

HR.SOP.III.019

Creation of applicant profile

HRD/HRQ

HR Standard Operating Procedure
Target Audience: All Staff

DISCLAIMER

Standard Operating Procedures (SOPs) provide a step-by-step guide for staff directly involved in the processing of administrative actions to support and facilitate the implementation of WHO policies and procedures. The SOPs are for guidance only; they are neither authoritative nor binding. The SOPs reflect the policies and procedures of WHO at the time of writing; however, policies and procedures change from time-to-time. In the case of a conflict between the SOPs and the WHO eManual provisions, the WHO eManual provisions take precedence.

DOCUMENT SPECIFICATIONS

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1. INTRODUCTION

1.1. Overview/Description

This Standard Operating Procedure explains the process to create an applicant profile in GSM for newly selected staff, or to enable an already existing staff profile to be converted to an applicant status. Once the applicant record is saved, it is then possible to link the applicant to the relevant position for which he/she was selected in the case of selection for a temporary or fixed-term appointment. Linking of the relevant position to the applicant record however, is not necessary for temporary appointments of 60 days or less, as no position is required for this type of contract.

The applicant creation process is required prior to the initiation of the HR Action plan to appoint a new or existing staff member to a temporary or fixed-term appointment.

After the applicant creation and linking has been completed, proceed to HR.SOP.III.001 Fixed-term appointment, HR.SOP.III.002 Temporary Appointment under SR420.4 or HR.SOP.III.003 Temporary Appointment (60 Days or Less).

1.2. General Guidance / Business Rules

Only HR Staff are granted the necessary access to create a new applicant profile. The access requested should be Global to reduce the risk of creating a profile which already exists.

Create a profile for an applicant in order for technical units to be able to initiate appointments through the HR Action Plan.

To ensure that duplicate staff records are not created, verify the applicant name is unique by searching GSM with applicant's first name, applicant's last name, and date of birth and by using the CV to look for prior employment with WHO.

1.3. Reference Material

1.3.1. Staff Rules

- Section 4 Recruitment and Appointment

1.3.2. WHO eManual

- III.4.3 Appointment policies
- III.4.4 Appointment procedures

1.3.3. UPKs

- Create an Applicant Profile - HR Action Plan/Selection/Applicant Profile 5.702 and 5.707.1 Enter internal/external applicant profile
- Upload documents to RMS - Records Management/Human Resources

1.3.4. Related SOPs

- HR.SOP.III.001 Fixed-term Appointment
- HR.SOP.III.002 Temporary Appointment under Staff Rule 420.4
- HR.SOP.III.003 Temporary Appointment (60 Days or Less)

1.4. Other

Acronyms

ADG Assistant Director General

DG Director General

HQ Headquarters

HRA Human Resources Assistant

HRQ Human Resources Recruitment Unit (HQ)

