

# North East Jobs



## **A Guide for Job Applicants**

Amended August 2016

**Strategic Human  
Resources**  
YHN House  
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Newcastle upon Tyne, NE7 7LX

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## Introduction

The North East Jobs ([www.northeastjobs.org.uk](http://www.northeastjobs.org.uk)) website is an online recruitment portal used by Local Authorities in the North East to advertise vacancies and manage all communications with applicants. It places the whole application process online for jobseekers, from searching for vacancies and receiving alerts to applying for jobs and arranging interview times. Your Homes Newcastle currently use the system up to shortlisting stage.

The online application form has been customised to meet YHN's requirements. This user manual aims to assist you in locating our vacancies within the North East Jobs recruitment portal, and will provide you with step-by-step guidance for completion and submission of an online application form.

## Getting started: Registration and Creation of an Account

To apply online for YHN vacancies you must register and create an account with North East Jobs. At your browser type [www.northeastjobs.org.uk](http://www.northeastjobs.org.uk) and you will be directed to the North East Jobs homepage

**Please note:** If you are a YHN employee, you will need to ensure that you create an account by using your YHN work email address (ending in @yhn.org.uk), to enable you to apply for both internally and externally advertised vacancies.

**NORTH EAST JOBS**

Jobs Home

View All Jobs

Advanced Job Search

Register/Login

Find Employer

Name: [-Please Select-]

Advice centre

- How to use this website
- The recruitment process
- How to apply
- Hints & tips
- Frequently asked questions

About this site

Quick Job Search

Select a job category

Select a date period

Salary Band

Keyword search help

Enter Keywords...

Advanced Job Search

Search

You are here: [Home](#)

### Welcome to the site

North East Jobs is the best location to find public sector vacancies in the North East of England.

With North East Jobs you can search and apply online. Registration is free and takes a few minutes. Once you've registered you can improve your job search by creating a Talent Profile and signing up to receive email alerts for the types of vacancy you are interested in.

North East Jobs only features genuine employers and real opportunities. We are a not for profit service.

Advertise With North East Jobs

**NORTH EAST JOBS**

Advertise your vacancies with one of the most popular job sites in the region

More...

➤ Click on **Register/Login**

**NORTH EAST JOBS**

Quick Job Search Maximise

You are here: [Home](#) > [Register](#)

### Register

To register, please enter your contact information in the form below. A red asterisk means that information must be completed.

Title: \*

First name: \*

Last name: \*

Postcode:

Please enter and confirm your email address. In order to confirm your registration, you will receive an email containing instructions as to how to activate your account.

Email: \*

Confirm email: \*

Your password must contain both upper and lower case letters, and at least one number. It must be at least eight characters in length.

Password: \*

**Login**

Enter your email address:

Enter your password:

Forgot password?

Jobs Home

View All Jobs

Advanced Job Search

Register/Login

Find Employer

Name:

Advice centre

- How to use this website
- The recruitment process
- How to apply
- Hints & tips
- Frequently asked questions

- All the fields with a red asterisk (\*) are mandatory
- **Complete** the relevant fields at the centre of your screen

Continue by completing the registration details as per below screenshot:

Our talent pool

Job Categories

Safer Recruitment

Eligibility to Work

Please enter a secret question and answer below. This should be something only you know the answer to.

If you forget your password, you will be asked your secret question in order to reset your password.

Secret question: \*

Answer to secret question: \*

Do you currently work for any of the organisations listed below?

Organisation:

### Security check

Enter both words below, separated by a space.  
If you can't read the words displayed, request a new set of words or try an audio challenge.

I have read and agreed to the Terms and Conditions of the site. (Link opens in a new tab or window.)

- If you are a YHN employee please indicate this by selecting 'Your Homes Newcastle' in the **Organisation** field
- Once you have completed all the fields, click on **Submit**

## Finding YHN vacancies

To locate YHN vacancies advertised on the North East Jobs website and submit an online application form, please follow the instructions below:

The screenshot shows the North East Jobs website homepage. On the left, there is a navigation menu with options like 'Jobs Home', 'Advanced Job Search', 'Logout', 'Find Employer', and 'My Account'. The 'Find Employer' dropdown menu is open, showing 'Your Homes Newcastle' selected. The main content area features a 'Quick Job Search' box with filters for job category, date period, and salary band. Below this, the user is logged in as 'Nikolaos Kapetanidis'. A 'Browse by Jobs' section is visible, with a table of filters: Job Category, Most Recent, Salary Band, Contract Type, and Working Pattern. The 'Job Category' filter is highlighted, showing a list of categories including 'Admin/Secretarial/Customer Services (1)'. A 'MINDFUL EMPLOYER' logo is also present.

