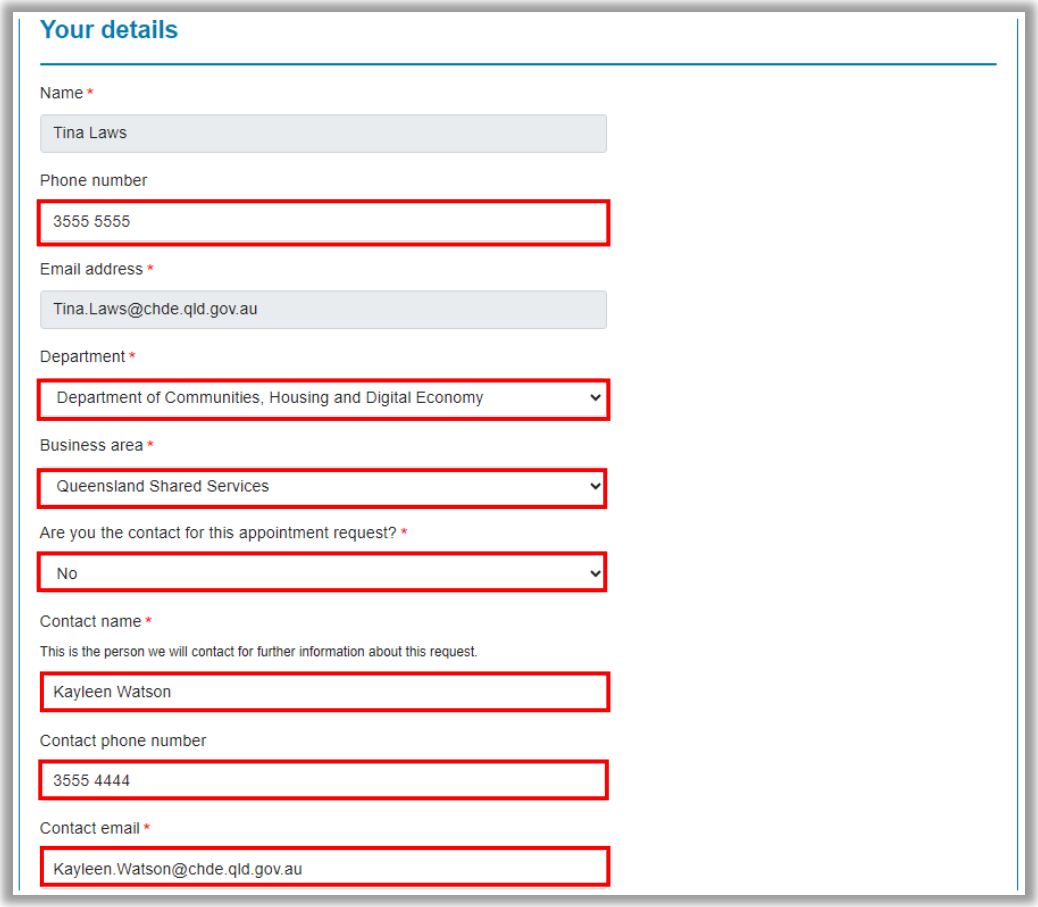
Your Details

This section contains your information. Enter or check the following details:

- Check your name as the requester – *this should be pre-populated*
- Enter your contact phone number
- Check that your email is correct – *this should be pre-populated*
- Select your department from the drop-down list

- A Business Area field (with a drop-down list) will appear if applicable for your department

- Confirm you are the contact for this request – if you select *'No'*, you will be required to enter the following details of the contact person in the fields that appear.
  - Contact person's Name
  - Contact person's Phone Number
  - Contact person's Email



Recruitment Details

This section relates to the *'Smart jobs and Careers job ad reference'* details. Enter the following:

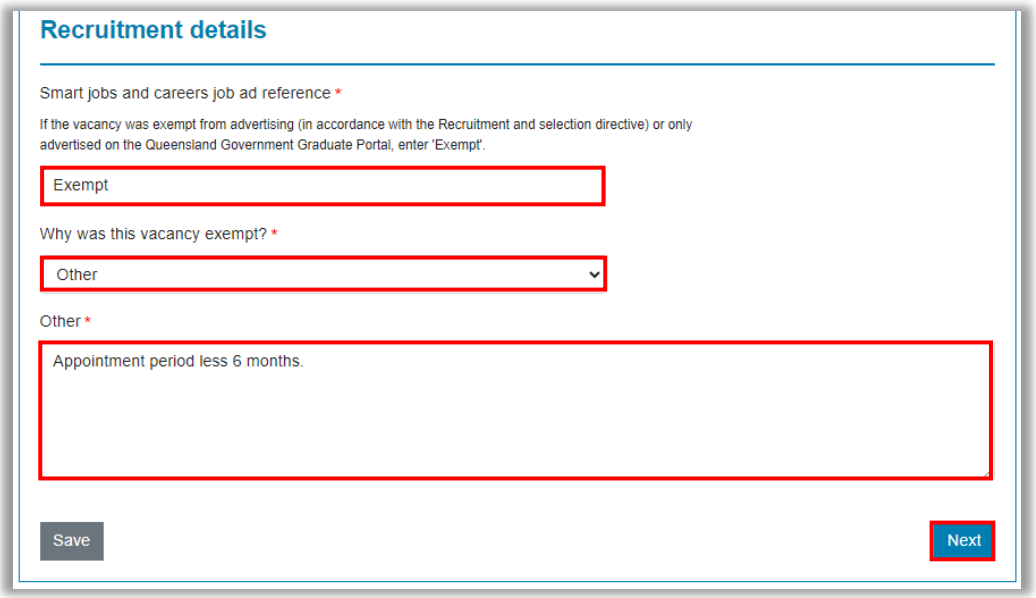
- Exempt – *should be pre-populated*
  - as this request is a non-advertised appointment, it should always show as *'Exempt***

***However, if the vacancy was self-managed outside of Springboard, you will need to enter the relevant Job Advert Reference Number in this field instead. In this instance, please note that the following field will not appear.*

Enter the reason for the vacancy exemption:

- Select a vacancy reason from the drop-down menu that suits
  - in most cases the reason selected will be *'Not required for this appointment'*
  - if *'Other'* is selected, a free text field will appear below for you to provide more details for the exemption

Then click on 'Next' to progress to the Step 2.



If any point you need to pause this process, click on the 'Save' to the left of the screen. You can return to this process at any time by accessing it through the Appointments menu.

To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

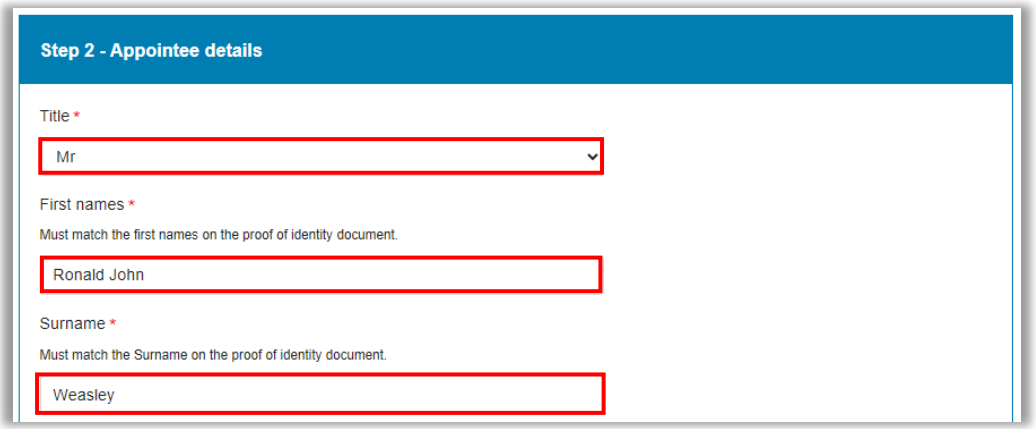
Step 2 (Part 1) – Appointee Details

This step is comprised of 2 parts – Appointee Details and Position Details.

