

# The roadmap to your NHS Jobs service

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

We have built and are iterating NHS Jobs based on feedback, to ensure we're delivering a service that's fit for purpose, future proof and meets your needs. To improve the user experience for employers and applicants, NHS Jobs is designed using an agile project structure. This means that new features and improvements are planned and developed in a continuous three month cycle. This ensures we can react quickly to your feedback and develop features based on user needs and evolving technology.

The NHS Jobs roadmap conveys how the service is being developed on a quarterly basis. Showing employers that we are not only building an improved service, but reacting to their feedback and needs as we go.

## Done

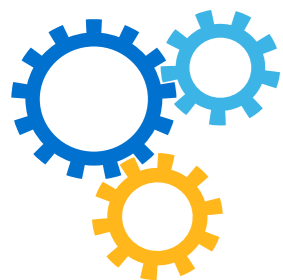
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## Edit address



Released 23 March 2023.



Further improvements planned

Description	Benefit/Value
We have improved the functionality at contracts stage to allow employers to add addresses which were not on the job advert.	Employers have more flexibility with their contracts and can more easily make changes to these documents.
We will be improving the functionality at offer stage to allow employers to add addresses which were not on the job advert.	Employers will have more flexibility with their offers and will be able to more easily make changes to these documents.

# User roles and permissions improvements



Improved 12 March 2020, 22 October 2020, 22 July 2021, 13 January 2022, 10 March 2022 and 23 March 2023.



Further improvements planned.

Description	Benefit/Value
<p>Accounts can be created for users in multiple employer accounts and user details updated to apply to all.</p>	<p>Users can create job listings and manage accounts at more than one organisation.</p>
<p>A new <b>Recruiting Manager</b> user role has been added to the service with the following permissions:</p> <ul style="list-style-type: none"> <li>• Create a job listing</li> <li>• Approve a job listing</li> <li>• Score applications</li> <li>• Choose a shortlist</li> <li>• View offers and contracts</li> <li>• View pre-employment checks</li> </ul>	<p>Employers can add users and also change their role, based on the relevant permissions that they need.</p>
<p>We've introduced a Team Manager role which includes permissions to manage teams and workload.</p> <p>The main dashboard has a new 'Listings by user' tab that is only displayed to Team Managers and Super Users. This tab contains a list of Recruitment Administrators who have listings assigned to them and it also has an 'Unassigned' listings bucket. Note: listings can also be assigned to Super Users and Team Managers.</p> <p>A KPI bar will show a count of how many listings are assigned to each Recruitment Administrator and the status of each (on track, due or overdue).</p> <p>Team Managers can manage workload across their Recruitment Administrators by assigning and unassigning listings.</p>	<p>Enables employers to manage workload across their Recruitment Teams, with flexibility to enable Team Managers and Super Users to assign and unassign listings to themselves.</p>
<p>A new page has been added to the employer dashboard with updated detail of the user role types and associated permissions.</p>	<p>Users can easily identify what tasks they can do in the new NHS Jobs service.</p>
<p>The number of users who can be assigned the Super User role has now been restricted to 7 per organisation account.</p> <p>Users with access to two or more accounts can also now have different user roles in each organisation account.</p>	<p>Improved employer user experience as users can now have the correct permissions for their roles across multiple organisations. Restricting the number of Super Users also allows for increased security of accounts and ensures that organisations are able to safely manage the increased applicant data available before shortlisting.</p>
<p>Recruiting managers can see more details of the progress of an applicant's pre-employment checks.</p>	<p>Recruiting Managers will be able to easily see if they need to request any information from the applicant or otherwise take any actions to help move the recruitment along.</p>
<p>An email has been added to the service to notify a user if their account is deactivated in an employer account.</p>	<p>Users have improved sight and clarity around the status of their user accounts.</p>

# Stabilisation and performance improvements



Improved fortnightly



Further improvements planned.

Description	Benefit/Value
<p>As the NHS Jobs service and user base grows, we are continuously improving the platform to ensure stability and optimal performance for our users. This includes improvements to the service security, timeouts, databases, memory, processing ability and other technical improvements.</p>	<p>Improved employer user experience as there are fewer instances of errors, the service behaves as expected and the service is more consistent, helping users to conduct their recruitments in a more efficient and timely manner with accurate information.</p>

# Applicant profile



Released 15 May 2023.



Further improvements planned.

Description	Benefit/Value
<p>We have added a profile management area for applicants. Applicants can save and change their name, job history, qualifications, training courses and answers to equality and diversity questions.</p>	<p>Applicants can easily save and reuse parts of their applications, reducing time to apply.</p>
<p>We have added a new contact preference. Applicants can now receive notifications by email and text message only.</p>	<p>The NHS Jobs service and recruitment process is accessible for applicants with diverse user needs.</p>
<p>We will be adding more options for applicants to save in their applicant profile.</p>	<p>The information will pre-populate applications and pre-employment checks, reducing time to apply and time to hire.</p>

## Service domain change



Changes implemented between 1 June 2023 and 29 June 2023.