- At the left hand side menu and below the **Find Employer** field, open the drop-down list and click on **Your Homes Newcastle**

The screenshot shows the 'Browse by Jobs' section of the website. The left navigation menu is expanded to show 'Advice centre' and 'About this site'. The 'Browse by Jobs' section is highlighted, showing a table of filters: Job Category, Most Recent, Salary Band, Contract Type, and Working Pattern. The 'Job Category' filter is selected, showing a list of categories including 'Admin/Secretarial/Customer Services (1)'. A 'MINDFUL EMPLOYER' logo is also present. The footer contains links for Accessibility, Privacy Notice, Disclaimer, Terms and Conditions, Sitemap, and Contact Us, along with the NE REO logo and a partnership with tmpworldwide.

As shown above, at the bottom of the screen and below the **Browse by Jobs** field you will see the vacancies being currently advertised by YHN

- **Click** on the vacancy you wish to apply for

**NORTH EAST JOBS**

Quick Job Search Maximise

You are here: [Home](#) : [Search](#)

## Jobs

Results 1 to 1 of 1 10 results per page

### Client Contract Officer

The post of Client Contract Officer will offer a varied and interesting role within YHN's Development and Procurement Team.

**Closing date:**  
**19 Aug**

**Contract Type:** Fixed Term  
**Salary:** £19,939- £22,434 per annum  
**Allowances:** N/A

**Working Pattern:** Full time  
**Employment Location:** Newcastle upon Tyne (YHN House)  
**Job category:** Admin / Secretarial / Customer Services

[Send to a friend](#) [More details](#)

Results 1 to 1 of 1

**Your Search Criteria**  
 Job role  
 Admin / Secretarial / Customer Services

**Your Sort Order**  
 Most Recent

**Jobs Home**  
[View All Jobs](#)  
[Advanced Job Search](#)  
[Register/Login](#)  
[Find Employer](#)  
 Name: [--Please Select--]  
**Advice centre**  
[How to use this website](#)  
[The recruitment process](#)  
[How to apply](#)  
[Hints & tips](#)  
[Frequently asked questions](#)

Once you have selected the job you are interested in, you will be able to see a summary of the vacancy details

- Click on **More details** to view the full advert and to proceed with the completion and submission of an online application form

Proceed as per following screenshot:

**NORTH EAST JOBS**

Quick Job Search Maximise

You are here: [Home](#) : [Job detail](#)

## Client Contract Officer

### Job Summary

<b>Contract Type:</b>	Fixed Term
<b>Working Pattern:</b>	Full time
<b>Advert Start Date:</b>	05/08/2016
<b>Advert End Date:</b>	19/08/2016 23:59
<b>Salary:</b>	£19,939- £22,434 per annum
<b>Allowances:</b>	N/A
<b>Hours per week:</b>	37
<b>Job Category:</b>	Admin / Secretarial / Customer Services
<b>Vacancy ID:</b>	154394
<b>Employment Location:</b>	Newcastle upon Tyne (YHN House)

**Closing date:**  
**19 Aug**

[Apply for this job](#)  
[Send to a friend](#)

**Supporting documents**

- Applicant Guidance (August 2015).pdf (108.58 KB)
- Client Contract Officer Job Description.pdf (177.52 KB)

**Further information**

**Jobs Home**  
[View All Jobs](#)  
[Advanced Job Search](#)  
[Register/Login](#)  
[Find Employer](#)  
 Name: [--Please Select--]  
**Advice centre**  
[How to use this website](#)  
[The recruitment process](#)  
[How to apply](#)  
[Hints & tips](#)  
[Frequently asked questions](#)  
**About this site**  
[Our Talent pool](#)  
[Job Categories](#)