Employee Details

In this first section, you will be entering the details of the employee (or candidate). Enter the following details:

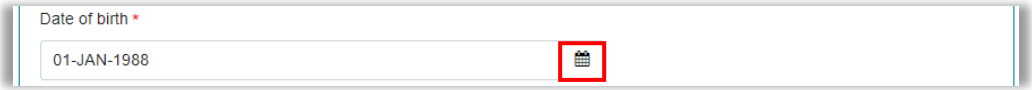
- Employee's Title - Mr, Mrs, Ms, Miss, Mx, Dr, Professor, Other
- Employee's first names – as shown on Proof of Identity
- Employee's surname



Then use the drop-down menu in the next fields, making note of the following:

- Is the appointee new to the Queensland Government:
  - *'Yes'* – you will need to enter their Date of Birth in the field that appears below.
  - *'No'* – you will need to enter their employee number (if known) and their substantive position details in the appropriate fields.
- Is the appointee new to your agency:
  - *'Yes'* – you will need to enter their Date of Birth in the field that appears
  - *'No'* – go to next question.

To enter the employee's *Date of Birth*, click on the Calendar icon to the right of the field to open the calendar options.

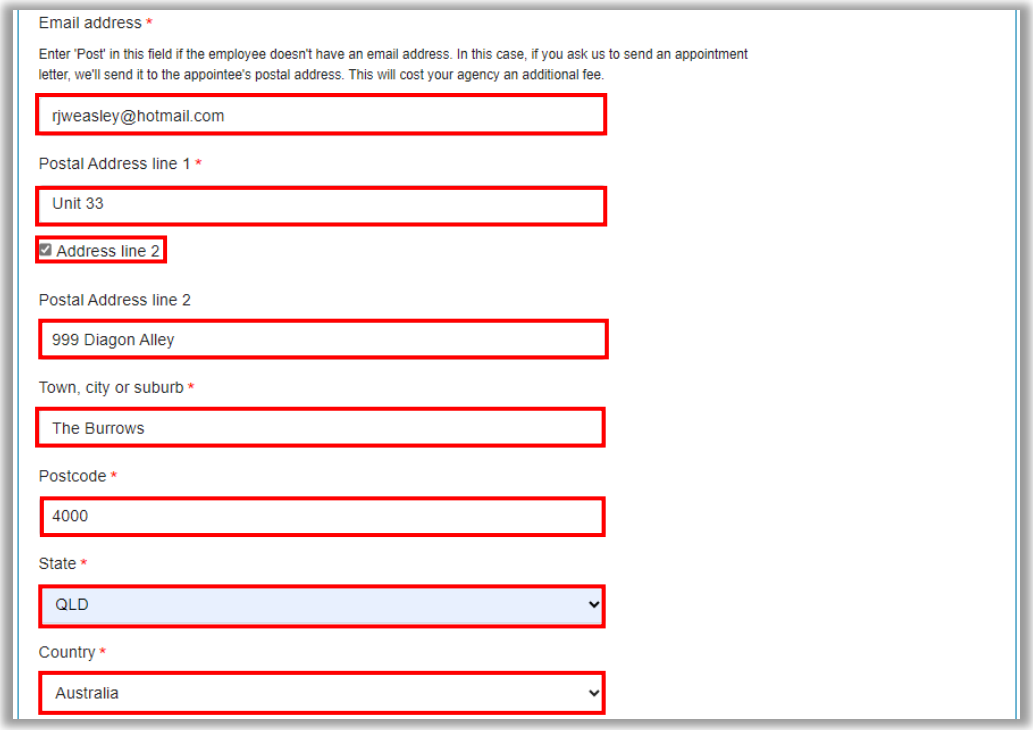


- Year of Birth
  Use the Up and Down arrows to the right of the year to scroll to the birth year
  or
  Double click on the year and manually enter the birth year
- Month of Birth
  Use the drop-down list to select the birth month
- Day of Birth
  Click on the appropriate day to select the birth date

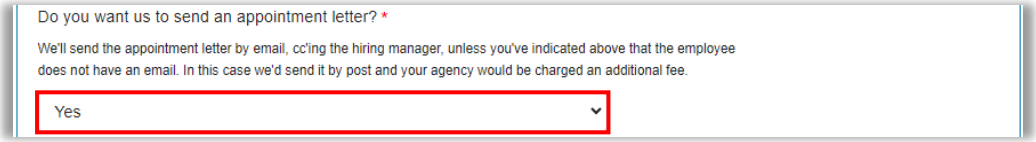
Enter the following contact details for the employee:

- Email Address – if no email address provided, enter *'Post'* instead
- Postal Address – add a second line if need by clicking the *'Address line 2'* checkbox below *'Postal Address line 1'*
- Town, City or Suburb – add as information provided
- Postcode – enter the postcode for the above location
- State – select the appropriate state from the options in the drop-down list

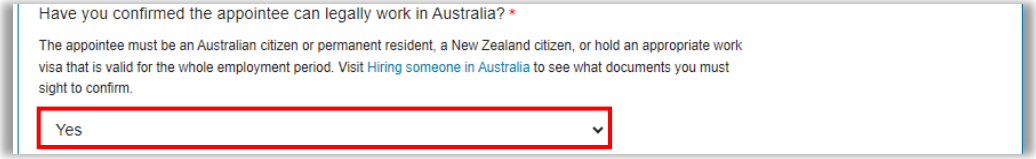
- Country – if different from the pre-populated *'Australia'*, select appropriate option from the drop-down list



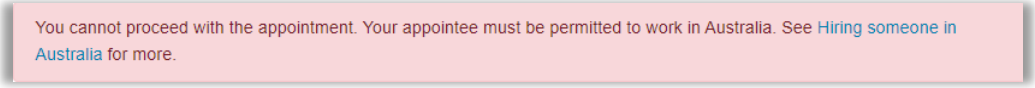
Select *'Yes'* if you would like QSS Recruitment to send an appointment letter to the employee.



Then select *'Yes'* or *'No'*** if you have confirmed if the employee can work in Australia.



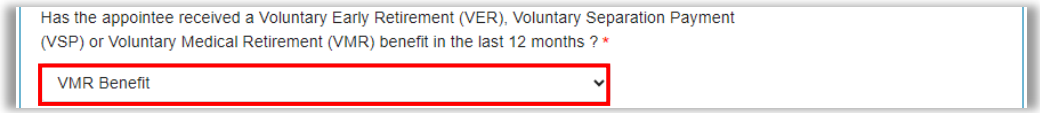
**If *'No'* is selected, the following message will appear and you will not be able to continue this process until you have confirmed the employee is permitted to work in Australia.



