How to manage Key Performance Indicators (KPIs) in NHS Jobs user guide

This guide gives you instructions for how to manage KPIs in the NHS Jobs service.

You can change the KPI's for the due and done by days for job listings and applicants in your organisation's account.

The different stages are:

- **On track** if a KPI is within the due and done by days.
- **Due** if a KPI is passed the due days but within the done by days.
- **Overdue** if a KPI is passed the due and done by days.

The default KPI is 99 working days but can be changed in your organisations account.

A KPI starts when a job listing, or applicant moves from one recruitment stage to another. For example, a job listing moving from shortlisting to interview or an applicant moving from offers to pre-employment checks.

If you change a KPI, this only applies to new job listings or applicants moving between recruitment stages.

To manage KPIs, you can change:

- Draft
- Approvals
- Shortlisting
- Interviews
- Ready to offer
- Offers
- Pre-employment checks
- Contracts issued
- End recruitment

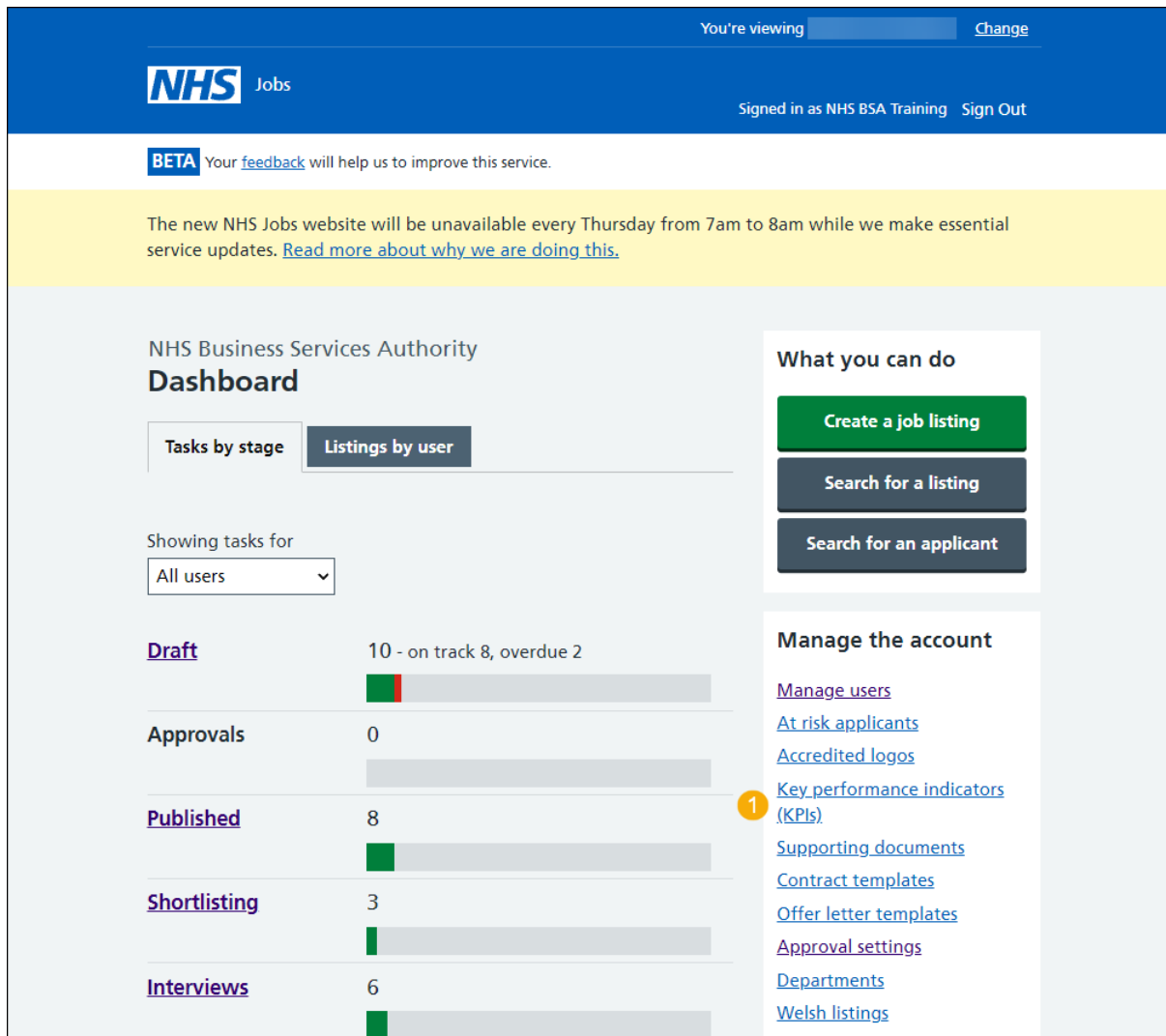Only a 'Super user' can change KPIs.

Contents

Key Performance Indicators (KPIs)

This page gives you instructions for how to manage your organisation's KPIs.

Important: Only a 'Super user' can change KPIs.

To manage your KPIs, complete the following steps:

1. Select the '<u>Key Performance Indicators (KPIs)</u>' link.

Draft

This page gives you instructions for how to change the draft KPIs.

Important: Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To change draft KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Approvals

This page gives you instructions for how to change the approval KPIs.

To change approval KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Tip: For example, if you set the due days as 8 and the done by days as 10, the status changes to **Due** once 8 days is reached.

Go to the '[Shortlisting](#)' page.

Shortlisting

This page gives you instructions for how to change the shortlisting KPIs.

To change shortlisting KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Go to the '<u>Interviews</u>' page.

Interviews

This page gives you instructions for how to change the interview KPIs.

To change interview KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Go to the '<u>Ready to offer</u>' page.

Ready to offer

This page gives you instructions for how to change the ready to offer KPIs.

To change ready to offer KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Ready to offer

Title	Description	Due (days)	Done by (days)
Ready to start offer	**From** all the interview feedback has been added **To** the successful applicants ready to start offer	99	99
Applicants selected	**From** successful applicants being selected **To** the offer has been started	**1** 10	**2** 99
Not offered	**From** not offered to any applicants **To** recruitment is ready to end	99	99
Offers in progress	**From** the offer has been started **To** recruitment is ready to end	10	99

Go to the 'Offers' page.

Offers

This page gives you instructions for how to change the offer KPIs.

To change offer KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Go to the '<u>Pre-employment checks</u>' page.

Pre-employment checks

This page gives you instructions for how to change the pre-employment KPIs.

To change pre-employment KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Pre-employment checks

Title	Description	Due (days)	Done by (days)
Pre-employment checks	**From** the offer is accepted by the applicant **To** the pre-employment checks decision is made	**1** 99	**2** 99

Go to the 'Contracts issued' page.

Contracts issued

This page gives you instructions for how to change the contracts issued KPIs.

To change contracts issued KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Contracts issued

Title	Description	Due (days)	Done by (days)
Issue contract	**From** the pre-employment checks decision is made **To** the contract being sent to the applicant or issued offline	① 99	② 99
Issuing contract offline	**From** the contract being issued offline **To** the contract being accepted or rejected by the applicant	99	99
Contract sent	**From** the contract being sent to the applicant **To** the contract being accepted or rejected by the applicant	99	99
Contract rejected	**From** the contract being rejected by the applicant **To** edit and resend contract, offer to another applicant or recruitment being ended	99	99
Contract accepted	**From** the contract being accepted **To** the recruitment being ended	99	99

Go to the 'End recruitment' page.

End recruitment

This page gives you instructions for how to change the end recruitment KPIs.

To change end recruitment KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

End recruitment

| Title	Description	Due (days)	Done by (days)
Ready to end recruitment	**From** all applicants accepting or rejecting their contract, rejecting their offer or offer being withdrawn **To** the recruitment being ended	**1** 99	**2** 99

Go to the 'Save changes' page.

Save changes

This page gives you instructions for how to save your KPI changes.

To save your KPI changes, complete the following step:

1. Select the 'Save changes' button.
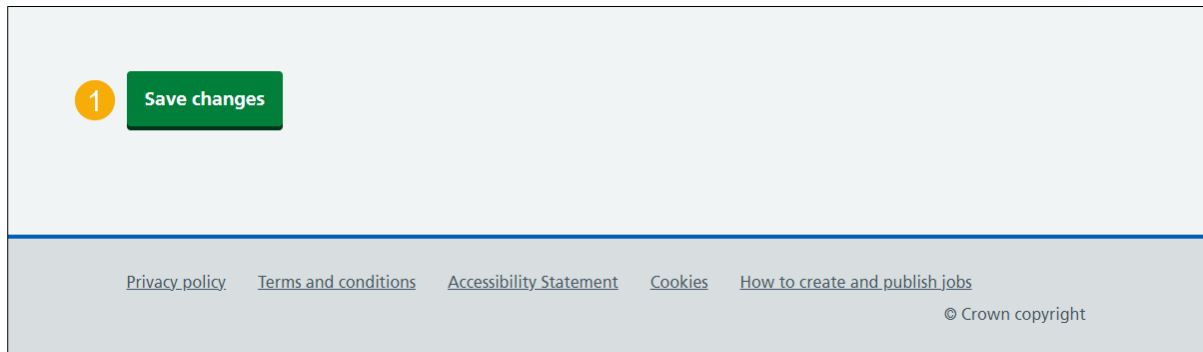
Tip: The 'Save changes' button is located at the bottom of the page.

You've reached the end of this user guide as you've managed your KPIs.