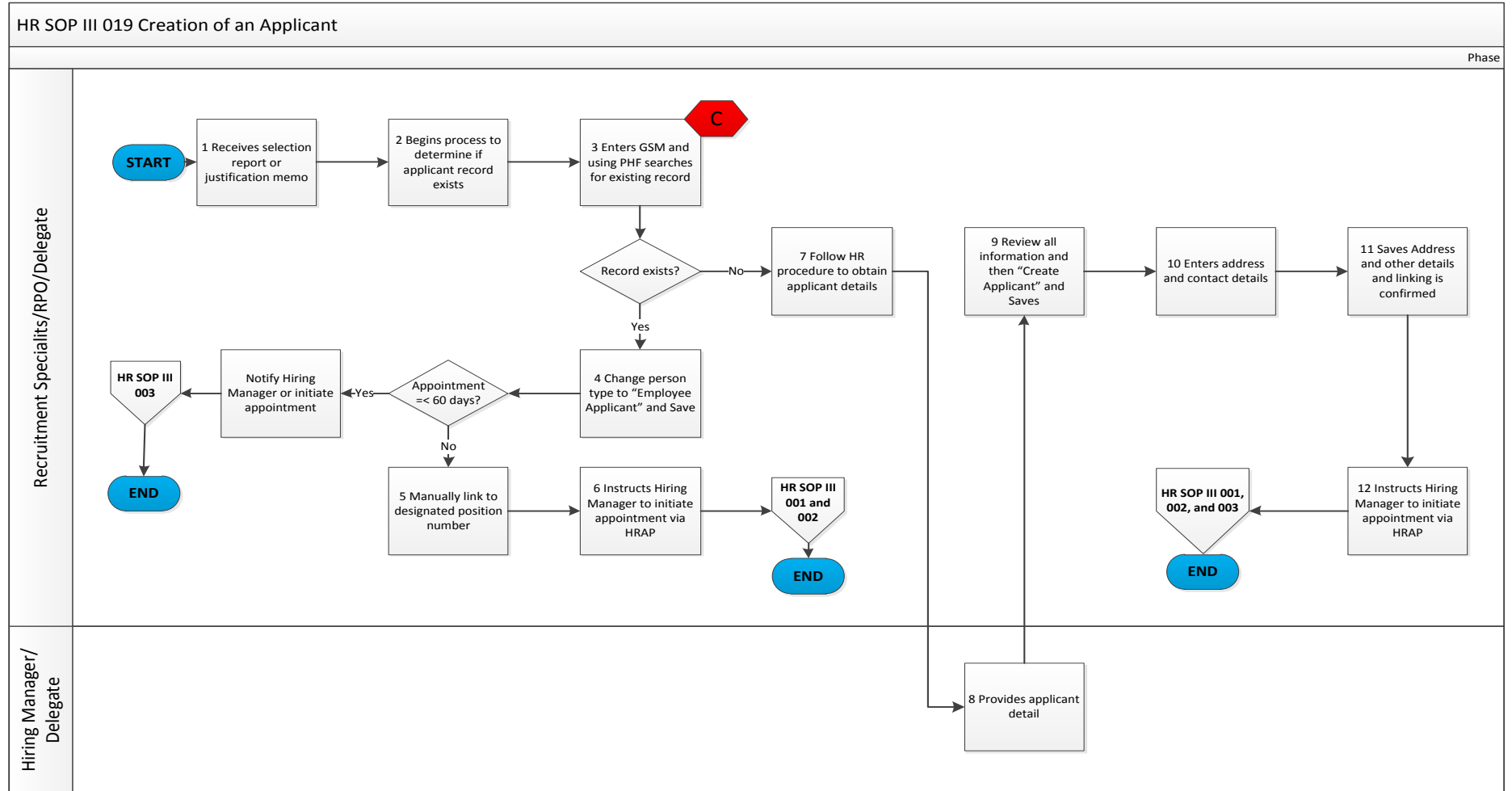
PHF Personal History form

RD Regional Director

RPO Regional Professional Officer

RO Regional Office

2. PROCESS FLOW



3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1		Offline	<p>The creation of an applicant profile occurs after the relevant selection process is completed and documentation is provided to the relevant Recruitment Specialist in the major office as follows:-</p> <ul style="list-style-type: none"> • For Fixed-Term appointments the selection report is completed by HRQ Recruitment Specialist in HQ or as per the Regional Office procedure, approved by Selection panel members and ADG/RD/DAF/DG as per the Major Office delegation of authority. • For Temporary appointments of 6-months or more, the selection report is completed by the Hiring Manger, approved by Unit Director, HRQ, ADG (as appropriate for HQ)/ as per the Regional Office delegation of procedure (WR/DAF/RD) • For Temporary appointments of less than 6-months a justification memo with the position number (not required for 60 days or less contracts) and terms of reference is completed by the Hiring Manager, approved by Director and in HQ - Coordinator HRQ/Delegated authority as per the Regional Office delegation procedures (WR/DAF/RD). <p>See HR.SOP.III.001 for Fixed-term appointments, HR.SOP.III.002 for Temporary appointments under Staff Rule 420.4 and HR.SOP.III.003 for Temporary appointments (60 days or less).</p>	HRQ Recruitment Specialist (HQ)/ RPO (RO)

