

## How to manage a contract in NHS Jobs user guide

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

Once you've issued a contract to an applicant, you can choose one of the following options:

- accept the contract on the applicant's behalf
- wait for the applicant to respond to the contract
- edit and then resend the contract
- withdraw the job offer and the contract

To find out which roles can do this, go to the '**Roles and permissions**' link in the '**Help and information**' section of the employer dashboard.

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## Contracts

This page gives you instructions for how to manage a contract.

**Important:** To manage a contract, you must have issued the applicant with a contract of employment.

To manage a contract, complete the following step:

1. Select the '[Contracts](#)' link.

The screenshot shows the NHSBSA MW UAT Dashboard. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHSBSA MW UAT' with a 'Change' link, and 'Signed in as Michael Wardman' with a 'Sign Out' link. Below the header, there is a toggle for 'Show tasks for all accounts' which is currently turned off. A 'BETA' banner indicates that user feedback will help improve the service.

The main content area is titled 'NHSBSA MW UAT Dashboard'. It has two tabs: 'Tasks by stage' (selected) and 'Listings by user'. Below the tabs, there is a dropdown menu for 'Showing tasks for' set to 'All users'. The dashboard displays a list of contract stages with their counts and progress bars:

Stage	Count	Progress
<a href="#">Draft</a>	23 - on track 20, overdue 3	Progress bar (mostly green, some red)
<a href="#">Approvals</a>	4 - on track 0, due 2, overdue 2	Progress bar (mostly yellow, some red)
<a href="#">Published</a>	9	Progress bar (mostly green)
<a href="#">Shortlisting</a>	15 - on track 6, due 3, overdue 6	Progress bar (mostly green, some yellow, some red)
<a href="#">Interviews</a>	10 - on track 0, overdue 10	Progress bar (mostly red)
<a href="#">Ready to offer</a>	6 - on track 0, overdue 6	Progress bar (mostly red)
<a href="#">Conditional offers</a>	1 - on track 0, overdue 1	Progress bar (mostly red)
<a href="#">Pre-employment checks</a>	0	Progress bar (empty)
<b>1</b> <a href="#">Contracts</a>	7 - on track 0, overdue 7	Progress bar (mostly red)

On the right side of the dashboard, there are two sections:

- What you can do:** Contains three buttons: 'Create a job listing' (green), 'Search for a listing' (dark grey), and 'Search for an applicant' (dark grey).
- Manage the account:** Contains several links: 'Manage users', 'At risk applicants', 'Accredited logos', 'Key performance indicators (KPIs)', 'Approval settings', 'Departments', 'Criminal convictions and cautions', 'Welsh listings', and 'Moving applicants to other accounts'.

At the bottom right, there is a section titled 'Documents and templates' with links to 'Overview of your organisation', 'Supporting information library', 'Contract templates', and 'Offer letter templates'.

## Manage contracts

This page gives you instructions for how to manage a contract.

**Important:** In this example, you've sent a contract to the applicant.

Find the applicant and complete the following steps:

1. Select the 'Showing tasks for' dropdown to filter tasks for each user (optional).
2. Select the 'Showing tasks' dropdown to filter the tasks shown (optional).
3. Select the 'Applicant' link to view the applicant's details (optional).
4. Select the 'Job title' link to view the job details (optional).
5. Select the '[Manage Contract](#)' link.

The screenshot shows the NHS Jobs 'Contracts' page. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHSBSA MW UAT' with a 'Change' link, and 'Signed in as Michael Wardman' with a 'Sign Out' link. Below the header, there is a toggle for 'Show tasks for all accounts'. A 'BETA' banner with a feedback link is present. A 'Go back' link is at the top left. The main heading is 'NHSBSA MW UAT Contracts'. There are two dropdown menus: 'Showing tasks for' (set to 'All users') and 'Showing tasks' (set to 'All'). Below these is a table of contracts. The table has columns: Applicant, Job title, Deadline, Task, and What needs doing next. A single contract is listed for 'michael wardman' (AR-221125-01816) with job title 'Administration Manager' (A0201-22-2612), deadline '09 Dec 2022', task 'Contract sent', and 'ON TRACK' status. A 'Manage contract' link is provided for this contract. Numbered callouts 1-5 are placed over the dropdowns, the 'Applicant' link, the 'Job title' link, and the 'Manage contract' link respectively.

Applicant	Job title	Deadline	Task	What needs doing next
<a href="#">michael wardman</a> AR-221125-01816	<a href="#">Administration Manager</a> A0201-22-2612	09 Dec 2022 ON TRACK	Contract sent	<a href="#">Manage contract</a>

At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance'. The footer text is '© Crown copyright'.

## Manage the applicant's contract

This page gives you instructions for how to manage the applicant's contract.

**Important:** You do not have to complete an action on this page, you can wait for the applicant to respond. If you accept the contract on the applicant's behalf, you're confirming that the applicant has agreed to all the terms and conditions in the contract.

To manage the applicant's contract, complete the following steps:

1. Select an answer:
  - ['Accept contract on applicant's behalf'](#)
  - ['Edit and resend contract'](#)
  - ['Withdraw job offer and contract'](#)
2. Select the 'Continue' button.

The screenshot shows the NHS Jobs interface for managing a contract. At the top, there's a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam.M1' with a 'Sign Out' link. Below the header, there's a 'BETA' notice: 'Your feedback will help us to improve this service.' A '< Go back' link is present. The main heading is 'Manage wayne Liddle's contract'. Below this, a message states: 'You do not have to complete an action on this page, you can wait for the applicant to respond.' The section 'What would you like to do?' contains three radio button options: 'Accept contract on applicant's behalf' (with a sub-note: 'You're confirming that the applicant has agreed to all the terms and conditions in the contract.'), 'Edit and resend contract', and 'Withdraw job offer and contract'. A green 'Continue' button is highlighted with a '3' in a yellow circle. The footer includes links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', and a copyright notice: '© Crown copyright'.

**Tip:** If you don't want to do any of the options, select the '< Go back' link.

If you're waiting for the applicant to respond, you've reached the end of this user guide.

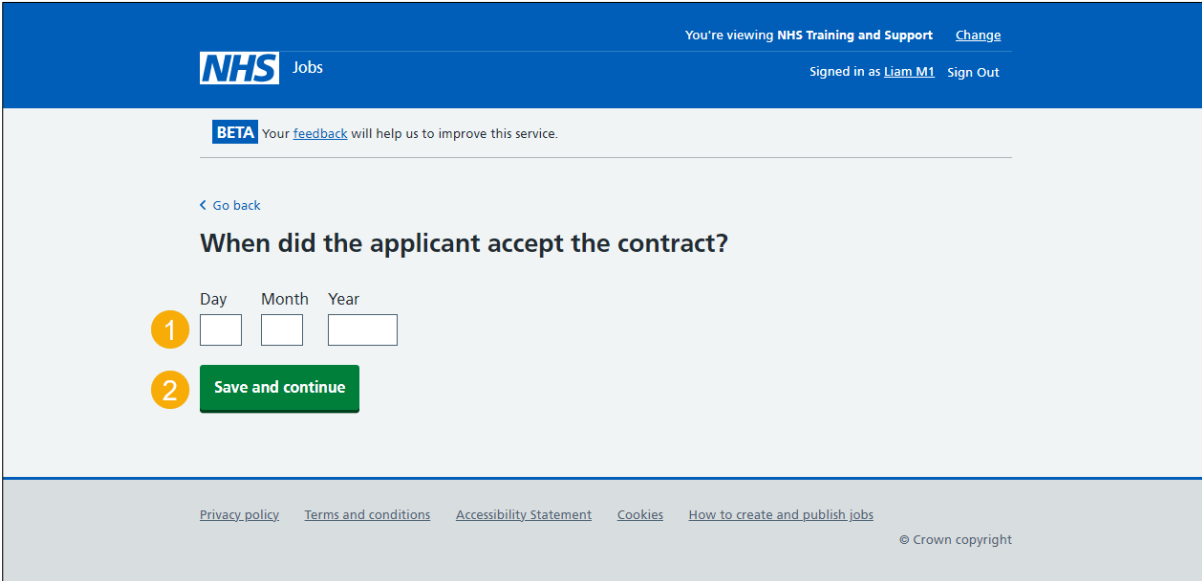
## When did the applicant accept the contract?

This page gives you instructions for how to confirm when the applicant accepted the contract.

**Important:** You'll only see this page if you're accepting the contract on behalf of the applicant.

To confirm when the applicant accepted the contract, complete the following steps:

1. In the **Day**, **Month** and **Year** boxes, enter the details.
2. Select the '[Save and continue](#)' button.



The screenshot shows the NHS Jobs portal interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A '< Go back' link is visible. The main heading is 'When did the applicant accept the contract?'. Below this, there are three input fields labeled 'Day', 'Month', and 'Year'. A yellow circle with the number '1' is next to the 'Day' field. Below the input fields is a green button with a yellow circle containing the number '2' and the text 'Save and continue'. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. The footer text is '© Crown copyright'.

**Tip:** You must enter the date in the DD-MM-YYYY format. For example, 12 01 2019.

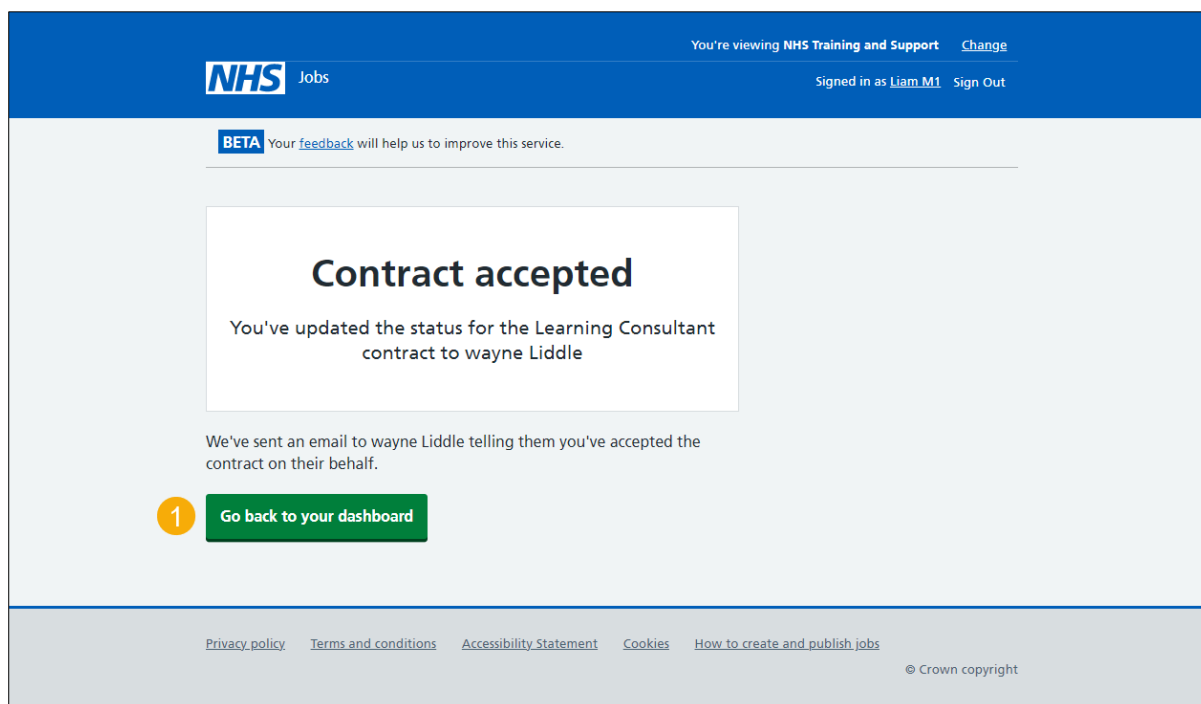
## Contract accepted on behalf of the applicant

This page shows confirmation you've accepted the contract on behalf of the applicant.

**Important:** An email is sent to the applicant telling them you've accepted the contract on their behalf.

To go back to your dashboard, complete the following step:

1. Select the 'Go back to your dashboard' button.



The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' on the left, and 'You're viewing NHS Training and Support' with a 'Change' link on the right. Below the header, it says 'Signed in as Liam.M1' with a 'Sign Out' link. A 'BETA' badge is present with the text 'Your feedback will help us to improve this service.' The main content area features a white box with the heading 'Contract accepted' and the message 'You've updated the status for the Learning Consultant contract to wayne Liddle'. Below this, it states 'We've sent an email to wayne Liddle telling them you've accepted the contract on their behalf.' A green button with a yellow circle containing the number '1' is labeled 'Go back to your dashboard'. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with the copyright notice '© Crown copyright'.

You've accepted the contract on behalf of the applicant and reached the end of this user guide.

## Check the details of the contract and send it

This page gives you instructions for how to check the details of the contract and send it.

**Important:** You'll only see this page if you're editing and resending the contract. You can add more terms to this contract. They will not be added to the original contract template. When you're satisfied the details are correct, send this contract to the applicant.

To check, change and confirm the details of the contract and send it, complete the following steps:

1. Select a 'Change' link (optional).
2. Select the 'Add another' button (optional).
3. Select the 'preview the contract' link (optional).
4. Select the 'download the contract' link (optional).
5. Select the '[Send now](#)' button.

The screenshot shows the NHS Jobs interface for editing a contract. At the top, it says 'You're viewing Dan Moore training account' and 'Signed in as Dan Moore'. The main heading is 'Check the details of the permanent Team Manager contract and send it to Danny Moore'. A note states: 'Any changes you make to these employment terms will not update the original template.' Below this is a table of contract details:

Location	1 Street Town AA1 1AA	<a href="#">Change</a>
Working pattern	Full-time	<a href="#">Change</a>
Number of hours or sessions a week	37.5 hours a week	<a href="#">Change</a> <b>1</b>
Pay scheme	Agenda for Change	
Band	Band 5	
Pay	£25000 a year	<a href="#">Change</a>
Start date	21 December 2023	<a href="#">Change</a>
Type of agreement	A contract of employment	<a href="#">Change</a>
Contract template	Contract Offer	<a href="#">Change</a>
Supporting information	No supporting information added	<a href="#">Change</a>

Below the table is the 'Additional terms of employment' section, which includes an 'Add another' button (callout 2). The 'Send the contract' section contains instructions and a note: 'You can also: [preview the contract \(PDF, 4 KB\)](#) (callout 3) or [download the contract \(PDF, 4 KB\)](#) (callout 4)'. At the bottom, there is a 'Send now' button (callout 5) and a 'Save and come back later' link. The footer includes links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', along with the copyright notice '© Crown copyright'.

**Tip:** The offer letter document is in a portable document format (PDF). To find out how to change the contract, go to the '**How to issue a contract in NHS Jobs**' user guide or video from the '**Issue a contract**' section of the '[Help and support for employers](#)' webpage.



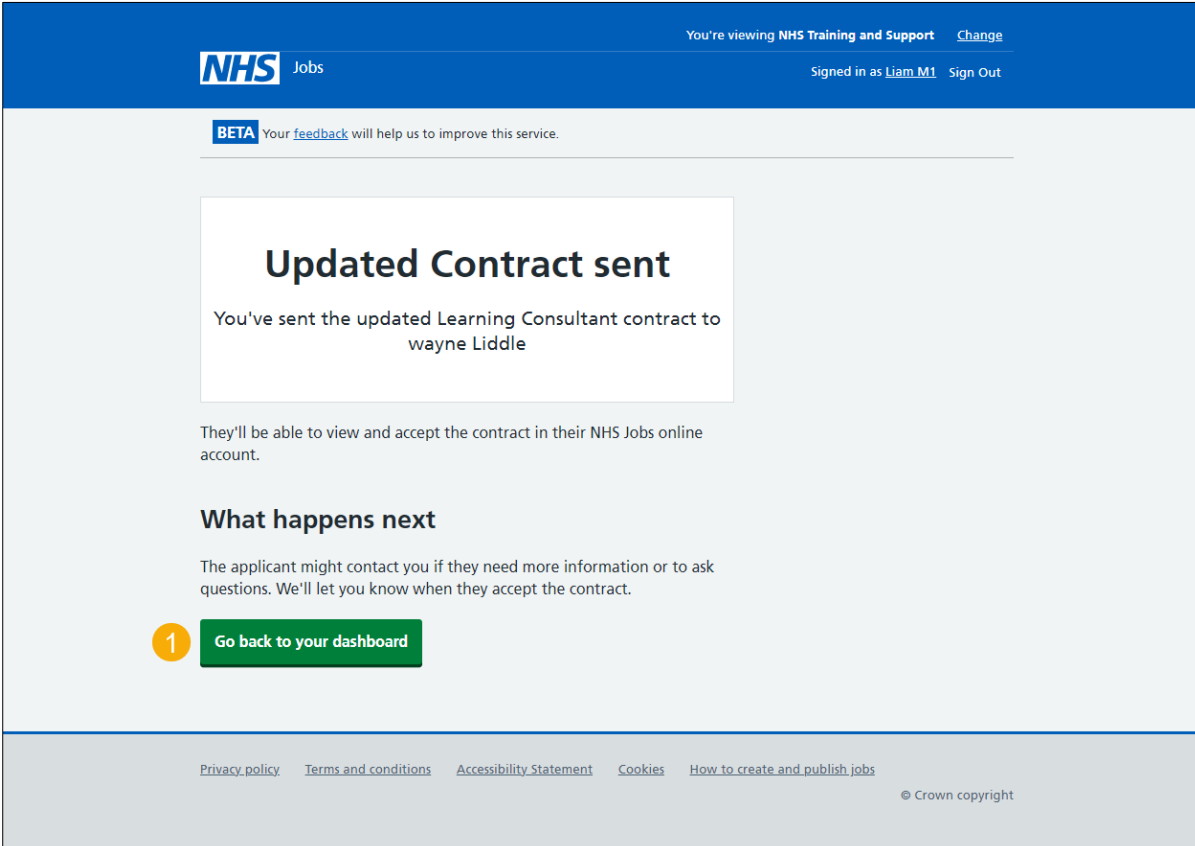
## Updated contract sent

This page shows confirmation you've sent the updated contract.

**Important:** You'll only see this page if you've updated and sent the contract. The applicant will be able to view and accept the contract in their NHS Jobs online account. They might contact you if they need more information or to ask questions. The NHS Jobs service will let you know when they accept the contract.

To go back to your dashboard, complete the following step:

1. Select the 'Go back to your dashboard' button.



The screenshot shows the NHS Jobs interface. At the top, there's a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there's a 'BETA' notice: 'Your feedback will help us to improve this service.' The main content area has a white box with the heading 'Updated Contract sent' and the text 'You've sent the updated Learning Consultant contract to wayne Liddle'. Below this, it says 'They'll be able to view and accept the contract in their NHS Jobs online account.' Underneath, there's a section titled 'What happens next' with the text 'The applicant might contact you if they need more information or to ask questions. We'll let you know when they accept the contract.' A green button with a yellow circle containing the number '1' is labeled 'Go back to your dashboard'. At the bottom, there's a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with the copyright notice '© Crown copyright'.

You've edited and resent the contract and reached the end of this user guide.

## Withdraw your job offer and contract

This page gives you instructions for how to withdraw your job offer and the contract.

**Important:** You'll only see this page if you're withdrawing the job offer and the contract. Describe why you're withdrawing the job offer and contract. This is only for internal use.

To withdraw your job offer and the contract, complete the following steps:

1. In the **Withdraw reason** box, enter the details.
2. Select the ['Save and continue'](#) button.

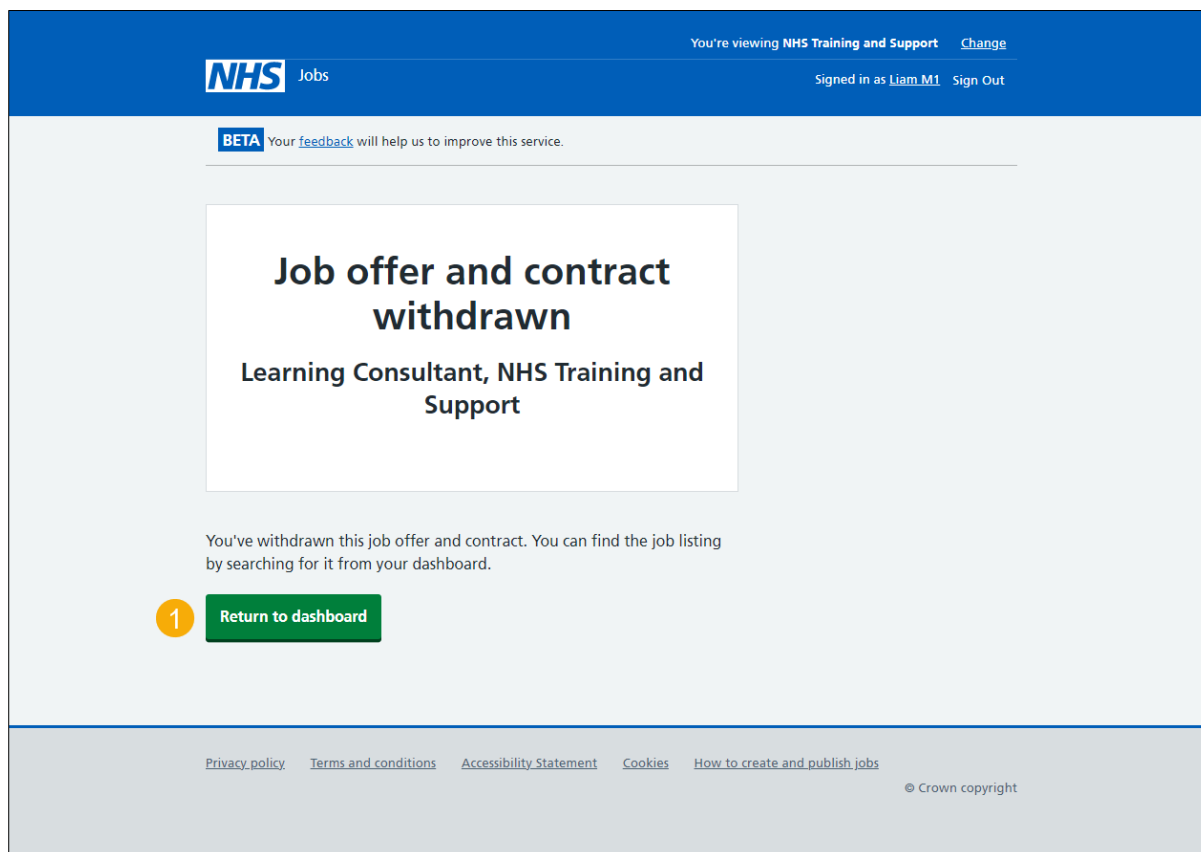
The screenshot shows the NHS Jobs interface for withdrawing a job offer and contract. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam.M1' with a 'Sign Out' link. Below the header, there is a 'BETA' notice: 'BETA Your feedback will help us to improve this service.' A 'Go back' link is visible. The main heading is 'Withdraw your job offer and contract?'. Below this, it says 'Describe why you're withdrawing the job offer and contract. This is only for internal use.' There is a large text input box with a '1' in a yellow circle next to it. Below the input box is a green button labeled 'Save and continue' with a '2' in a yellow circle next to it. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', followed by '© Crown copyright'.

## Job offer and contract withdrawn

This page shows confirmation you've withdrawn the job offer and the contract.

To return to your dashboard, complete the following step:

1. Select the 'Return to dashboard' button.



The screenshot shows the NHS Jobs website interface. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS Training and Support' with a 'Change' link on the right. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' The main content area features a white box with the title 'Job offer and contract withdrawn' and the job title 'Learning Consultant, NHS Training and Support'. Below this, a message states: 'You've withdrawn this job offer and contract. You can find the job listing by searching for it from your dashboard.' A green button with a yellow circle containing the number '1' and the text 'Return to dashboard' is positioned below the message. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice: '© Crown copyright'.

**Tip:** To find out how to make an offer to another applicant, go to the '**How to make a job offer in NHS Jobs**' user guide or video from the '**Make a job offer**' section of the '[Help and support for employers](#)' webpage. To find out how to end the recruitment, go to the '**How to end a recruitment in NHS Jobs**' user guide or video from the '**End a recruitment**' section of the '[Help and support for employers](#)' webpage.

You've withdrawn the job offer and the contract and reached the end of this user guide.