The next field is in relation to the employee receiving one of the following benefits:

- VER - Voluntary Early Retirement
- VSP - Voluntary Separation Package
- VMR - Voluntary Medical Retirement

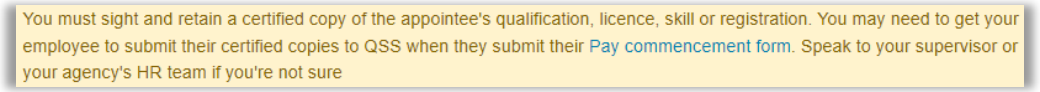
If the appointee has received one of the above in the last 12 months, select it from the drop-down list** or if the appointee has not, select *'None of the above'.*

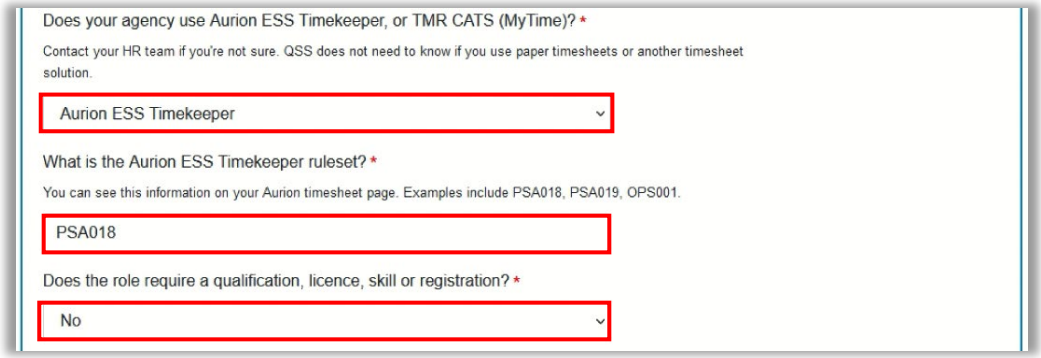


**If *'Yes'* is selected, the following fields will appear below to confirm if a refund of the benefit is required or if medical clearance has been received (VMR Benefit only).

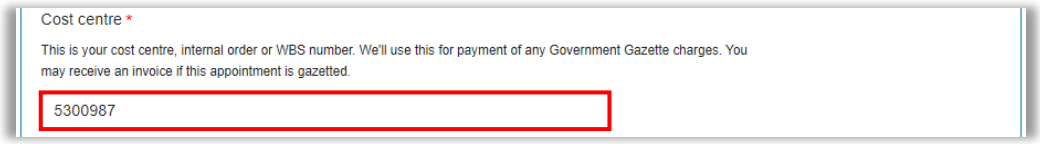
In the next fields, select or enter following information:

- Agency Timesheet Program – Aurion ESS Timekeeper *or* TMR CATS (MyTime)
- Timesheet Program Ruleset – e.g. PSA018
- Requires a Qualification, Licence, Skill or Registration – 'Yes' or 'No'
    - If 'Yes' is selected, the following information message will appear"



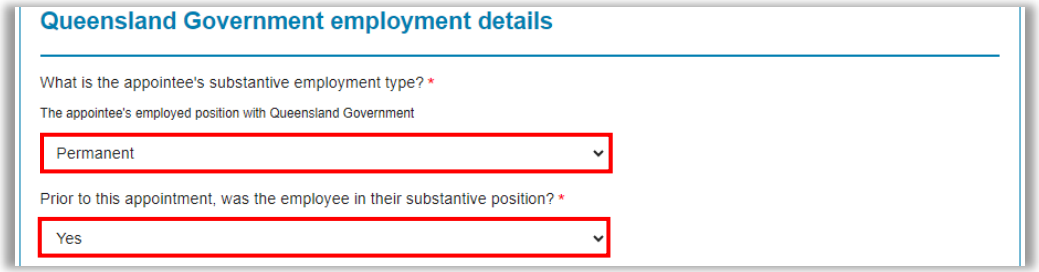


Next enter the appropriate Cost Centre for your Agency.



If the appointee is not new to the Queensland Government, you will be required to complete the following section.

- Appointee's substantive employment type – Permanent, Temporary, Casual or Contract
- Was the appointee in their substantive position – Yes or No



Next enter the appointee's position details and information. When an existing position is used, field denoted by a '*', will pre-populated

- Position Number
- Position Title*
- Classification*
- Pay Point
- Agency*
- Work Unit*
- Location*

The Substantive organisational structure should also pre-populate for an existing position number as shown below.

To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

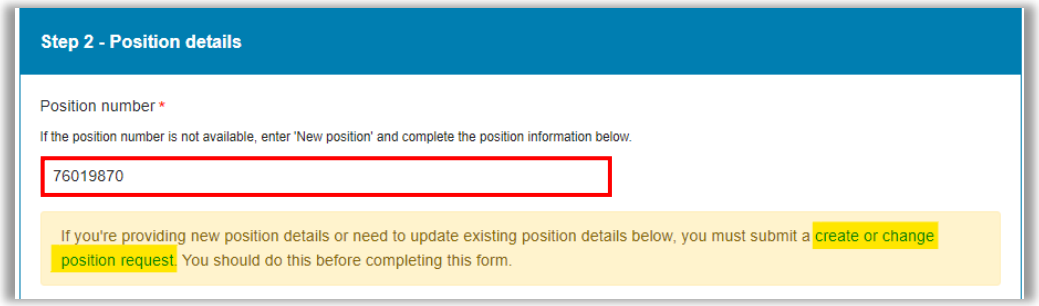
Step 2 (Part 2) – Position Details

This step contains the details for the employee's position and any associated allowances/entitlements.

Position Details

In the first field, enter the position number.

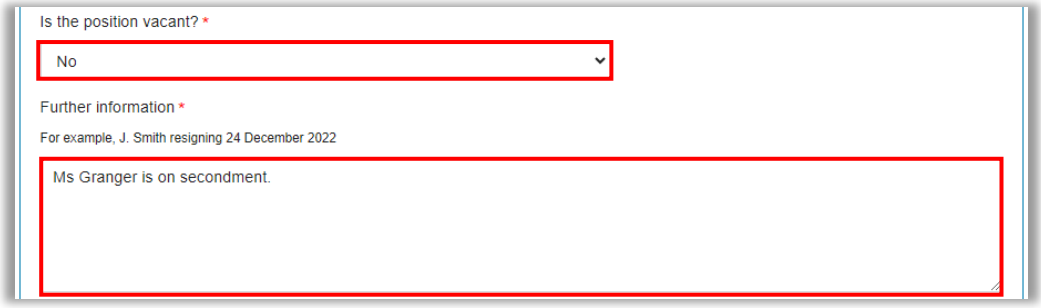
Please note that if this is a new position or, the existing position number requires updating or amending, any changes must be completed before you complete this appointment process. Please use the highlighted link provided.



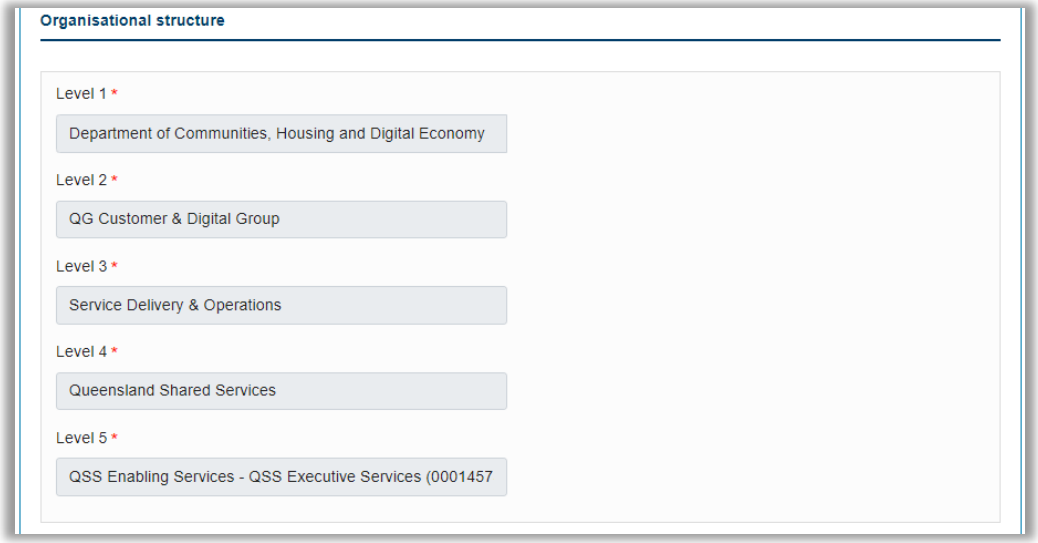
The following details of the position should pre-populate as shown below. Please check that these details are correct before progressing any further.