2		Offline	Upon receipt of an approved selection report or justification memo and copy of PHF, checks to identify if applicant currently exists in GSM in any capacity e.g. ex-applicant, employee, employee etc.	HRQ /RPO or delegate
Search for “Existing” applicant records:				
3	C	GSM	<p>Using the PHF, enters GSM to verify whether applicant has an existing profile.</p> <p>Using the Recruitment Specialist-Global role:</p> <ul style="list-style-type: none"> • Navigate to Recruitment Specialist options • Select WHO Maintain applicants • New Applicant screen opens, click OK to close the form. The system goes to the Maintain Applicant screen, you need to search for already existing records before creating a new applicant. Click on the “X” to close the form and proceed to search. • Select “1. Enter Employee as Applicant” and double click. This launches the Find Person window. • Perform a thorough search of the GSM data base: <ul style="list-style-type: none"> ○ In GSM the full name format follows the format of last name followed by the first name. ○ Use all possible search criteria for the name search in the Full name field. Use a wild card search (add % at the beginning and end of the search text). E.g. to search for an existing record for John Doe, type %doe% or %john% or %doe%john%. ○ Then ensure you search by each “Type” field to identify already existing records/profiles using First Name and Last Name and any of the following person types and their combinations:- 	HRQ/RPO or delegate

			<ul style="list-style-type: none"> ○ Applicant ○ Contingent Worker ○ Employee ○ Contact <ul style="list-style-type: none"> ▪ <i>If a Contact record is found, verify the contact record is indeed the applicant and proceed to creating the applicant record. Using the contact record to create an applicant will then accurately link the two records, i.e. spouse to spouse</i> ○ Ex-employee ○ Ex-applicant <p>Note: Special attention should be paid to applicants with two last names when verifying if a profile already exists.</p> <ul style="list-style-type: none"> ● If any name already exists, select the record by highlighting it and clicking on OK and Find. ● Verify the record applies/does not apply to your applicant by validating the information available in Date of Birth field (to ascertain that the existing record belongs to the selected applicant). The nationality field can also be used to verify the record if necessary. <p>If applicant record does not exist, proceed to Step 7 to create a new applicant.</p>	
4		GSM	<p><u>For existing profiles</u>, i.e. where an applicant record already exists change the Person Type from “Employee”/“Ex-Employee”/“Contact” to “Employee.Applicant” by following these steps:-</p> <ul style="list-style-type: none"> ● Using the Calendar icon, ensure that the effective date for making the 	HRA HQ/RPO or delegate

			<p>applicant record is at least three days before the contract start date. If this step is missed, it will not be possible to link the applicant in the HR action plan for raising the appointment action</p> <ul style="list-style-type: none"> • Select Create Applicant from the dropdown box on the top right side of the screen titled Action. • Click Save <p><u>For Temporary Appointments of 60 days or less only:</u> The process ends here. Proceed to notify Hiring Manager to initiate appointment or initiate appointment, as appropriate in major office. See HR.SOP.III.003 for Temporary Appointments (60 days or Less).</p>	
5		GSM	<p>Once the applicant record is saved, it is necessary to link it manually to the designated position number (see justification/selection report) as provided by the Hiring Manager/Delegate).</p> <p>Select "Others" and "Application". The status field is defaulted to "Recommended for Hire". Do not change the status, since the status enables the linking of the applicant in the HRAP.</p> <p>Enter appointment details:-</p> <ul style="list-style-type: none"> • Delete "Organization information" to widen the search (field usually defaults to World Health Organization and Other Entities) – if you leave this information, it may prevent finding the position number • Select "Update" • Select "Position", • Enter position number (ex. %123456%) 	HRA HQ/RPO or delegate