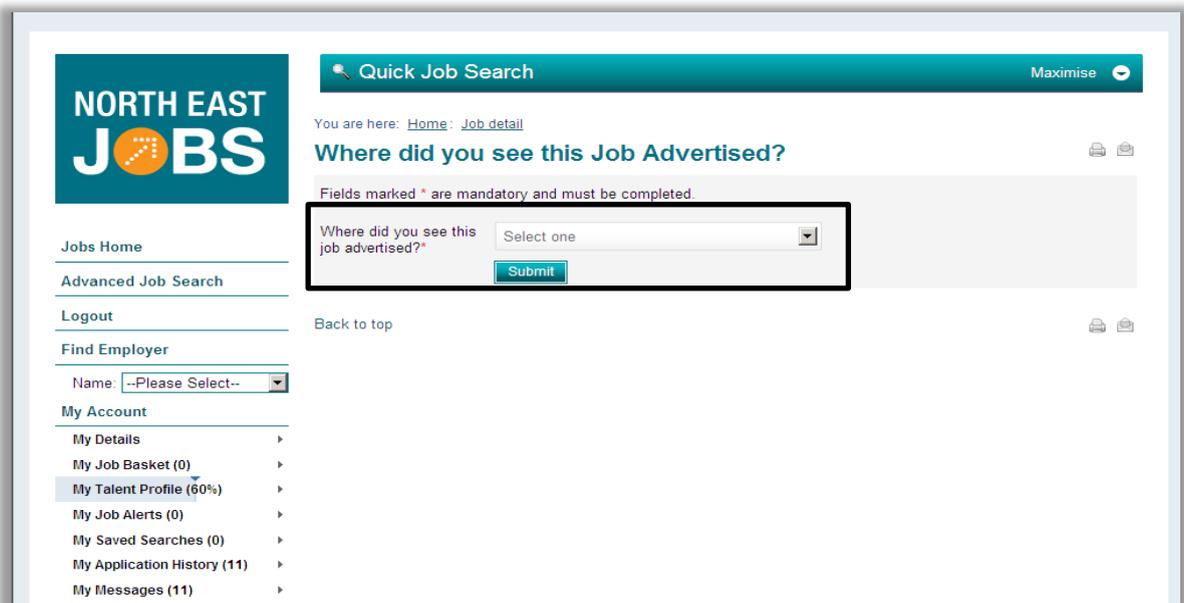
- At the **Supporting Documents** section you can access the role's job description, along with any other relevant documents
- At the **Further information** section you can see the main body of the advert
- To proceed with your application click on **Apply for this job**, either at the bottom of the screen or at the right-hand side

## Completion and submission of YHN online application form

YHN has recently changed the way in which we recruit to positions within the organisation. We have implemented a new application form which focuses on the person specification element of the Job Description and the essential and desirable criteria within this. We encourage all applicants to draw upon experience both within the workplace and in a personal capacity to demonstrate how they have the skills, knowledge and experience for the role to which they are applying.

The following screenshots will guide you through the completion of the online application form.

After you have clicked on **Apply for this job** as per previous screenshot, continue as shown below:



The screenshot shows the North East Jobs website interface. The main heading is 'Where did you see this Job Advertised?'. Below the heading, there is a note: 'Fields marked \* are mandatory and must be completed.' The question is 'Where did you see this job advertised?\*' with a drop-down menu currently set to 'Select one'. A 'Submit' button is located below the drop-down menu. The left sidebar contains navigation links: 'Jobs Home', 'Advanced Job Search', 'Logout', 'Find Employer', and 'My Account'. The 'My Account' section includes links for 'My Details', 'My Job Basket (0)', 'My Talent Profile (60%)', 'My Job Alerts (0)', 'My Saved Searches (0)', 'My Application History (11)', and 'My Messages (11)'. The top navigation bar includes 'Quick Job Search' and 'Maximise'.

- You will be asked where you saw the job you are applying for being advertised.  
**Select** one of the options from the drop-down list
- Click on **Submit**

The next page will take you through any pre-screening questions relevant to the role. As an employer, we have a legal obligation to ensure that all potential employees/casual workers have the right to live and work in the UK so this comes as a standard pre-screening question. Depending on the role, there may be additional screening questions, such as whether candidates have a full driving license/the necessary qualifications for the role to which they are applying.

Pre-screening questions will only be selected if they are essential for the role.

The bar near the top of the screen will indicate which section of the online application form you are currently completing. The first section of the application form you will be asked to complete is that of **Personal Details**:



The Personal Details, Criminal Convictions and Equal Opportunities monitoring parts of the application will not be provided to the recruiting manager at shortlisting stage. The personal details part will be provided to the recruiting manager at interview stage.

A screenshot of the 'Personal details' form. It contains several input fields: 'Title \*' (empty), 'Surname \*' (containing 'User'), 'Forename(s) \*' (containing 'NEJ NEREO TEST'), 'Address 1 \*', 'Address 2', 'Address 3', 'City / Town \*', 'Post code / Zip Code', and 'Country' (a dropdown menu showing '- None selected -'). Each field has a small blue circle with a white question mark to its left. The 'Title \*' field is the only one with a red asterisk. The 'Country' field is a dropdown menu.

All the fields with a red asterisk (\*) are mandatory. By hovering the cursor over the blue circle with the white question mark next to each field you can get some additional guidance on what information needs to be provided within each field. Throughout the online application form all the information will need to be provided within free text fields or by selection from a drop-down list

Continue as per below screenshot:

### Relationship to YHN

Are you a YHN Employee?

If yes, please state Pay ID

Do you have a relationship with or are you related to any current YHN employee/Board member/Newcastle City Council employee? \*

Details

### Your right to work in the UK

Are you eligible to work in the UK?

Are you subject to immigration restrictions? \*

Please give details of any restrictions and current work permits including the type of permit, the number and the expiry date.