- Position Title
- Position Classification
- Position Location

When details are confirmed correct, select to indicate if the position is vacant or not vacant. If the position is not vacant, add details in the free text field that appears below

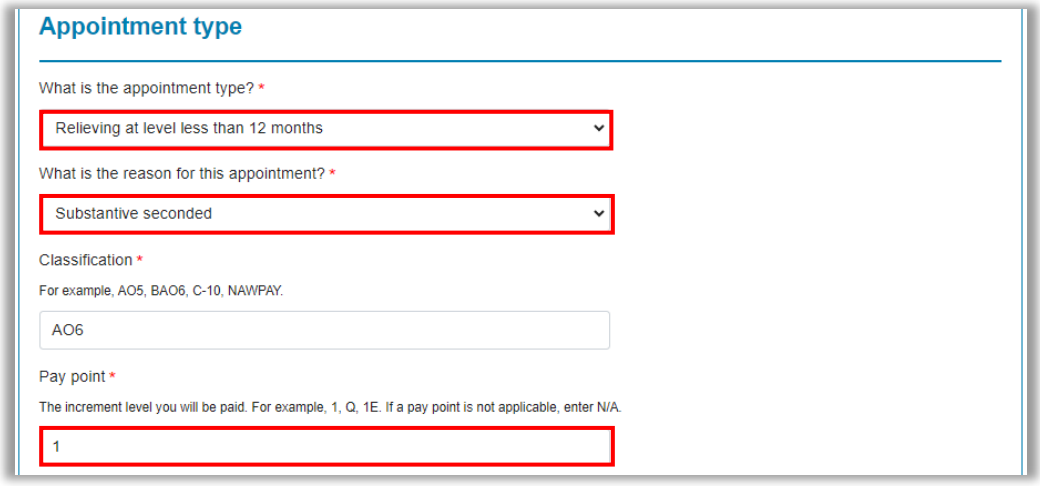


In the *'Organisational Structure'* section, the details for each level should pre-populate as shown below.



In the *'Appointment Type'* section, enter the details of the appointment.

- What is the appointment type? – select an option from the drop-down list
- What is the reason for this appointment? – select an option from the drop-down list
- Classification – this field should pre-populate
- Pay point – enter the pay point the employee is commencing on

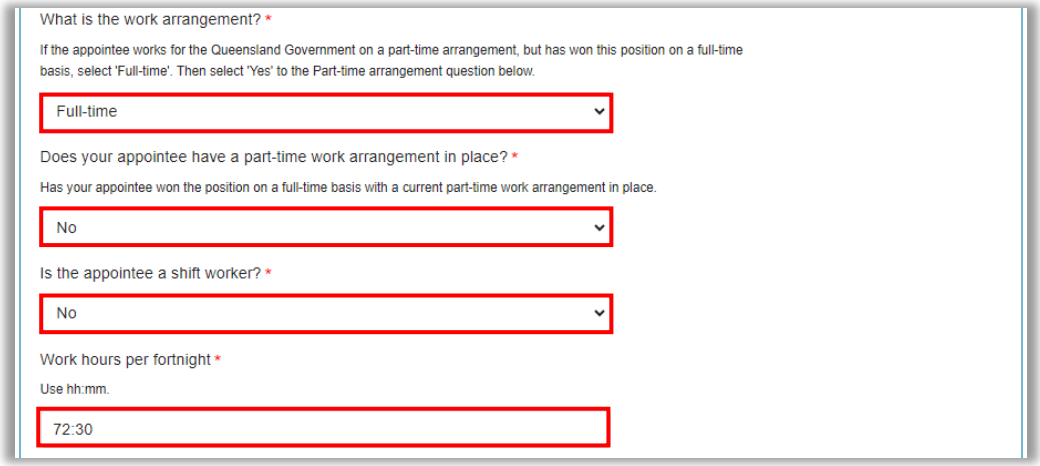


If they are an existing or transferring employee, select if their balances are to be transferred. If the employee is new to the government, select *'No'*.

In the next fields, enter the employee's work arrangements:

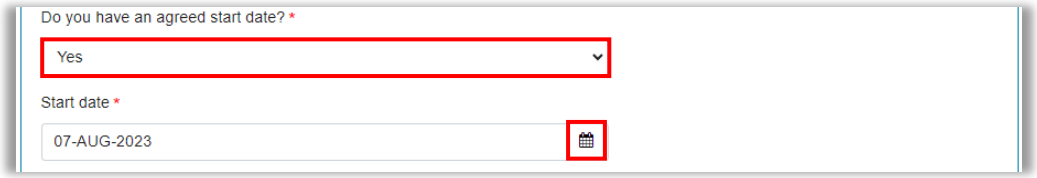
- Arrangement** - Full-time or Part-time
- Is the appointee a shift worker – select *'Yes'* or *'No'* from the drop-down list
- Work hours per fortnight – enter fortnightly hours in hh:mm format (e.g. 72 hrs 30 mins = 72:30)

  **Please note that if 'Full-time is selected, another field will appear below to determine if a part-time work arrangement is in place.



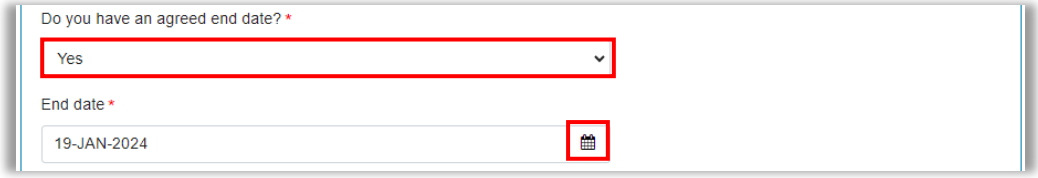
Next complete the start date details for the employee:

- Do you have an agree start date?
  - *'Yes'* – use the calendar function to the right of the *'Start Date'* field to select the date
  - *'No'* – a text box will appear advising *'Start date to be confirmed'*



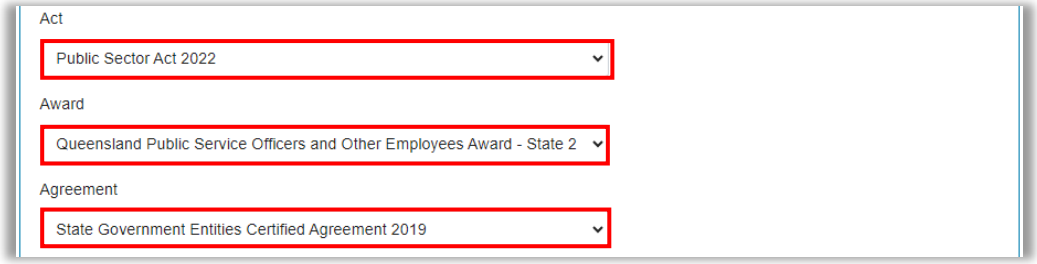
If the appointment is a contract for a set period of time, complete the end date fields next:

- Do you have an agreed end date?
  - *'Yes'* – use the calendar function to the right of the *'End Date'* field to select the date
  - *'No'* – enter the length of the contract in the 'Length of the engagement' field that appears



Complete the legislative conditions for the employee by selecting the appropriate legislative option from the drop-down lists for the following fields:

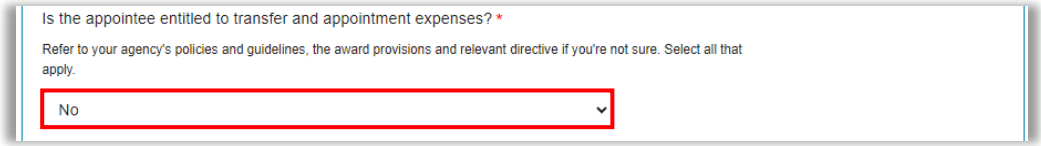
- Act
- Award
- Agreement



In the following field, please indicate if the employee is entitled to any allowances:

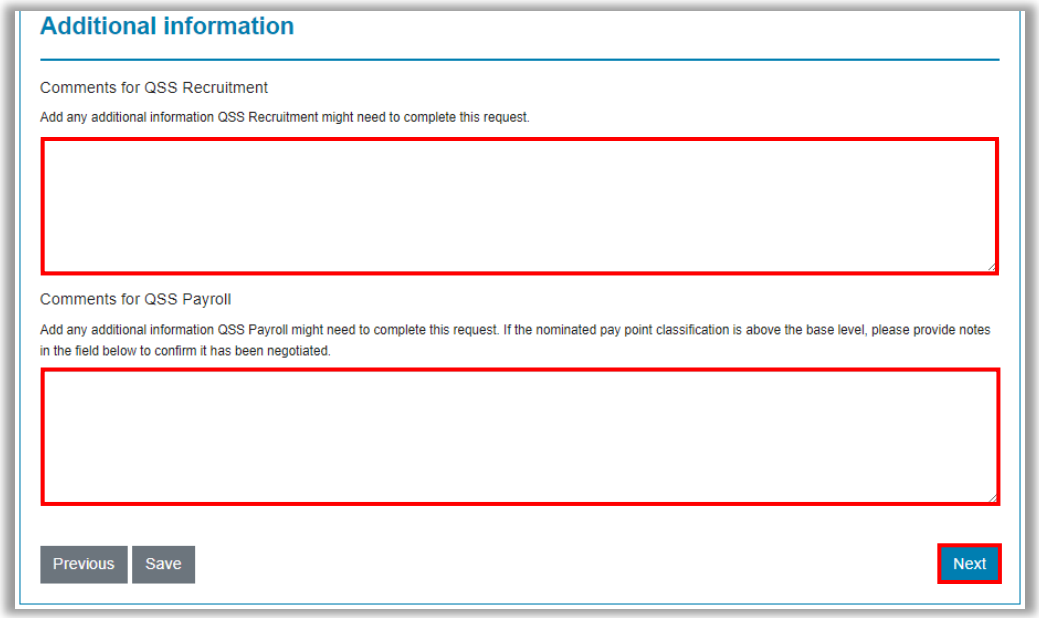
- *'No'* – go to next question.
- *'Yes'* – enter the name of the allowance in the free text field that appears.

In the next field, indicate if the employee is entitled to any transfer or appointment expenses by selecting 'Yes' or 'No' from the drop-down list.



In the *'Additional Information'* section, you can add any additional relevant instructions or comments to the QSS Recruitment team and/or the QSS Payroll team.

Click on *'Next'* when you complete this section.



To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

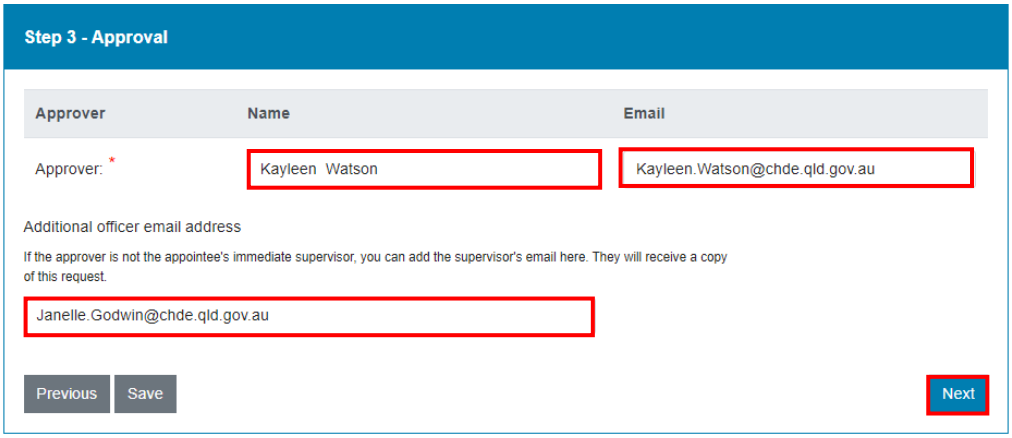
Step 3 – Approval

In this step you will need to enter the Approver's name and contact details. You will also be able to include the employee's supervisor in the notification.

Approver Details

In the 'Approver' fields, enter the name and email address (respectively) of the Approver. If you would like the employee's supervisor to receive a notification of this appointment, add the supervisor's email address in the field provided.

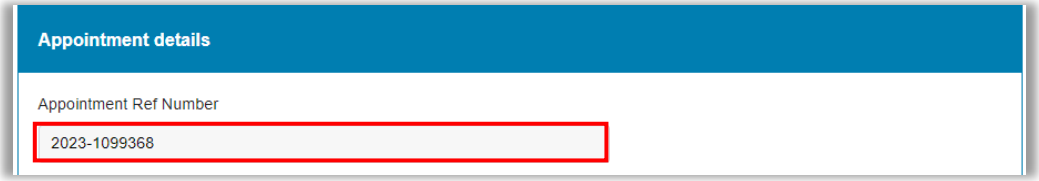
Click on 'Next' when completed.



Step 4 – Appointment Details (Review)

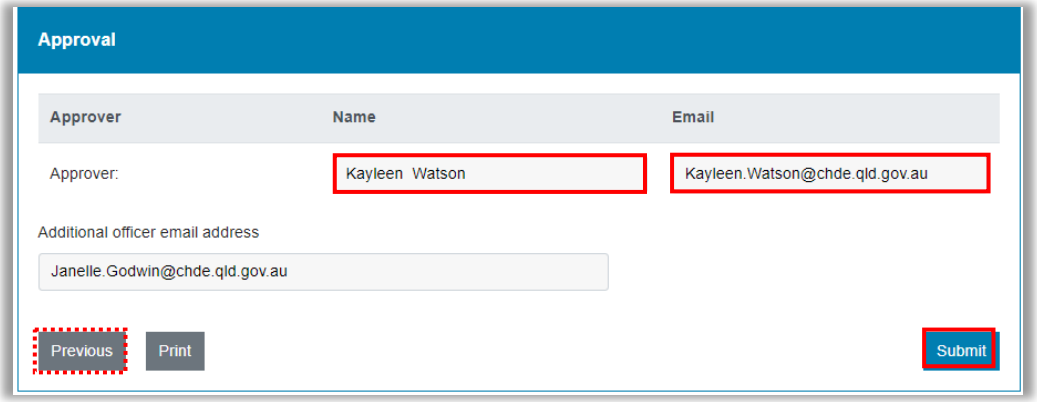
Before the final submission, please review all the details in this step.

