Information Guide: Correspondence Variables

This document will help in understanding:

- Types of variables used within correspondence.
- List of defined System Variables able to be utilised.
- Layout of correspondence required using system variables.

Types of Variables

There are 2 types of variables available for use in correspondence templates. System Variables which will pull automatically from populate fields within a Requisition and User Variables which can be utilised to accommodate information required within correspondence that is not available from information applied within a Requisition.

System Variables

System variables can be used to pull information from the e-Recruitment system into your correspondence. Using System Variables in your correspondence allows you to create correspondence templates and have the system automatically pull information i.e. Candidate's Name or the Title of the Requisition that Candidates have applied for, loading the information into any piece of agency correspondence created in the system.

System Variables must be entered in a specific format. This ensures that the system recognises the information you would like automatically added to your correspondence and will enter in the correct format.

Note:
1. You may only use the System Defined Variables listed on the following pages, when creating your correspondence. Creating your own variables or deviating from the list below will cause errors in your correspondence. Note: Tailored fields will be available for use in correspondence, speak to your CRM.
2. All variables listed under the Offer Variable type (OUDF Variables), are available for use after the offer model is created and saved **ONLY.** Offer variables will not work unless the offer has been created within the system and the correct fields are populated in order to automatically fill the information required on your correspondence. If Offer Variables are added to any other type of correspondence this will result in errors.

System Defined Variables

Variable Type	Variable Name	Description
Candidate Profile	{Candidate.Address}	Address Variable
Candidate Profile	{Candidate.Address2}	Address Variable
Candidate Profile	{Candidate.City}	Address Variable
Candidate Profile	{Candidate.State}	Address Variable
Candidate Profile	{Candidate.Country}	Address Variable
Candidate Profile	{Candidate.Zipcode}	Address Variable

Candidate Profile	{Candidate.Prefix}	Name Variable
Candidate Profile	{Candidate.FirstName}	Name Variable
Candidate Profile	{Candidate.MiddleName}	Name Variable
Candidate Profile	{Candidate.LastName}	Name Variable
Candidate Profile	{Candidate.FullName}	Name Variable
Candidate Profile	{Candidate.Email}	Candidate Contact Variable
Candidate Profile	{Candidate.HomePhone}	Candidate Contact Variable
Candidate Profile	{Candidate.MobilePhone}	Candidate Contact Variable
Candidate Profile	{Candidate.WorkPhone}	Candidate Contact Variable
Requisition Field	{Requisition.ContactEmailExternal}	Role Contact Variable
Requisition Field	{Requisition.ContactNameExternal}	Role Contact Variable
Requisition Field	{Requisition.ContestNumber}	Requisition Number
Requisition Field	{Requisition.HmgrEmail}	Hiring Manager variable
Requisition Field	{Requisition.HmgrName}	Hiring Manager variable
Requisition Field	{Requisition.HmgrPhone}	Hiring Manager variable
Requisition Field	{Requisition.RecruiterEmail}	Recruiter Variable
Requisition Field	{Requisition.RecruiterName}	Recruiter Variable
Requisition Field	{Requisition.RecruiterPhone}	Recruiter Variable
Requisition Field	{Requisition.UDF_AgencyLogo}	Image logo
Requisition Field	{Requisition.UDF_AgencyName}	Agency Name for Correspondence
Requisition Field	{Requisition.UDF_Award}	Industrial award aliagned to the role
Requisition Field	{Requisition.UDF_Duration (in Months)}	Lengtrh of Temporary contract
Requisition Field	{Requisition.UDF_Length_of_Engagement}	Alternative to Duration
Requisition Field	{Requisition.UDF_Employment End Date}	Expiry of Temp contract
Requisition Field	{Requisition.UDF_Grade New}	Role Grade
Requisition Field	{Requisition.UDF_HoursPerWeek}	Advertised number of hours for role
Requisition Field	{Requisition.UDF_Position Number}	Role Number
Formatting	{Other.CurrentDate}	Todays Date
Formatting	{Other.PageBreak}	Formatted page ending
	The following are applicable to Offer Letters.	
Offer Model	{Offer.Pay}	Amount of Pay per pay period
Offer Model	{Offer.PayBasis}	Frequency of remuneration (fortnightly, monthly)
Offer Model	{Offer.Salary}	Amount of Annual Salary
Offer Model	{Offer.UDF_103Division}	Department
Offer Model	{Offer.UDF_104SubDivision}	Agency
Offer Model	{Offer.UDF_105Location}	Role location
Offer Model	{Offer.UDF_106HourlyRate}	Used for casual roles
Offer Model	{Offer.UDF_107EndDate}	individual end of temp contract date