You will be asked about your relationship to YHN and prompted to provide details where appropriate. In addition you will be asked to provide information regarding your right to work in the UK. The relevant fields are within the Personal Details section. Complete this section of the application form as per the following screenshot:

- On completion of this section of the application form, you can either save your progress and continue by accessing your application later, or continue to the next section by clicking on **Next page**

If you have forgotten to complete one of the mandatory fields, the system will not allow you to proceed to the next stage.

If you save your progress and wish to continue at a later stage,

- Log on to the North East Jobs website
- click on My Application History at the left hand-side menu

:

Continue as per below screenshot:

**NORTH EAST JOBS**

Quick Job Search Maximise

You are here: [Home](#) : [My Account](#) : [My Application History](#)

### My Application History

This page will list any jobs you have previously applied for, or are a part-way through applying.

Results 1 to 10 of 13 10 results per page

Previous 1 2 Next

Job title	Employer	Salary	Closing date	Application created	Application submitted	Status	
Assistant HR Advisor	Your Homes Newcastle	£20,000	09/10/2013	07/10/2013		Not yet submitted	<a href="#">View</a>
Administrative Assistant	Your Homes Newcastle	£18,000 - £20,000 per annum	Closed	04/10/2013		Not yet submitted	<a href="#">View</a>
Assistant HR Advisor	Your Homes Newcastle	£20,000	09/10/2013	19/09/2013	19/09/2013	Submitted	<a href="#">View</a>

Find the application form you want to continue completing from the list at the centre of the screen. The most recent application forms you have been working on will appear at the top of the list. At the Status column, you will see that the application has not yet been submitted.

- Click on **View** at the right and next to the Status column, to continue with the completion of the application form.

At the next section of the application form you will be required to provide details of employment references:

Please provide two references, one of which should be from your present or most recent employer, one of which should be your current line manager. Character references will only be accepted if employment references cannot be taken. Please do not use relatives.

#### Referee 1

Title \*

Firstname \*

LastName \*

Referee Position \*

What Employer is this reference for?

Referee Type \*

Other type

Referee Address Line 1 \*

Referee Address Line 2

Referee Address Line 3

The top bar indicates that you are now at the **References** section of the application form. As per the previous section, the fields marked with a red asterisk (\*) are mandatory

- **Provide the details** of your first referee and additional referee
- At the bottom of each of the referee details sections, please remember to indicate if the referee can be contacted prior to the interview

By default, the North East Jobs application form requires the details of two referees as a minimum. However, in line with the YHN Recruitment & Selection Policy, internal applicants can provide the details of one referee only. In this case, please follow the below instructions:

**Additional Referee**

**Add another**

Click on "Add another" to include more Referees. You must have a minimum of 2 referees to submit your application.

Title \* As above

First name \* As above

Last name \* As above

Referee Position \* As above

Which Employer is this reference for? \* As above

Referee Type \* Current employer

Other type

Referee Address Line 1 \* As above

Referee Address Line 2 As above

Referee Address Line 3 As above

Referee Town/City \* As above

- At the **Additional Referee** section insert '**As above**' (or any other text) in the mandatory fields, if you are an internal candidate who provides the details of one referee only
- Click on the **Add another** icon at the Additional Referee section, if you wish to provide the details of more than two referees
- Save your progress by clicking on **Save** at the bottom of the screen and click on **Next page** at the bottom right of the screen to proceed with the next stage of your application form

Continue by completing the Criminal Convictions section of the application form, as per the next screenshot:

The screenshot shows a navigation bar with tabs for 'Criminal Convictions', 'Education, training and qualifications', 'Employment History', and 'Skills, knowledge and experience'. The 'Criminal Convictions' tab is active. Below the navigation bar, there is a paragraph of text: 'For some posts you will have to complete an additional form (disclosure form) that details any criminal convictions you have. A criminal record will not mean that you won't be considered for a post, but the nature of the offence will be looked at when deciding on your suitability for the post. If you do not complete a disclosure form when requested, regrettably we will not be able to consider your application.'

The main form area contains a question: 'Have you ever been convicted of a criminal offence, (other than a spent conviction under the terms of the Rehabilitation of Offenders Act 1974)? \*'. To the right of the question is a drop-down menu currently showing '- None selected -'. Below the question is a text area with the label 'If Yes, please give details'.

At the bottom of the form, there is a note: 'Note: If you are applying for a job which is not covered by the Rehabilitation of Offenders Act (for example, working with children or vulnerable adults), we will ask you to fill in an extra form which includes a question about spent convictions.'