The first field in this screen should have an Appointment Reference Number that has been automatically generated and assigned.

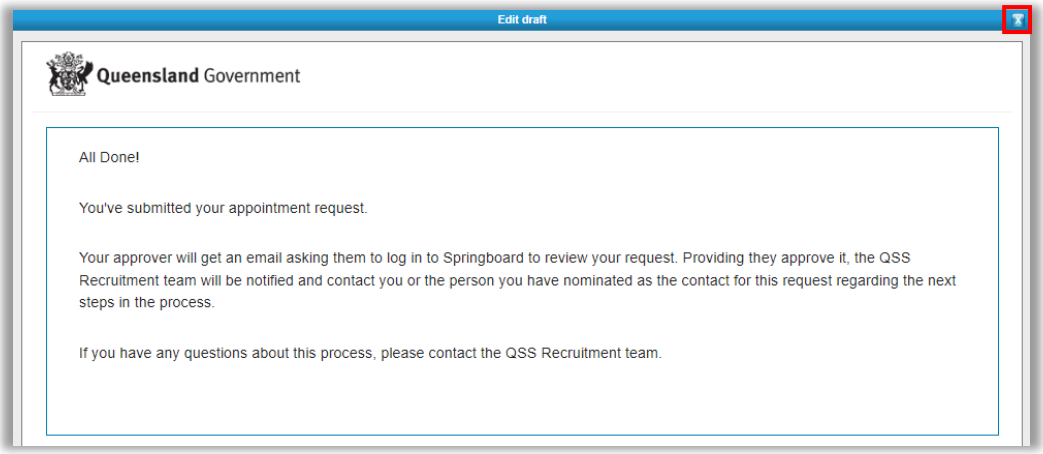


Scroll through all sections of the form and review the information as you go. When you have reached the 'Approval' section, confirm that the 'Approver' details are correct and click on the 'Submit' button.

If you need to make any changes, click on the *'Previous'* button to go back.



The appointment will now be *'Loaded'* and the process completed.



You will be returned to the *'Appointment Requests'* screen. Log out of Springboard.

Email Notifications

At the end of the process, 3 emails will be automatically generated.

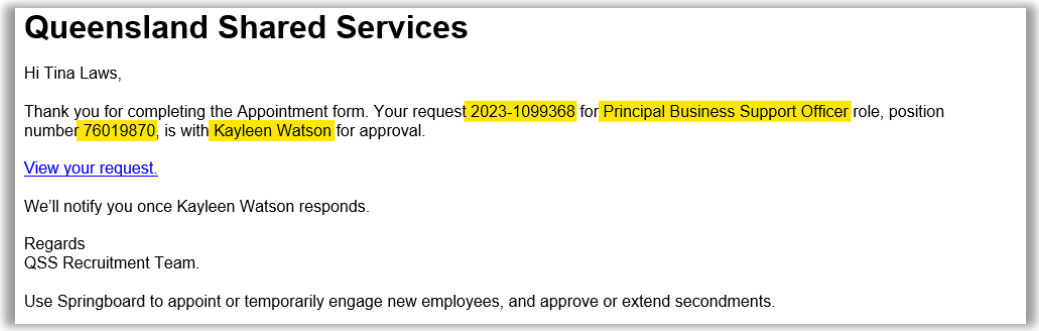
- Confirmation of Appointment Submission
- Confirmation of Appointment Creation
- Appointment Approval Request

Confirmation of Appointment Submission

When you have clicked on Submit and the appointment has been loaded, as the initiator of the submission, you will receive an email confirming the submission process.

This email will have the following details:

- Appointment Reference Number
- Position Title and Number
- Approving Officer's Name



Queensland Shared Services

Hi Tina Laws,

Thank you for completing the Appointment form. Your request 2023-1099368 for Principal Business Support Officer role, position number 76019870, is with Kayleen Watson for approval.

View your request.

We'll notify you once Kayleen Watson responds.

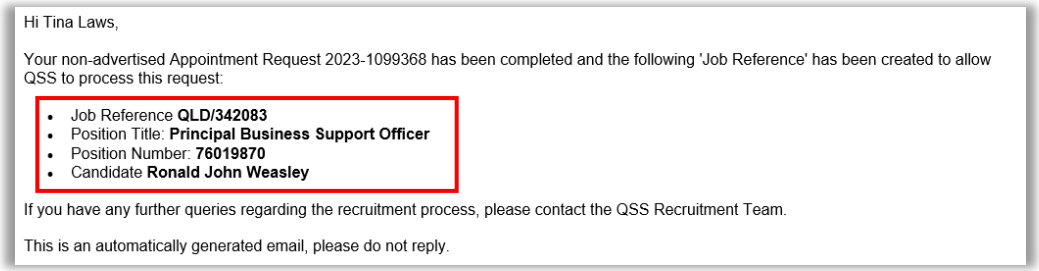
Regards
QSS Recruitment Team.

Use Springboard to appoint or temporarily engage new employees, and approve or extend secondments.

Confirmation of Appointment Creation

When the appointment has been received and created, the initiator will receive another email confirming the following details:

- Job Reference Number
- Position Title and Number
- Candidate's (Employee) Name



Hi Tina Laws,

Your non-advertised Appointment Request 2023-1099368 has been completed and the following 'Job Reference' has been created to allow QSS to process this request:

- Job Reference **QLD/342083**
- Position Title: **Principal Business Support Officer**
- Position Number: **76019870**
- Candidate **Ronald John Weasley**

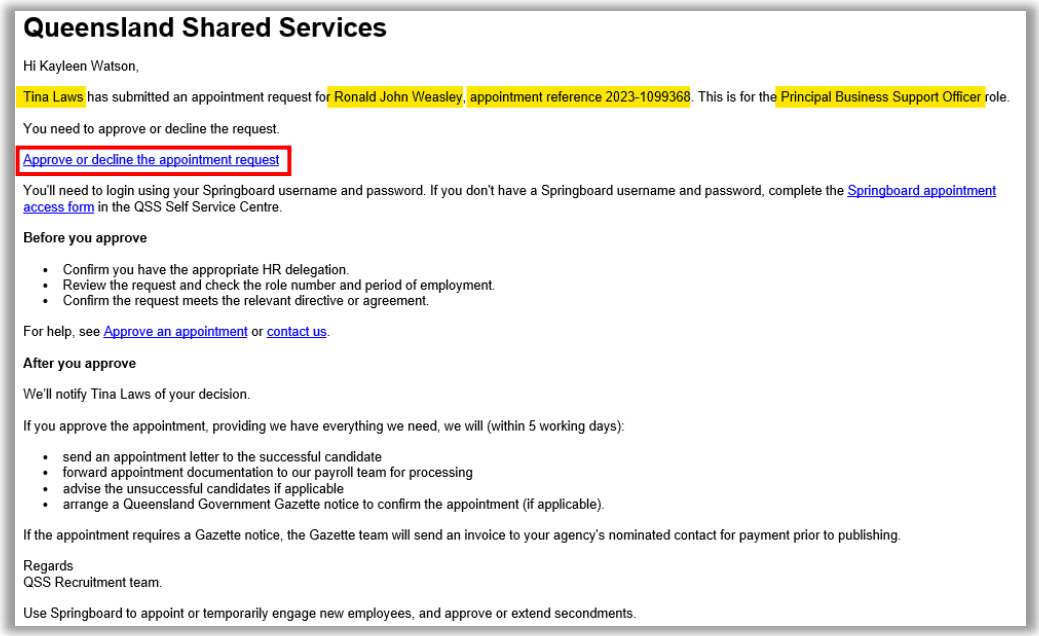
If you have any further queries regarding the recruitment process, please contact the QSS Recruitment Team.