Description	Benefit/Value
<p>The previous NHS Jobs service has been decommissioned and all remaining work and links have moved to the new NHS Jobs service.</p>	<p>This made the job listing and application journey simpler as applicants and employers no longer need to manage listings and applications between more than one service.</p>
<p>All datafeeds from the previous service have now moved to the new NHS Jobs service. This includes self-serve feeds, such as XML and RSS, that allow organisations to transfer their vacancies from NHS Jobs to their own website or intranet.</p>	<p>Listings in third party services and websites link to the correct place in NHS Jobs.</p>

# Candidate listing search



Released 29 June 2023. Improved 5 July, 31 July and 10 August 2023.



Further improvements planned.

Description	Benefit/Value
We have moved the candidate listing search from the current NHS Jobs service to the new NHS Jobs service.	Applicants have a more intuitive interface to search for jobs, and applicants searching for specific listings are no longer required to add the current service VPD to the reference number. This also reduced clicks for applicants as they no longer need to be re-directed to a different service to apply for jobs.
We are continuing to improve the search service to provide applicants with more filter options and refine the results they return.	Applicants will continue to see more relevant results, allowing them to easily find and apply for jobs.



# Applicant pack download



Planned release.

Description	Benefit/Value
<p>When an applicant has completed all stages of recruitment, an employer will be able to download a file which will contain all details of an applicant's recruitment.</p>	<p>Employers will be able to conveniently download details required for employee records and recruitment retention requirements.</p>

# Offer journey improvements



Improved 8 July 2021 and 16 September 2021.



Further improvements planned.

Description	Benefit/Value
<p>We've added two new statuses to the Ready to offer stage called 'Ready to start offer' and 'Not offered'.</p> <p>We've added a new page to the job offer journey. On the new page, employers can select all their successful applicants at once. On the next page they will start to make the offers.</p> <p>This new page means that employers can:</p> <ul style="list-style-type: none"> <li>• select more than one applicant to offer the job to</li> <li>• choose not to offer the job to any of the applicants</li> <li>• provide an email address for unsuccessful applicants to get feedback</li> </ul> <p>Employers can still return and offer the job to any applicants they do not select on this new page.</p> <p>Employers can also choose not to offer the job to anyone, or they can reject applicants individually.</p>	<p>Gives employers more options and flexibility when creating and sending job offers.</p>
<p>We've made the content clearer and more concise in the offer journey based on user feedback. We've added the wording 'pro-rata' after the pay if the employer offers a job that is not full-time.</p>	<p>User needs are being addressed to make this journey easier to follow. Adding the 'pro-rata' label also ensures that users know the salary shown will reduce based on the hours worked.</p>
<p>We will be adding the ability to edit addresses on an offer after it has been issued and accepted. This will include an improvement to allow a new address to be added, other than the organisation main address or address added to the vacancy creation journey.</p>	<p>Employers have more flexibility with their offers and can more easily make changes to these documents.</p>
<p>We are making improvements to offer navigation in the 'Ready to offer' stage of the dashboard for employers. This includes the ability for employers to reject applicants in bulk after interview.</p>	<p>The service is easier to navigate from ready to offer stage onwards and bulk recruitments are easier to manage. This will also reduce live support issues around duplicate records created at or after offer stage for candidates who already have an offer started or sent.</p>



# Interview journey improvements



Improved 28 March 2022 and 30 May 2022.



Further improvements planned.

Description	Benefit/Value
The ability to send an invite to an interview without a physical interview location.	Employers can invite applicants to online interviews.
Prior to interview, employers can download an interview schedule in addition to the applications.	Employers can more effectively plan and prepare for interview.
Employers can record in the service where an applicant did not attend their booked interview.	Employers can see clearly and keep an audit trail if applicants do not attend their interview.
<p>We will be making several improvements to the interview journey, including:</p> <ul style="list-style-type: none"> <li>• the ability to assign interview slots in different ways</li> <li>• increasing the number of applicants who can be assigned to an assessment centre slot from 20 to 200</li> <li>• improvements to managing interview slots</li> <li>• increased flexibility when managing applicants who have been removed or withdrawn from the interview journey</li> <li>• adding a preview of the interview invite for employers</li> </ul>	Employers will have an improved and more consistent interview creation journey and management journey.
Employers will be able to conduct multiple rounds of interviews.	Employers will have more options to allow them to conduct more than one round of interviews in the NHS Jobs service.
Employers will be able to bypass the interview journey in the NHS Jobs service.	Employers who have already arranged or conducted their interviews outside of the service will be able to proceed with their recruitment without needing to send interview invitations through the service.

# Reporting



Released 13 December 2021. Improved 13 April 2022, 3 May 2022 and 30 May 2022.



Further improvements planned

Description	Benefit/Value
<p>Super users and recruitment administrators can now run several different report types. Employers can create reports for:</p> <ul style="list-style-type: none"><li>• <b>Application and listing data report</b></li><li>• <b>Equal opportunities report</b></li><li>• <b>Equal opportunities for applications in progress report</b></li><li>• <b>Equal opportunities for a specific job report</b></li><li>• <b>Vacancy numbers report</b></li><li>• <b>Time taken to hire report</b></li><li>• <b>Vacancy bulletin report</b></li></ul>	<p>Super users and recruitment administrators now have access to create reports.</p>
<p>Employers can filter the equal opportunities report by department and easily run multiple reports at once.</p>	<p>Employers have option options to tailor their reports and can more easily access the recruitment data they need.</p>
<p>Reports will include more information around pre-employment checks, recruitment end dates, contracted hours and sessions.</p>	<p>Employers can report on more information in their recruitment campaigns.</p>