

#### HOW DO I APPLY FOR SU JOBS?

Sheffield SU only accepts applications through its [online recruitment system](#). Sheffield SU does not accept paper applications.

#### HOW WILL I KNOW IF MY APPLICATION HAS BEEN SUBMITTED CORRECTLY?

Sheffield SU's recruitment system will only enable you to proceed when all sections have been completed.

#### I AM HAVING PROBLEMS UPLOADING MY CV. WHAT SHOULD I DO?

When uploading your CV please ensure you save the document as either a .doc file or a .pdf file in order to successfully upload the document.

#### I AM HAVING TECHNICAL DIFFICULTIES WITH YOUR ONLINE RECRUITMENT SYSTEM. WHAT SHOULD I DO?

We are aware that there is a known security feature within the Google Chrome browser which is incompatible with our online recruitment system. Unfortunately, we are unable to fix this as the feature is due to Chrome as opposed to our system. If you experience a technical issue, please try an alternative browser.

If this does not rectify your issue, please send your PDF application (accessible on the application summary screen) along with a screen shot of the error message to: [su-people@sheffield.ac.uk](mailto:su-people@sheffield.ac.uk)

#### I DO NOT KNOW MY PASSWORD. WHAT SHOULD I DO?

Please click on the "forgotten password" link on our online recruitment service and complete the fields. You will then receive a link to reset your password.

#### I DO NOT KNOW MY USERNAME. WHAT SHOULD I DO?

Please contact our People Development department via [su-people@sheffield.ac.uk](mailto:su-people@sheffield.ac.uk) and provide your name and a unique identifier (for instance national insurance number).

#### WHY CAN'T I SEE A VACANCY ON THE SHEFFIELD SU WEBSITE THAT I HAVE SEEN ADVERTISED ELSEWHERE?

Occasionally job advertisements may be closed earlier than the planned date, due to a high volume of interest. Try searching in your preferred area to see if there are any other vacancies available.

#### I'M AN EXISTING EMPLOYEE AND AM INTERESTED IN A ROLE.

Please apply [online](#) for the role you are interested in.

#### IF I WITHDRAW OR CANCEL AN APPLICATION, WILL THIS BE HELD AGAINST ME?

No. If you choose to withdraw an application, this will not affect any other applications that you may have made, or may make at a future date.

#### I AM A UNIVERSITY OF SHEFFIELD STUDENT AND WISH TO WORK FOR SHEFFIELD SU. WHAT DO I NEED TO KNOW?

Sheffield SU has an informal arrangement with the University of Sheffield that means UoS students can only work 16 hours per week in term time to allow a work / life / study balance.

#### WHO SHOULD I CONTACT IF I HAVE A DIFFERENT QUERY?

Please contact our People Development department via [su-people@sheffield.ac.uk](mailto:su-people@sheffield.ac.uk)