This is an automatically generated email, please do not reply.

Appointment Approval Request

The approving officer will receive an Appointment Approval Request with the following details:

- Initiator's Name
- Candidate's (Employee) Name
- Appointment Reference Number
- Position Title
- Link to Approve or Decline Appointment



Queensland Shared Services

Hi Kayleen Watson,

Tina Laws has submitted an appointment request for Ronald John Weasley, appointment reference 2023-1099368. This is for the Principal Business Support Officer role.

You need to approve or decline the request.

Approve or decline the appointment request

You'll need to login using your Springboard username and password. If you don't have a Springboard username and password, complete the Springboard appointment access form in the QSS Self Service Centre.

Before you approve

- Confirm you have the appropriate HR delegation.
- Review the request and check the role number and period of employment.
- Confirm the request meets the relevant directive or agreement.

For help, see Approve an appointment or contact us.

After you approve

We'll notify Tina Laws of your decision.

If you approve the appointment, providing we have everything we need, we will (within 5 working days):

- send an appointment letter to the successful candidate
- forward appointment documentation to our payroll team for processing
- advise the unsuccessful candidates if applicable
- arrange a Queensland Government Gazette notice to confirm the appointment (if applicable).

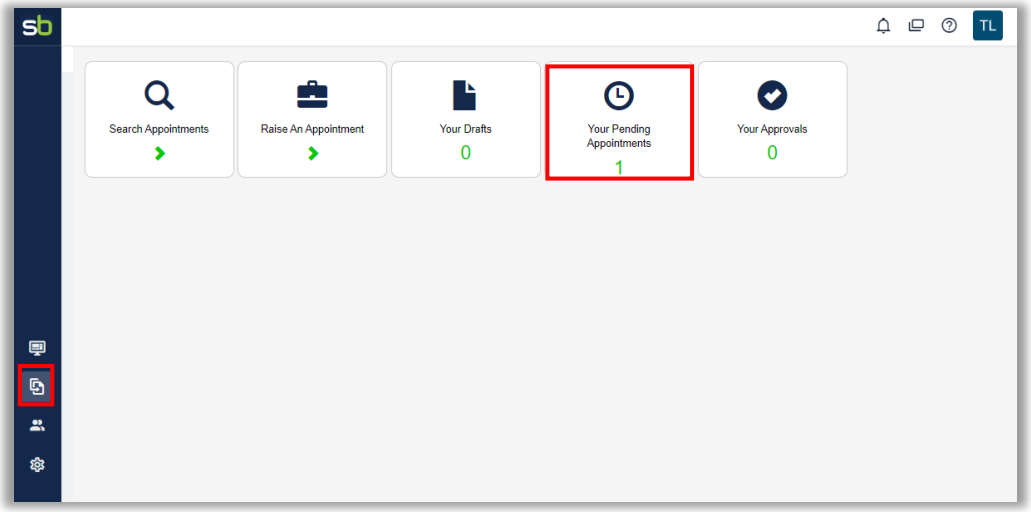
If the appointment requires a Gazette notice, the Gazette team will send an invoice to your agency's nominated contact for payment prior to publishing.

Regards
QSS Recruitment team.

Use Springboard to appoint or temporarily engage new employees, and approve or extend secondments.

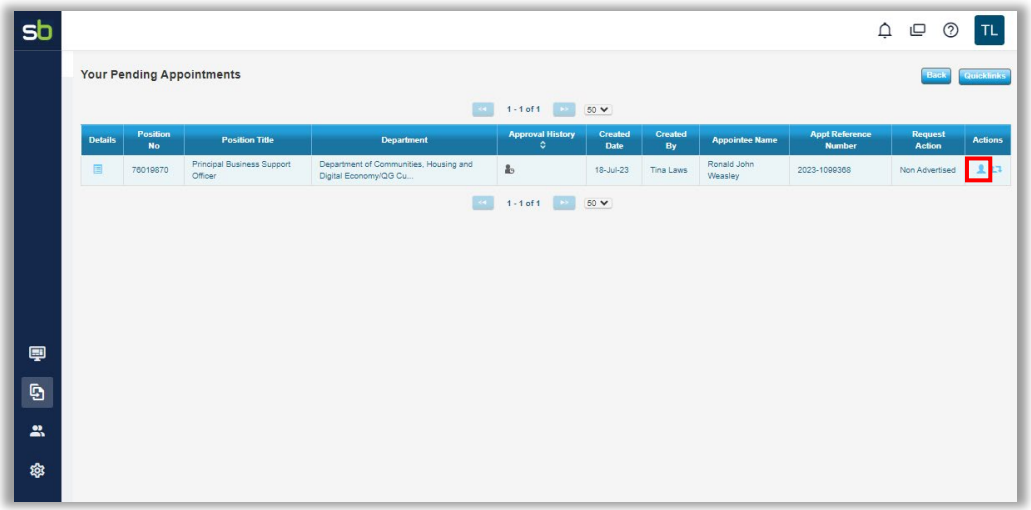
Change Approver – Post Submission

After you have submitted the appointment, you may need to change or amend the Approver. To do this, first log into Springboard. The Springboard Dashboard will appear and will display the 'Appointment Requests' options available. Click on '*Your Pending Appointments'*.

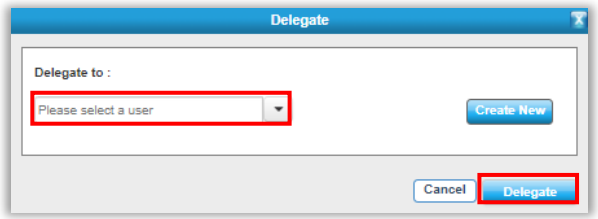


In this next screen you will see all pending appointments that you have submitted that are awaiting approval.

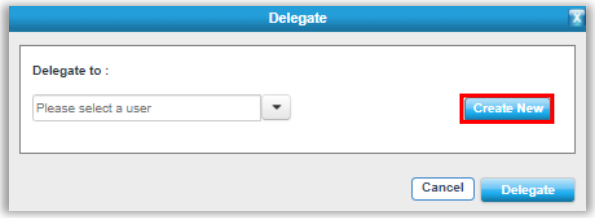
To change the name of the Approver, click on the person icon (👤) in the *'Actions'* column on the far right of the screen and for the appointment you want to update.



