

## Frequently Asked Questions

- 1. How Do I Apply?** The open vacancies are all advertised on the following Kinly Careers Page - <https://www.kinly.com/why-kinly/work-with-us>. Once you have identified a vacancy that you feel is suitable, have reviewed the requirements of the position, click 'Apply'. You will then need to upload your current CV and complete the fields on the application form. Fields marked with \* are the mandatory and minimum criteria that you would need to complete.
- 2. Do I need a CV to apply for a position?** Yes, we would require a CV as part of your application. We accept the following file formats: pdf, doc, docx, Jpeg & PNG files up to 50MB in size.
- 3. Do I need a cover letter?** No, a covering letter is not essential, however if you would like to provide additional information in support of your application or to specify details that would be relevant to your application (i.e. that you would be re-locating, require reasonable adjustments or you would require flexible working, etc.), then you can upload your covering letter alongside your CV.
- 4. Do I need to complete the Diversity data questions?** No, these are optional, but as a business we continually strive to ensure the broadest diversity of both our applicants and colleagues, so we encourage applicants to answer these questions to enable us to monitor/analyse the demographics of our candidates; helping us to continually improve our attraction channels to ensure we are attracting a diverse pool of candidates
- 5. Will not completing the Diversity data questions affect my application?** No, these are optional and not completing will not affect your application in any way. The completion of questions by candidates will just help us ensure we can strive to continually improve our attraction channels to ensure we are attracting a diverse pool of candidates
- 6. What if I don't have any work experience?** Create a CV, focusing on every experience you have including academic, voluntary, any office based work or other projects or initiatives you have been involved in.
- 7. Is there a limit on the number of roles I can apply for?** There is **no** limit on the number of roles you can apply for.
- 8. How do I know my application has been received?** When you have successfully applied for a role, you will receive a confirmation email. If you do not receive the confirmation email in your focused inbox, please check your spam folder first and if you still have not received it, email [jobs@kinly.com](mailto:jobs@kinly.com) to check that your application was received.
- 9. Can I send my speculative CV?** Unfortunately, we cannot accept speculative applications. If our current vacancies aren't suitable for you, we recommend that you follow Kinly on LinkedIn, so you can keep up to date with new roles that are available.
- 10. Can I receive notifications for any future jobs that may interest me?** No, but we recommend that you follow Kinly on LinkedIn, so you can keep up to date with new roles that are available.
- 11. Should I send samples of my work (writing, code, designs, etc.) with my resume/CV?** If you're selected for an interview, we may request work samples. If we do, we'll give you an email address to send them to. However, if you have public copies of your work available online, it's a great idea to include links in your resume/CV.
- 12. Is my application confidential?** Yes, your details will only be shared with the Talent Acquisition Team and the relevant Hiring Manager. Your application will never be shared with anyone externally.
- 13. I have been referred to a position by an employee at Kinly. How do I acknowledge the referral?** Your referrer will submit your application on your behalf via the internal careers page. This will be recorded on our Applications Tracking System. Your referrer should be requesting your consent to submit your application prior to the submission.
- 14. I don't have an email address. Can I create an account using my phone number?** No. At this time, Kinly Careers only supports sign-in using a valid email address.
- 15. How can I track my application?** We receive a large number of applications for our vacancies, so we are unable to update candidates individually on the status of their application, however we will provide an update to all candidates as soon as possible either by phone or email.

16. **How long will it take after I submit my application to receive a response?** Every role we have is going to take different timescales. You will receive an acknowledgement that we have received your application immediately and you will be updated as soon as possible on your progress. Due to different priorities and volumes of applications received, the time you receive an update will differ, but you will be updated as soon as we can.
17. **I wanted to apply for a position I saw here, but it's not listed anymore. Can I still apply?** We regularly post new positions and remove positions that are no longer open or have been filled. If a job isn't on our site, then we're not taking applications at this time.
18. **I submitted my resume/CV but haven't heard from Kinly yet. What's the status of my application?** We often get high volume of applications for our open positions. We contact the people we'd like to learn more about, however unfortunately, we're not able to make personal contact with people we're not moving forward with. We will however provide you with an update either way, either by phone or email.
19. **How long will the recruitment process take?** The time taken will depend on the specific role that you are applying for. We will always aim to keep timescales to a minimum and keep you updated throughout the process.
20. **What does the recruitment and selection process involve? If you meet the requirements of the role, as stated in the job posting, and are shortlisted for the next stage, you will be contacted usually by the Talent Acquisition Team for an initial high-level conversation to understand your suitability and for the team to provide more detail around the role and the selection process. Selection processes will vary according to the role that you are being considered for, but this will be outlined to you in the initial call.**
21. **What's the Interview Process Like?** Each role at Kinly is unique, so each recruitment experience will be a little different and specifically designed to make sure we get to know each other properly. The interview process therefore will depend on the role and the hiring team managing the process. Usually, the process will involve a brief telephone screen with the Talent Acquisition Team, followed by either a Teams interview or a face-to-face interview with the hiring manager. There is likely to be a second stage interview for most roles, however if this is going to be a one-stage process you will be advised during your initial screening call. Normally first stage interview is more informal and a CV and role high level discussion. Second stage interviews usually take a more formal process, including a more in-depth interview, possibly including strengths and values-based questioning. Your Talent Acquisition contact will advise of the format prior to the interview.
22. **Will I be notified of an outcome of my application even if I am unsuccessful?** Candidates will be informed of the outcome of your application as soon as we are provided with information from the hiring manager. This may be via telephone or email.
23. **I attended an interview and have not received any feedback yet. How can I get in touch?** You can email the Talent Acquisition Business Partner that arranged your interview. Alternatively, you can email [jobs@kinly.com](mailto:jobs@kinly.com)
24. **What support do you offer for candidates with a disability or who require reasonable adjustments?** We are Disability Confident Employer. We are committed to providing a recruitment process that is fair and accessible to all, therefore applicants with a disability will be invited to interview if they demonstrate they meet the essential criteria for the role in their application. We recognise that some individuals with disabilities may find aspects of the standard application and interview process challenging. We want every applicant to have the best opportunity to demonstrate their skills and ability so if you need to do things differently, let us know. We will endeavour make reasonable adjustments to enable people with disabilities to demonstrate their talent. We do request any reasonable adjustments are requested by candidates at both the application and interview stages, so please do discuss your requirements with the Talent Acquisition Team at either the point of scheduling your interview, or ideally include this information at application stage, so we can ensure we can meet your criteria adequately for both an application and/or interview.
25. **What is Kinly's commitment to recruiting diverse candidates?** At Kinly, we are unified by a commitment to providing a working environment that is as inclusive, responsible and welcoming as possible for all our