- Select **Yes** or **No** from the drop-down list to declare if you have ever been convicted of a criminal offence. This field is mandatory
- If you have answered **Yes** at the previous question, provide the details of any convictions at the below free text field
- **Save** your progress and proceed to the next stage of your application form by clicking on **Next page**

Continue with your application by providing details of any qualifications you might be holding, training you have attended or professional registration at the **Education, training and qualifications** stage of the application form:

The screenshot shows a navigation bar with tabs for 'Education, training and qualifications', 'Employment History', and 'Skills, knowledge and experience'. The 'Education, training and qualifications' tab is active. Below the navigation bar, there is a paragraph of text: 'Please give details of any relevant qualifications or work related training you have achieved starting with the most recent first.'

The main form area contains a table with the following fields:

Add another	Save
Educational establishment name	<input type="text"/>
Country of establishment	- None selected -
Date attended from	month year
Date attended to	month year
Qualification awarded	<input type="text"/>
Subject	<input type="text"/>
Date of Award/ Expected	month year
Grade or class or level	<input type="text"/>

At the bottom of the form, there is a section header: 'Continuing professional development and training courses you have been on'.

- Within the first section of this stage you can provide details of any qualifications you hold or any training you have attended. To provide details of more than one, click on **Add another**
- If applicable, provide details of a **professional registration** you hold
- **Save** your progress and click on Next page to continue with the completion of your application form

Continue by completing the **Employment History** section of the application form:

- Provide the details of your current or most recent role within the **Current Employment** section by completing the relevant fields or selecting from the drop-down lists
- The **Past Employment Section** will allow you to provide the details of your employment history prior to your current role. The **Add another** feature within the section will allow you to provide details for more than one jobs you previously had
- The **Period not in Employment** section allows you to give the details of any gaps in employment that you might have had
- Complete this section of the application form by saving your progress and clicking on **Next page** at the bottom right of the screen

You will continue the completion of your online application form by providing your answer to our skills, knowledge and experience question. This is the section within which you demonstrate to the shortlisting panel how you meet the criteria for the role. Particular attention should be paid to the essential criteria identified in the job description although you should also pick up on the desirable criteria wherever possible to further strengthen your answer.

The screenshot shows a web interface for an online application form. At the top, there are three tabs: "Skills, knowledge and experience", "Monitoring Equality and Diversity", and "Declarations & Disclosure". The "Skills, knowledge and experience" tab is selected and highlighted in blue. Below the tabs, the main content area contains a question: "Using the job description as a guide, please tell us how you meet the requirements of the job. It is very important that you support your application with examples, which can come from experiences at work and in other situations. \*". To the left of the question, there is a label: "Specific questions from the Competency Framework Criteria. \*". Below the question is a large, empty text input field. At the bottom of the form, there is a word count indicator: "1500 word(s) left".

- There is a **word limit** for your answer. Once you start typing your answer you will be able to see below the free text field how many words you have left. The system will not allow you to exceed the word limit
- Once you have provided your answer, **save** your progress and click on **Next page** at the bottom right of the screen

The next section of the application form is **Equal Opportunities Monitoring**, where you will be asked to provide details of characteristics such as gender, date of birth, ethnic origin, religion, marital status, sexual orientation, disability, etc. As per the title, this information is used for monitoring purposes only, will not be disclosed to the recruiting manager at any stage of the process and will be kept within HR records only.

Proceed as follows:

**Equality in employment**

We aim to have a workforce that reflects the different customers we have. To measure our performance in meeting this aim, we collect information from people applying for jobs. We separate this part of your application from the rest of your application form. The information you give is confidential and will not be seen by anyone involved in the recruitment process. It will not affect our decision on your application.

This information is only used to measure the effectiveness of our Equality Policy. It will be accessed only by the Human Resources team and it will not be seen by anyone else involved in the selection process. Our intention is to select the best candidates for the job regardless of their gender, sexual orientation, religious belief, disability, age, race, maternity and pregnancy, marriage and civil partnership and gender reassignment.

**Gender**

Gender

Is your gender identity the same as the gender you were assigned at birth?

**Age range**

Date of Birth

Age Range

**Marital status or Civil Partnership**

Marital status or Civil Partnership

**Family status**

Do you have any caring responsibilities?

If yes, please provide details

Populate the relevant fields by selecting the appropriate options from the drop-down lists or by completing the free text fields.

- Complete this section by saving your progress and clicking on **Next page** at the bottom right of the screen

You will now need to complete the final stage of the online application form (Declarations & Disclosure) and submit it. Proceed as per the following screenshots:

- **At the Flexible Working** section of this stage of the application form, provide details regarding preferred work patterns (full-time, part-time, job share) and other details regarding your availability to work.