			<ul style="list-style-type: none"> • Click OK • Once position number appears, “confirm” the “Location”. • Select Grade from the List of Values as per Selection Report • If the appointment involves travel, it is essential to indicate so in order to create a supplier record for travel: Go to the “Reason” box, next to it is a flex field - Click on the [...] to open the screen • Go to the “Travel Required (Applicant)” field and select “Yes” <p>Note: It is important grade is selected or Hiring Manager/Delegate will not be able to initiate the HRAP for Appointment</p> <ul style="list-style-type: none"> • Click Save 	
6		Offline	<p>Instructs Hiring Manager to initiate appointment via HRAP <i>EURO only : RPO initiates</i></p> <p>Go to HR.SOP.III.001 and 002 to initiate appointment.</p>	HRQ /RPO or delegate
If no record exists, create an Applicant				
7		Offline	<p>Follows HR major office procedure to obtain Applicant detail.</p> <p>HQ sends Applicant Creation form to Hiring Manager or delegate for completion. RO and other - email.</p>	HRQ/RPO or delegate
8		Offline	<p>Provides the Applicant information to HRQ/HRA: Name; Address; Start Date; position number; travel if appropriate; etc.</p>	Hiring Manager/Delegate

			Note: Position number is not required for Temporary Appointments of 60 days or less.	
9		GSM	<p>Upon receipt of information, reviews information for correctness, including the effective date (expected start date) for the applicant. Reverts to Hiring manager if start date is unreasonable or any other information is required.</p> <p>Create Applicant Using the Recruitment Specialist-Global role :</p> <ul style="list-style-type: none"> • Select WHO Maintain applicants • New Applicant form opens, select OK • Using the Calendar icon, ensure that the effective date for making the applicant record is at least three days before the contract start date. If this step is missed, it will not be possible to link the applicant in the HR action plan for raising the appointment action <p>Note: It is important that the back-dating (date tracking) is correctly adjusted prior to clicking Save.</p> <ul style="list-style-type: none"> • Enter required information for the applicant as per PHF : <ul style="list-style-type: none"> ○ Title “Dr, Mr, Ms, Mrs” ○ First Name “Stanley John” ○ Last Name “SMITH” (in ALL CAPS format) ○ Gender ○ Marital Status ○ Birth Date “01-JAN-2011” ○ Nationality (as per selection report for fixed-term staff) 	HRA HQ/RPO

			<ul style="list-style-type: none"> ○ Position Number <i>(Not required for Temporary Appointment of 60 days or less)</i> ○ Grade ○ Location ○ If the appointment involves travel, set the “Travel Required (Applicant)” field to “Yes” <ul style="list-style-type: none"> ● Save entered information 	
10		GSM	<p>Select Address and for the Style for Address, use: International (Global) Address only</p> <p>Enter address from Applicant Creation form, including email and contact telephone number, and email</p>	HRQ /RPO or delegate
11		GSM	<p>Save the address. New application and linking is confirmed with No. of applicant (ex. A010920)</p>	HRQ /RPO or delegate
12		Offline	<p>Instructs Hiring Manager to initiate appointment via HRAP EURO : RPO initiates</p> <p>Go to HR.SOP.III.001, HR.SOP.III.002 or HR.SOP.III.003 to initiate appointment.</p>	HRQ /RPO or delegate

3. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
<p>Overpayments and data quality issues may be created if the creation of an applicant results in two records.</p> <p>Multiple travel requests could be created for the same person resulting in overpayment.</p>	<p>Responsibility lies with HRA/HRQ or RPO to verify applicant does not exist before creating a new applicant record.</p> <p>A second verification occurs when the appointment is entered in GSM by the GHR Administrator and Certifying Officer verify Applicant Records created by Recruitment Specialist with focus on duplicate records, duplicate staff numbers and other personal and civil details.</p>	<p>3</p> <p>HR.SOP.III.001, Step 18 and 002, Step 26</p>
<p>Duplicate person records may lead to multiple staff numbers allocated to same person, multiple pension accounts and cause data errors and other issues in the data base and creation of the WIMS account</p>	<p>HR Administrator validates and Certifying Officer verifies Contract Administration Data at the time of Payroll entries</p>	<p>See HR.SOP.III.001, step 15 and 002, Step 23</p>