Offer Model	{Offer.UDF_108ProratedSalary}	Used for part time
Offer Model	{Offer.UDF_109DaysWeek}	Identify days of the week for part time
Offer Model	{Offer.UDF_Pos_No}	Role Number
Offer Model	{Offer.UDF_Probation end date}	Final date of Probation
Offer Model	{Offer.UDF_Probation period}	Lenth of probation period
Offer Model	{Offer.UDF_Salary Grade (at offer)}	What grade the candidate is employed at
Offer Model	{Offer.UDF_Salary Level (at offer)}	What grade level the candidate is employed at
Offer Model	{Offer.UDF_length_of_engagement}	Temp contract length

User Defined Variables

User Variables are not pre-defined system variables and will not be found on the following pages. User Variables can be used in your correspondence as prompts for you to enter details that are NOT contained within the system prior to the correspondence being sent.

User variables must be created using a standard structure, the details of the structure are:

- Parentheses or Curly Brackets { } must be used at the beginning and end of the variable.
- The variable cannot contain any spaces.
- All letters must be in capitals.
- All words must be separated by an underscore _
- The user variable must start with the word ENTER.

An example of this might be creating a user variable to prompt you to enter the name of an independent panel member into an Interview Advice email. In this case the variable would look like:

{ENTER_INDEPENDENT_PANEL_MEMBER_NAME}

The system will then prompt you to enter these details prior to the correspondence being reviewed and sent.

Note:
1. User Variables should only be used for information that is not contained within the system.
2. Always use System Variables (as listed on the pages below) for any information that can be pulled from the system.

Refer to the examples of correspondence supplied in this document to provide a good reference point for the correct use of variables

Correspondence Examples Using Variables

On the following pages you will find examples of 4 different standard emails, these are designed for you to utilise as examples when creating correspondence for your agency.

Example 1 – Interview Advice

To: {Candidate.Email}
Cc:
Bcc:
Subject: Your application for the role of {Requisition.JobTitle} – {Requisition.Number}

{Requisition.UDF_AgencyLogo}

Dear {Candidate.FirstName}

Please be advised that you have been successful in gaining an interview for the position of {Requisition.JobTitle} – {Requisition.JobGrade}.

Your interview details are as follows:
Date: {ENTER_INTERVIEW_DATE}
Time: {ENTER_INTERVIEW_TIME}
Duration: {ENTER_INTERVIEW_DURATION}
Location: {ENTER_INTERVIEW_LOCATION}

Please Note:

1. Please arrive 10 minutes early.
2. Bring original documents, certificate (if any) on the day of the interview.
3. Complete the Applicant Declaration form (attached) and submit to the selection committee on your interview day (if not submitted with the application.
4. Please complete the attached Criminal Record forms (2) and submitted to the panel on the day of interview.
5. Please bring 3 original forms of Identification such as Driver's Licence, Passport, Medicare Card and Bank Card to show to the Convenor.

Please call {Requisition.ContactPersonExt} on {Requisition.ContactNumberExt} to confirm your attendance as soon as possible.

Yours sincerely,

{Requisition.RecruiterName}
Tel: {Requisition.RecruiterPhone}
{Requisition.UDF_AgencyName}

{Other.CurrentDate}

I work FOR NSW

Example 2 – Offer Permanent Candidate

To: {Candidate.Email}
Cc:
Bcc:
Subject: Your application for the role of {Requisition.JobTitle} – {Requisition.Number}

{Requisition.UDF_AgencyLogo}

{Candidate.Prefix} {Candidate.FullName}
{Candidate.Address}
{Candidate.Address2}
{Candidate.City}, {Candidate.State}, {Candidate.Zipcode}

{Other.CurrentDate}

Dear {Candidate.FirstName},

<div align="center">Offer of Permanent Appointment</div>

I am delighted to advise that your application for the position of {Requisition.JobTitle} – {Requisition.JobGrade} has been successful, congratulations and welcome to {Requisition.DepartmentName}.

Your appointment is at the salary and conditions set out below:

Position: {Requisition.JobTitle}
Grade: {Requisition.JobGrade}
Salary: ${Offer.Salary} per annum
Commencement Date: {Offer.ActualStartDate}

Should you require any further assistance or advice please contact {Requisition.RecruiterName} on {Requisition.RecruiterPhone}.

Yours sincerely,

Director General
{Requisition.UDF_AgencyName}

Example 3 – e-List Notification

To: {Candidate.Email}
Cc:
Bcc:
Subject: Your application for the role of {Requisition.JobTitle} – {Requisition.Number}

{Requisition.UDF_AgencyLogo}

{Other.CurrentDate}

Dear {Candidate.FirstName},

<center>Re: {Requisition.JobTitle} – {Requisition.JobGrade}</center>

I refer to your application for the above mentioned position.

Your application was not successful on this occasion, but you have been placed on an eligibility list for further consideration in the event of this or a similar position becoming available in Sample Agency. This will be open for a period of 12 months from {ENTER_DATE_OF_APPROVAL}.

If you would like further information about the selection process or feedback regarding your application please contact {Requisition.HmgrName} on {Requisition.HmgrPhone}

The NSW Public Sector has established a central eligibility list giving you an opportunity to be listed for a similar position within the NSW Public Sector if one becomes available. In order to be considered for these positions outside of Sample Agency you will need to sign the attached authorisation allowing your personal details to be made available to other NSW Public Sector Agencies.

Thank you for your interest and best wishes for your future endeavours.

Yours sincerely,

{Requisition.RecruiterName}
Tel: {Requisition.RecruiterPhone}
{Requisition.UDF_AgencyName}

{Other.PageBreak}

Eligibility List for use by other NSW Public Sector Agencies
{Requisition.JobTitle}, {Requisition.JobGrade}
{Requisition.UDF_AgencyName}
Government Service of New South Wales
{Requisition.Number}

I authorise my personal contact details to be made available to other NSW Public Sector Agencies so I can be considered for a similar position on their eligibility lists if one becomes available within 12 months of the {ENTER_DATE_OF_APPROVAL}.

Signature: ………………………………………

Name: Candidate.FullName}

Date: ………………………………………….

Your contact details are listed below; please notify us if these details have changed.

{Candidate.Prefix} {Candidate.FullName}
{Candidate.Address}
{Candidate.Address2}
{Candidate.City}, {Candidate.State}, {Candidate.Zipcode}

Updated Contact Details (If Applicable):

Example 4 – Unsuccessful Notification

To: {Candidate.Email}
Cc:
Bcc:
Subject: Your application for the role of {Requisition.JobTitle} – {Requisition.Number}

{Requisition.AgencyLogo}

Dear {Candidate.FirstName},

I refer to your application for the position of {Requisition.JobTitle} - {Requisition.JobGrade}
at {Requisition.DepartmentName}.
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Following careful consideration by the selection committee, I regret to advise that on this occasion your application has not been successful.

Should you wish to have post selection feedback, please contact {Requisition.HmgrName}
on {Requisition.HmgrPhone}.

We would like to take this opportunity to thank you for your interest and the time spent in applying for this position.

Yours sincerely,

The Recruitment Team
{Requisition.UDF_AgencyName}

For further assistance, please contact the Client Support Centre on
1800 JOB NSW
1800 562 679
Or email: support@jobs.nsw.gov.au