Proceed as per below screenshot:

- At the **Guaranteed Interview Scheme for applicants with disabilities** section of this stage you have the opportunity to declare that you have a disability and if you demonstrate that you meet the essential requirements for the role you are applying for you will be offered an interview

Finish the completion of your online application form as per below screenshot:

### Declaration

\*  Please complete all parts of this and the related application form before checking the tick box below: I certify that to the best of my knowledge all the information I have given is complete, correct and factual. I understand that deliberately giving false or incomplete answers would disqualify me from consideration, or in the event of my appointment, make me liable to dismissal without notice.

### Data Protection

(Data Protection: We take our obligations under data protection legislation seriously. These require us to explain how the data you provide on the application form and any other data, which may be created in connection with your application, may be used. Any data about you will be held in secure conditions, with access restricted to those who need it in connection with dealing with your application and selection. Data may also be used for the purposes of monitoring the effectiveness of our selection processes, but in these circumstances, all data will be anonymous.)

➤ At the **Data Protection Act: Consent and Certification of Details** section, **tick the box** to declare that you agree with the way the information you have provided within your application form will be used by YHN and that all the information you have provided is correct.

- **Save** your progress
- After you have checked that all the information you have provided at every stage of the application form is correct click on **Submit**

**Please note:** Once you have submitted your application form you will not be able to make any changes. If you wish to make any changes to your application form after it has been submitted please contact the recruitment team at [yhnjobs@newcastle.gov.uk](mailto:yhnjobs@newcastle.gov.uk)

Once you click on Submit, the following will appear on your screen:

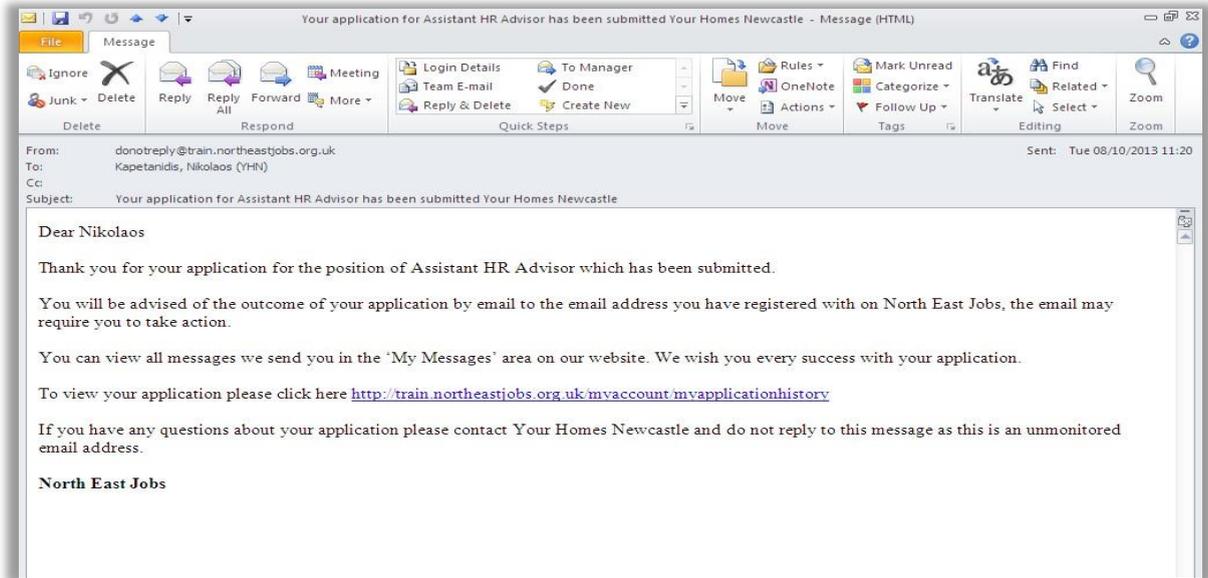
The screenshot shows the 'North East Jobs' application portal. The user is logged in as 'Assistant HR Advisor'. A confirmation message is displayed: 'Thank you for submitting your application. You are no longer able to edit your application. We will be in contact with you shortly via the 'My Messages' section of your account.' Below the message, the 'Personal details' tab is selected, showing the following information: Title: Mr, Last name: Kapetanidis, First name(s): Nikolaos, Known as (if applicable):, Address 1: YHN House, Address 2: (empty). The 'My Messages (12)' link in the left sidebar is highlighted with a red box.

- You will see a message at the top of your screen that your application has now been submitted and you are no longer able to edit it.