teams and prospective employees. We provide equal employment where all applicants are encouraged to apply, regardless of sex, age, gender identity, pregnancy, colour, race, national origin, sexual orientation, disability, religion or any other protected characteristics. We want you to bring your true self to work and provide you with a workplace where you can thrive.

26. **How long do you keep my personal data on file?** We will keep your details on file for 12 months, if you provide this consent on application. However, if you decide not to consent then your details will automatically be deleted after 30 days. If you have consented to your details to be held on file, you will receive a consent extension email 30 days before your retention period expires
27. **How do I request my details to be removed from your system?** You can select that your details are removed from our system, by clicking the “request to delete your details” link on the footer of the email you received confirming your successful application. Candidates who request to be deleted are removed within 14 days.
28. **How do I know my personal data is secure?** Kinly is committed to protecting the personal data of the visitors to our website and we want to provide a safe, secure user experience. To understand what you can expect from Kinly in regards to your data, please view our privacy statement at <https://www.kinly.com/privacy>
29. **How often is the career site updated?** We manage a high volume of vacancies, and this site is updated on a daily basis to reflect all available positions.
30. **Who can I contact if I have further questions about the recruitment process?** We aim to provide all of the information relating to the recruitment process on this site. If you have a particular query that we have not answered, please email [jobs@kinly.com](mailto:jobs@kinly.com)
31. **Who can I contact if I am unable to apply online?** Please email [jobs@kinly.com](mailto:jobs@kinly.com)
32. **What Benefits Do You Offer?** We offer a broad range of company benefits; however, the availability of specific benefits would be dependent on the job role, contract type and on the country in which you will be based.
33. **What Opportunities for Growth Exist?** Kinly always looks to promote internal mobility, so opportunities will arise that will allow you to progress your career in the same field or alternatively into new business areas. Your development will depend on you and your aspirations and what opportunities exist at the right time for you. We will also be keen to provide you with the relevant training and certifications that enable you to excel in your role at Kinly.
34. **What’s the Work-Life Balance?** We strongly acknowledge the importance of a work/life balance, and promote hybrid working wherever feasible, however the specifics of flexibility will depend on your role, location and contract type on which you are employed.
35. **How Can I Contact HR?** The Kinly People Team can be contacted at [People@kinly.com](mailto:People@kinly.com)
36. **Where are your roles based?** Kinly operates globally and have a number of regional worldwide offices, but also a number of roles based on client sites. You can view all Kinly offices via <https://www.kinly.com/contact> or review global vacancies via the main careers page.
37. **Do you offer hybrid working?** We promote hybrid working wherever feasible; however, the specifics of flexibility will depend on your role, location and contract type on which you are employed.
38. **Do I need to have the 'Right to Work' in the region specified on the adverts to apply for jobs through this site?** Kinly holds a sponsor licence that enables us to support candidates in obtaining sponsorship to work in regions for some roles, in line with legislation set by Visas & Immigration. For vacancies where we are able to sponsor candidates, this information will be included in the advert to advise candidates that they can apply as sponsorship will be offered.
39. **Do I need to be security cleared to work with you?** For the majority of our roles, we do not require security clearance, but where this is essential, this information will be detailed on the advert.

40. **Do you recruit for Graduates, Apprentices and Students?** Yes. We run specific campaigns for Graduates, Apprentices and Internship roles. These will be advertised on the Kinly Career Site when we have such roles available.
41. **I have a student visa so can I apply** – As you're only allowed to work a certain number of hours, you need to check how many hours you can work, and if the advertised vacancy allows an opportunity for reduced hours, this will be detailed on the advert, so you can assess whether you will be able to apply.
42. **I work for a Recruitment Supplier / Agency – can we work with Kinly?** No, we have secured our Preferred Supplier List, plus we also work the majority of vacancies directly through our internal recruitment team, so we will not be looking to engage any new suppliers. Any CVs sent to Kinly on a speculative basis will not be recognised and we will not accept liability for any fee or commission should we subsequently employ that candidate.