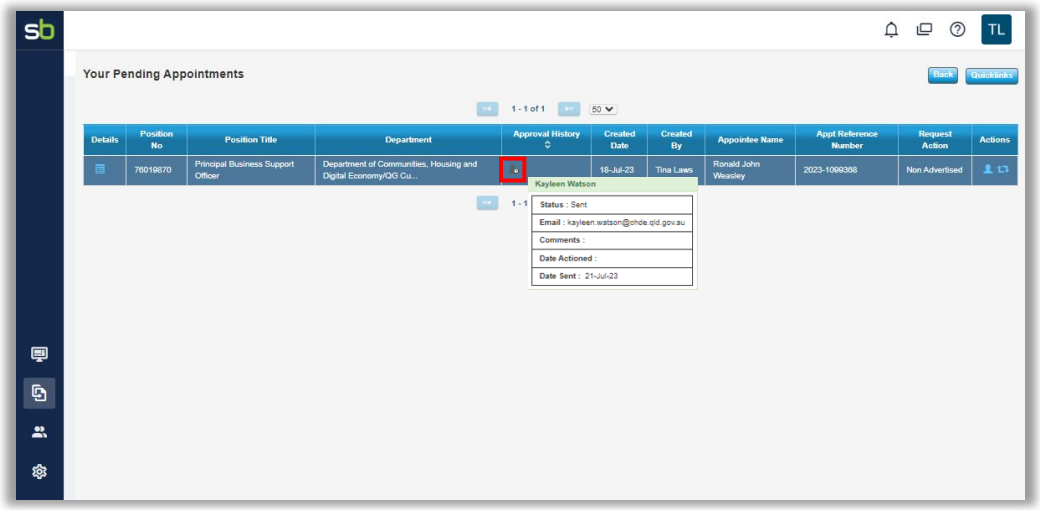
The *'Delegate'* box will appear on your screen. Enter the name of the new Approver and select the name when it appears, then click on the *'Delegate'* button to update.



If your Approver does not appear in the list, click on *'Create New'* and follow the prompts to create a record for your Approver.



To confirm your change, in the 'Approval History' column, towards the centre of the line, hover your mouse pointer over the person icon ( ) to view the current Approver.



Log out of Springboard.

To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

Amend an Appointment Post Rejection

If the appointment is rejected by the Approver due to an error in the form, you can 'Re-launch' the form to make amendments or changes as necessary.

You will have received 2 emails advising of the rejection, these will include a link to the appointment application. Click on the link in one of the emails to log in and make any changes as mentioned in the *'Comments'* field in the appointment form by the Approver.

Queensland Shared Services

Hi Tina Laws,

The following appointment request was Not Approved by Kayleen Watson.

- Appointment Reference **2023-1099368**
- Candidate **Ronald John Weasley**
- Position Title: **Principal Business Support Officer**
- Hiring Manager: **Tina Laws**

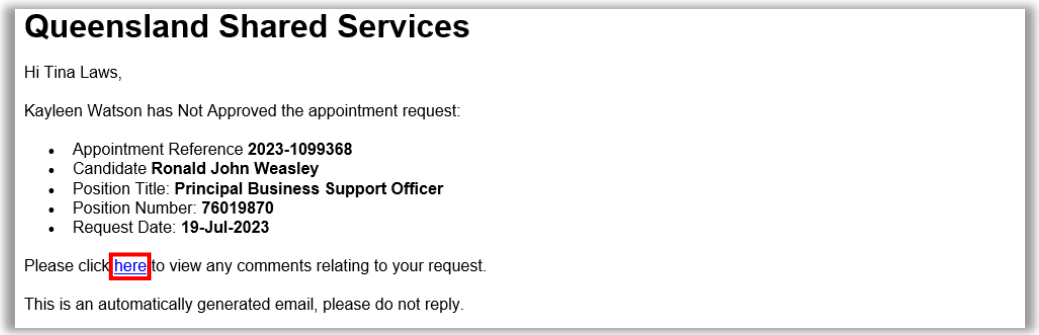
The history of the request is as follows:
19/JUL/2023 03:46 PM Not Approve Kayleen Watson

Please click here to view any comments relating to your request.

If you have any further queries regarding the recruitment process, please contact the QSS Recruitment Team.

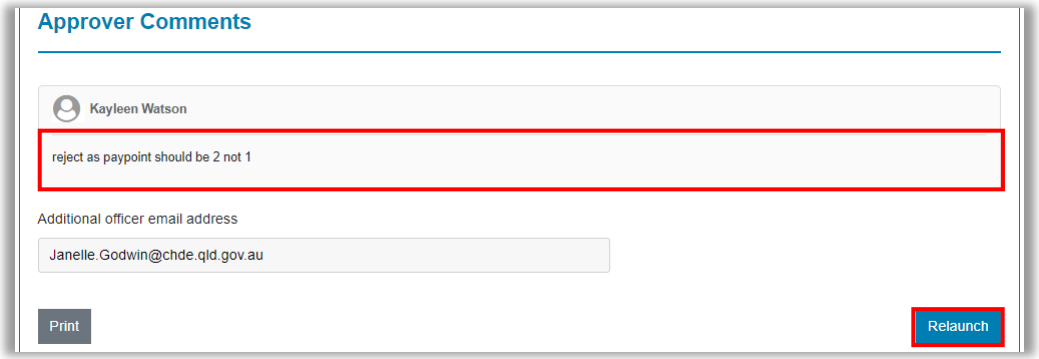
This is an automatically generated email, please do not reply.

Or

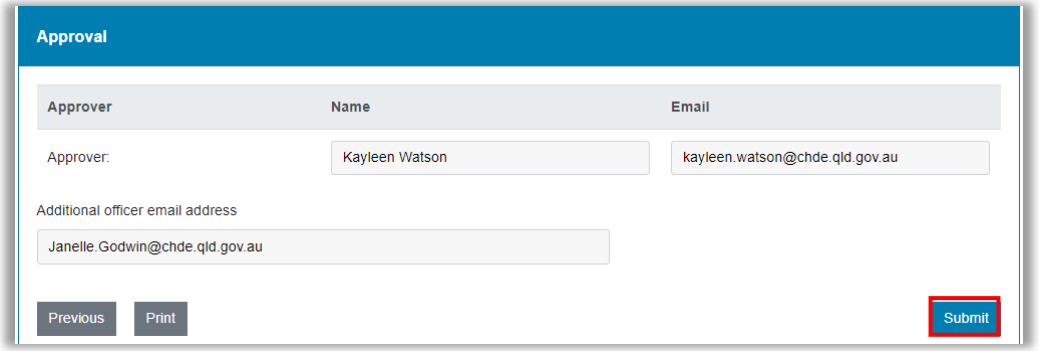


You will be taken to Springboard and the appointment form will appear on your screen.

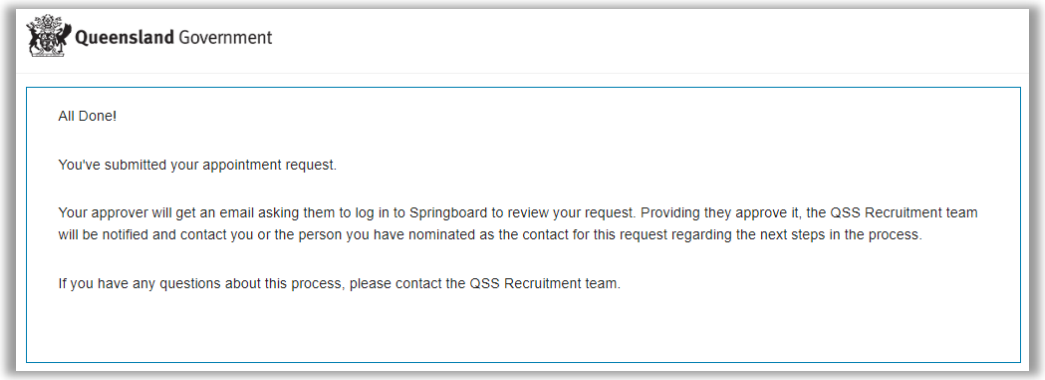
Scroll to the bottom of the page and in the *'Approver Comments'* field at the end, review the changes or corrections to be actioned. Click on the *'Re-launch'* button to open the appointment form to enable edits to be made.



After you have made the changes, go to the end of the application form and click on the *'Submit'* button to re-submit for approval.



The following message will appear to confirm completion. Close this tab to leave Springboard.



To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide