

A photograph of two men in a hospital setting. One man, wearing a white lab coat and glasses, is pointing at a computer monitor. The other man, wearing a dark blue shirt and glasses, is looking at the monitor. In the background, there are other hospital staff and a patient in a bed. A blue banner with white text is overlaid on the image.

YOUR NEW NHS JOBS

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About NHS Jobs

NHS Jobs is the official online recruitment service for the NHS in England and Wales. It is the biggest marketplace for health jobs in the UK, featuring over 350 role types; from clinical roles to IT & support, surgeons and directors.

We help you get the right people into the right NHS roles every time, delivering a great experience for applicants and employers.

Your New NHS Jobs

Working with employers and stakeholders, we have developed a completely new service to manage your full recruitment life cycles, from job posting to onboarding successful applicants. The new service has additional features and enhancements, based on feedback from those who use it, while keeping all the functionality of the current service.

NHS Jobs is built by the NHS for the NHS, free at the point of delivery to those organisations meeting the relevant criteria. We have built and are iterating the new NHS Jobs based on feedback to ensure we're delivering a service that's fit for purpose, future proof and meets your needs.

We've held over **1400** user research sessions with both employers and applicants, using a combination of interviews, focus groups, pop-up testing and surveys.



• Is it ready?

We started rolling out the new NHS Jobs during 2019 and have over **6,000** organisations successfully onboarded, we will continue onboarding organisations through 2022.

Find out more at: www.nhsbsa.nhs.uk/nhs-jobs-publications

Core Functionality

We're delivering all the core functionality you need for your recruitment.

Including:

Create a job listing



Create and advertise your role with an accessible job description and person specification.

Scoring and Shortlisting



Score applications, create and manage shortlists and let applicants know if they've been unsuccessful.

Create and manage interviews



Manage invitations and scheduling for applicants and create your interview panel.

Create and manage offers



Create, accept and decline job offers online with customisable templates and issue reminders for quick response.

Pre-employment checks



Easily carry out and record pre-employment checks to speed up the hiring process.

Create and manage contracts



Create, accept, decline, and download contracts with customisable templates.

Functionality

Some of the improvements we'll be delivering:

Workflow dashboard



See the status of all your recruitment campaigns in a real-time view. Customise your own KPI target dates.

Built for accessibility



So applicants can use NHS Jobs however they need to, regardless of personal characteristics, situation, capabilities or access needs.

Automated bulk emails



Automated responses for shortlisting, interviews and offers so applicants know what is happening. Reduce manual effort of contact for employers.

Mobile responsive



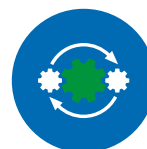
Built to work on a variety of devices so applicants can see and apply for your vacancies however they choose.

Reporting



Operational and strategic reporting to support your KPIs.

Integrates with other systems



Integrates with the Electronic Staff Record (ESR) and it's built with open Application Programming Interfaces (API) so it can work easily with other tools and services too.

Your Optimisation Team

You'll be supported by our Optimisation Team who will help make your organisation's move onto the new NHS Jobs service as easy as possible.

You'll be allocated a dedicated Optimisation Lead who will contact you when you're scheduled to move onto the new service.

Our team of NHS Jobs experts will work with you to understand your workforce challenges and create a bespoke transition plan to support you to fully integrate NHS Jobs into your organisation.

We are committed to making your transition pain free and will work closely with you to manage the change.

Our technical specialists will provide bespoke training sessions for your staff to prepare migrating your recruitment processes onto the new NHS Jobs, step by step.

To find out more
www.nhsbsa.nhs.uk/workforce-services-optimisation

The Stakeholder Engagement Team

The Stakeholder Engagement Team is NHS Jobs' dedicated team building and maintaining relationships with recruitment teams in organisations who use NHS Jobs and help them get the most out of the service.

We also provide intelligence and introductions for our NHSBSA colleagues and work collaboratively nationally and regionally encouraging partnership working on developments and projects.

We work with our stakeholders to understand and support their experience using the service.

The Stakeholder Engagement Team will be on hand to answer queries and questions; identify opportunities for collaborative working and develop networks as well as share knowledge between organisations.

To find out more
www.nhsbsa.nhs.uk/nhs-jobs-stakeholder-engagement-team

Help and support

NHS Jobs is created to be user-friendly and intuitive to use, giving you access to a library of training materials. We'll make sure you have all the information and skills to get started using the new service:

Frequently asked questions for employers and applicants

To find answers to questions or issues you have, you can search or browse by topic in our NHS Jobs Knowledge Base.

Help and support for employers

Get help from our online user guides and videos if you need further support to use NHS Jobs.

Help and support for applicants

Get help from our online user guides and videos if you need further support to use NHS Jobs.



Contact us

Contact the NHS Jobs team for support by:

Email: nhsbsa.nhsjobs@nhsbsa.nhs.uk

Telephone: **0300 330 1013**

We're available Monday to Friday between 8am to 6pm and Saturday between 9am to 3pm. Except Bank Holidays including Christmas Day, Boxing Day and New Year's Day.

What you need to know

Why is NHS Jobs changing?

The contract for the current NHS Jobs service is coming to an end, so this is an opportunity for us to build a brand new, fit for purpose system that will future proof for the NHS. The new NHS Jobs service is designed by the NHS, for the NHS, with applicant and employer user needs at the heart of the design.

When will the candidate facing site transition to the new service?

Once all organisations have transitioned to the new NHS Jobs service we will switch off the current system. Applicants will then be able to utilise the job search functionality on the new service.

When will the development of the new NHS Jobs service be finished?

We're building the new service using an iterative/agile approach. This means we will constantly be making improvements and adding new functionality based on our users' needs. This is common practice in digital service development, so the service will evolve and develop with emerging user needs and technologies, rather than 'finish'.

How do we request changes in the system or make suggestions for improvements?

You can speak directly to your regional Stakeholder Engagement Lead who will feed back your suggestions to the project team. If appropriate, they will also arrange for you to speak to the NHS Jobs User Research team. Contact details for the Stakeholder Engagement Team can be found [here](#).

We are an NHS organisation who use a commercial ATS provider, can we explore using NHS Jobs instead?

Yes, you can. Your ATS provider may also be able to integrate with the new NHS Jobs service for the duration of your contract. Contact the Stakeholder Engagement Lead for your region in the first instance.

Why should we use NHS Jobs to manage our recruitment rather than one of the commercial ATS providers?

NHS Jobs is free to use for NHS organisations recruiting to support NHS activity in England. By using NHS Jobs you can divert the 'fees' you make to your commercial ATS provider to other activity in your organisation such as front line care, or skills development for your staff. Contact your regional Stakeholder Engagement Lead to discuss further and see if NHS Jobs meets your needs.

How can we train our managers?

The Optimisation Team will support you during your onboarding journey to ensure you have all the tools you need to train your staff. NHS Jobs also has a wide selection of training and support materials which you can utilise. You can find our user guides and YouTube videos [here](#).

How do we keep up to date with future developments?

You can look at the planned developments for the upcoming quarter on the NHS Jobs Roadmap [here](#). You can also speak directly to your Stakeholder Engagement Lead or attend one of the regular monthly regional events the team run for our key stakeholders.

Best practice and assurance

To make sure that the new NHS Jobs provides a great service for its users, we follow government service standards and during the development of NHS Jobs we will work closely with the Central Digital and Data Office (CDDO) who will provide ongoing assurance that we are in alignment with these standards.

It means we're building a service which is easy to use, fully inclusive, reliable and secure. It will also connect and be compatible with other systems and tools.

Find out more about GDS

www.gov.uk/government/organisations/government-digital-service/about

“

As NHS Jobs develops we'll continue to use GDS standards.”

Help us develop the service for you

We'll continue to develop and improve NHS Jobs and release updates, making sure it continues to support your recruitment activities and gives applicants the best route to securing a job in the NHS.

User research will continue with recruiters and applicants after they begin using the new service. As your needs and usage change, we will give that information to the product development team to be assessed and prioritised. It will inform an ongoing process of updates and enhancements, so NHS Jobs is fit for purpose now and in the future.



If you'd like to take part in our research, please get in touch via nhsbsa.nhsjobsur@nhs.net

Developing NHS Jobs: our three essential partnerships

Useful digital services enable users to do what they need quickly and easily in a secure, accessible way that flexes in line with our dynamic working and technological environments. To support this, three broad collaborative partnership groups are at the heart of the new NHS Jobs.

We have developed the new NHS Jobs service to the Government Digital Service standards, the 'good practice' guide for secure, user-focussed, flexible digital services.

In addition to following security and legal standards, we work with NHS Employers, NHS England and NHS Improvement, Health Education England, South Tyneside and Sunderland NHS Foundation Trust, South West Yorkshire Partnership, West London NHS Trust and many more, to make sure that good practice that supports the needs of NHS recruitment is a key feature of NHS Jobs.

We've built the new NHS Jobs Service by understanding requirements, building functions, and then testing and refining them with users.

www.gov.uk/government/organisations/government-digital-service/about

We gather user input through:

1 User research

Observing employers and applicants use the service and ask questions to get their input on designs and prototypes. We make sure that user research is inclusive.

www.youtube.com/watch?v=fUFPUN4IVP0

2 Private beta testing

Getting volunteer employer organisations and applicants to trial early versions of functionality in a live environment. Their time, patience, and the insights it gives us are priceless.

www.nhsbsa.nhs.uk/nhs-jobs-publications

3 Feedback

Collating and monitoring employer and applicant feedback from the Customer Contact Service (CCS), our regular Customer Satisfaction surveys and conversations with colleagues in the engagement and implementation teams.

“

This continual, pro-active and inclusive feedback loop will ensure NHS Jobs grows in line with users' needs, the evolving recruitment environment, and advances in technology.”

The NHS Business Services Authority

NHS Business Services Authority (NHSBSA) is an Arm's Length Body of the Department of Health and Social Care. Experts in managing healthcare information at scale, we oversee £35 billion of NHS expenditure annually delivering a range of national services.

The organisation is a leader in digital transformation and is currently upgrading and revamping the NHS Jobs Service.

We also deliver a range of NHS Workforce Services such as Electronic Staff Record, HR Shared Services and NHS Pensions. By bringing together these services, the NHSBSA can share learning, innovation and best practice, creating a truly comprehensive hire-to-retire service for the NHS.

Do you want to get involved?

Do you want to help us deliver and improve NHS Jobs?

✉ Get in touch: nhsbsa.nhsjobs@nhsbsa.nhs.uk



“

We oversee
£35 billion
of NHS expenditure
annually.”

Your new NHS Jobs

Find out more



Visit our website:

www.nhsbsa.nhs.uk/nhs-jobs

www.nhsbsa.nhs.uk/contact-nhs-jobs

www.nhsbsa.nhs.uk/nhs-jobs-engagement-team

www.nhsbsa.nhs.uk/nhs-jobs-publications



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