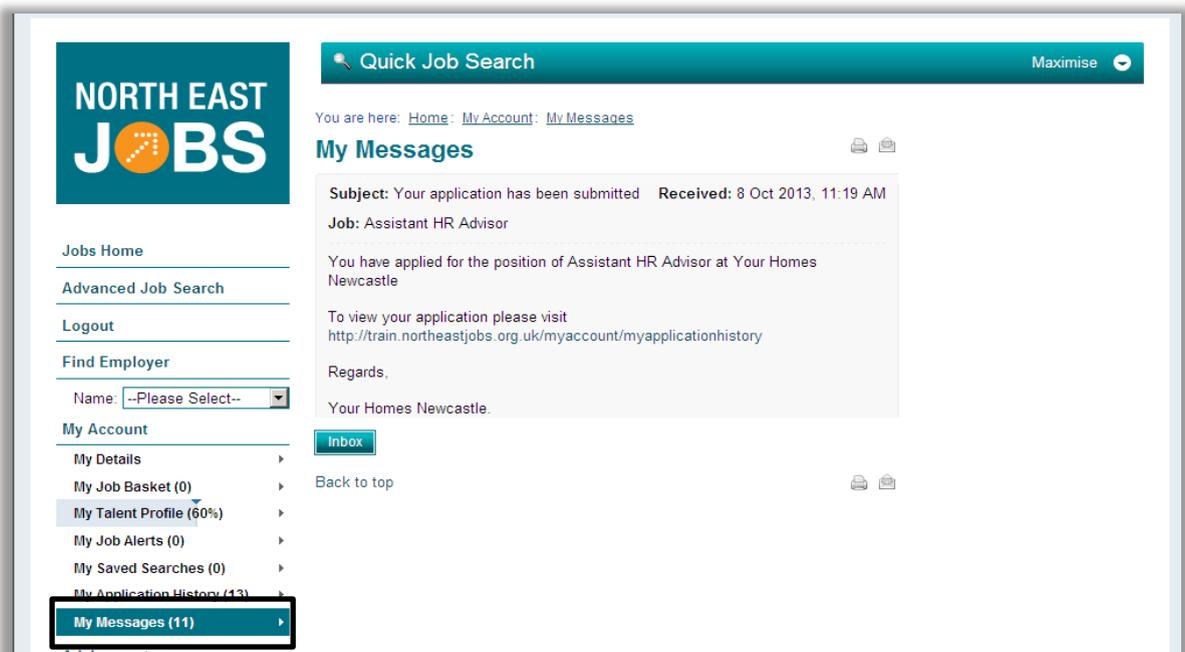
- Any correspondence you receive from the employer via the system can be accessed by clicking on My Messages at the left hand-side menu

## Accessing Messages

After you have submitted your online application form, you will receive an email from North East Jobs in the inbox of the email address you have used when you registered, as the below screenshot shows:

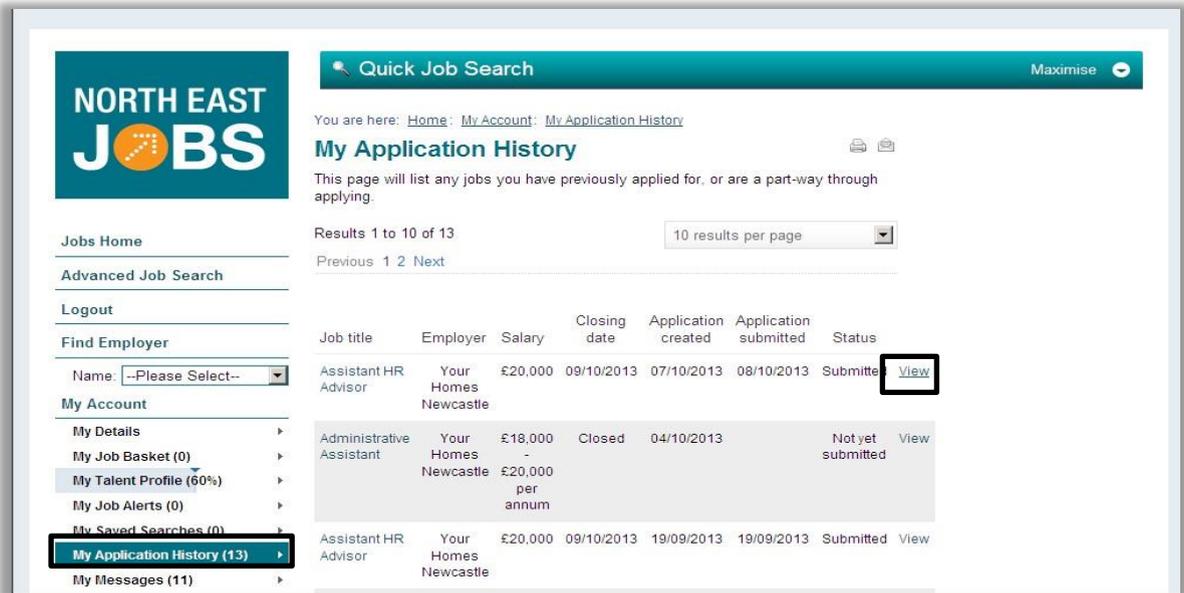


You will also receive a confirmation message at your inbox within your North East Jobs account which can be accessed by clicking on **My Messages** at the left hand-side menu of the homepage, as mentioned previously and as shown at the below screenshot:



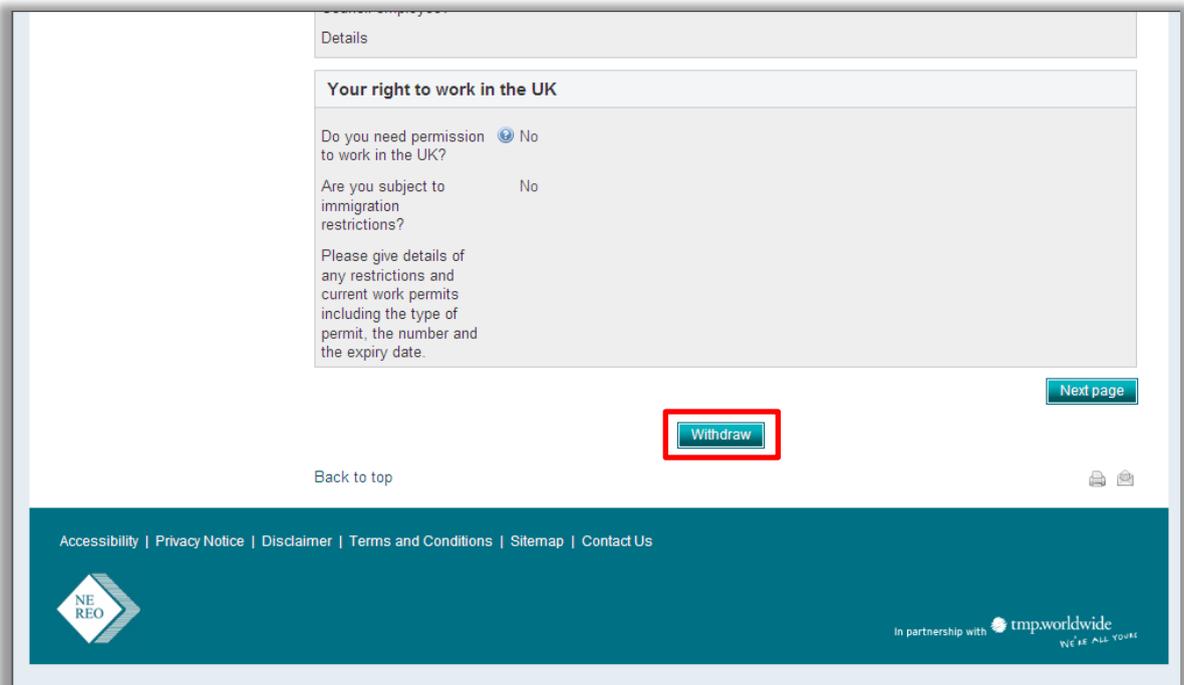
## Withdrawing an Application

If you wish to withdraw the application form you have submitted, follow the below instructions:



The screenshot shows the 'My Application History' page on the North East Jobs website. The page displays a table of applications with columns for Job title, Employer, Salary, Closing date, Application created, Application submitted, and Status. The first application is 'Assistant HR Advisor' at 'Your Homes Newcastle' with a salary of £20,000, closing date of 09/10/2013, application created on 07/10/2013, application submitted on 08/10/2013, and a status of 'Submitted'. A 'View' button is highlighted with a red box next to this application. The second application is 'Administrative Assistant' at 'Your Homes Newcastle' with a salary of £18,000, closing date of 'Closed', application created on 04/10/2013, and a status of 'Not yet submitted'. The third application is 'Assistant HR Advisor' at 'Your Homes Newcastle' with a salary of £20,000, closing date of 09/10/2013, application created on 19/09/2013, application submitted on 19/09/2013, and a status of 'Submitted'. A 'View' button is also present next to this application.

- After you have logged in, click on **My Application History** at the left hand-side menu of the home page
- At the centre of the screen, find the vacancy for which you have applied and click on **View** to access your application form



The screenshot shows the 'Your right to work in the UK' section of the application form. It contains two questions: 'Do you need permission to work in the UK?' and 'Are you subject to immigration restrictions?'. Both questions have 'No' selected. Below the questions, there is a text box for providing details of any restrictions and current work permits. At the bottom of the form, a 'Withdraw' button is highlighted with a red box.

- Once you have accessed your application form, scroll at the bottom of the screen and select **Withdraw**

Finally, if you experience any problems with either the completion or submission of your online application form please contact the recruitment team [yhjobs@newcastle.gov.uk](mailto:yhjobs@newcastle.gov.uk)