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.

Roadmap

NHS Jobs

Done

- Large application volumes stability developments

- Pagination of large data sets

- 'Sorry, there is a problem' error handling improvements

- Applicant profile

- New contact preference

- Service domain change

- Old service data feed replacements

- Candidate listing search

- Cloud migration

- Job alert notifications

Now

- Cloud enablement and optimisation

- Accessibility improvements

- Ongoing stabilisation and performance improvements

Next

- Ongoing stabilisation and performance improvements

- Bulk offer improvements

- Bulk rejection at offer stage

- Reporting improvements

- Interview journey improvements

Full details of existing features are available in the user guides and videos which you can find on the help and support for employers page and NHS Jobs Youtube channel.

Stabilisation and performance improvements

Cloud migration completed on 20 May 2024

Improved fortnightly

Description	Benefit/Value
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.	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.
Migration to an improved, cloud-based service architecture and optimisation of this architecture.	Improved user experience as operational performance is improved, resulting in fewer instances of errors. Service security is also increased and there will be greater flexibility to scale the service, helping to deal with surges in demand.

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
Accounts can be created for users in multiple employer accounts and user details updated to apply to all.	Users can create job listings and manage accounts at more than one organisation.
A new **Recruiting Manager** user role has been added to the service with the following permissions: • Create a job listing • Approve a job listing • Score applications • Choose a shortlist • View offers and contracts • View pre-employment checks	Employers can add users and also change their role, based on the relevant permissions that they need.
We've introduced a Team Manager role which includes permissions to manage teams and workload. 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. 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). Team Managers can manage workload across their Recruitment Administrators by assigning and unassigning listings.	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.
A new page has been added to the employer dashboard with updated detail of the user role types and associated permissions.	Users can easily identify what tasks they can do in the new NHS Jobs service.
The number of users who can be assigned the Super User role has now been restricted to 7 per organisation account. Users with access to two or more accounts can also now have different user roles in each organisation account.	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.
Recruiting managers can see more details of the progress of an applicant's pre-employment checks.	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.
An email has been added to the service to notify a user if their account is deactivated in an employer account.	Users have improved sight and clarity around the status of their user accounts.

Reference pre-employment check improvements

Released 21 May 2020. Improved 4 March 2021 and 10 December 2021.

Further improvements planned

Description	Benefit/Value
We've added functionality for candidates and employers to exchange referee details, request and receive references.	New functionality which allows employers and candidates to use more of the NHS Jobs system for their recruitment journey.
We've updated the content to clearly advise referees who wish to send a reference offline where to send the reference.	Clearer instructions on how to provide a reference offline.
We've improved the references section of the pre-employment checks. The references section will now begin with a status of 'not started' instead of 'started'. The system can be updated to show if an applicant needs their references checked or not. When an employer selects 'no', the check will show as 'not required'. A new page at the start of the references section provides an overview of what an employer needs to know before they start. We've made the content on these pages clearer and improved the layout after user feedback.	A simpler and clearer section to ensure employers know what they need to add based on the applicant's checks for their job offer.
We plan to introduce more tailored reference requests, dependent on referee type. For example, employment, education or personal reference.	Employers will receive more relevant information.

Contract templates

Released 24 September 2020.
Improved 21 October 2021 and 28 January 2022.

Further improvements planned.

Description	Benefit/Value
Employers are now able to generate and send a contract to their successful candidate via the NHS Jobs system.	Further elements of the recruitment process can be carried out in the system online.
We've added the pay scheme and the associated pay band to the contract of employment that gets sent to the applicant.	Applicants can now see which pay scheme and band they'll start on.
Customisable additional principle terms of employment can be added to contract templates.	Employers can tailor contracts to applicants more easily, for example, to include details like reckonable service or specific annual leave allowance.
We will be adding the ability to edit addresses on a contract 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.	Employers have more flexibility with their contracts and can more easily make changes to these documents.

Withdraw application

Released 15 April 2021.

Description	Benefit/Value
Applicants can now withdraw a submitted application directly from their job applications page. They can select to withdraw from the following recruitment stages: • Application submitted • Invited to interview • Interview confirmed • Interview declined An applicant receives an email to confirm they have withdrawn their application. A recruiting manager receives an email to notify them the applicant has withdrawn.	Applicants are able to manage their applications directly and notify the employer if they are no longer interested in the recruitment.

Create offer letter templates

Released 15 April 2021.

Description	Benefit/Value
Super users and recruitment administrators can now create offer letter templates in the service. Employers can add their own terms and conditions, relevant to the employing organisation and role. This is then sent to the applicant via NHS Jobs.	Employers have greater control on the templates used and information provided to applicants at the offer stage.

Departments

Released 29 April 2021. Improved 8 July 2021.

Description	Benefit/Value
Super users can create, edit, and delete departments and assign users within their organisations. Listings can be assigned to a department. A recruitment manager can only be in one department, whereas a recruitment administrator can be in many departments. Departments are included in the 'Showing tasks for' filter on the main dashboard and each stage dashboard. Filtering by department from the main dashboard displays the KPI count for that department only. Filtering by department from a stage dashboard shows the tasks for job listings in that department only.	A way to further manage workload across an organisation.
Employers are now prompted when there are no more users to add to a department.	Continuous improvements made to improve the service for users.

Tier 2 sponsorship changes

Released 29 April 2021. Improved 19 December 2022.

Description	Benefit/Value
Changes driven by legislation made to the wording of the 'Tier 2 Certificate of Sponsorship' paragraph. This paragraph displays on a job advert if the vacancy is open to applicants outside of the EU and EEA. Feedback from the Customer Contact Centre advised that there was a missing hyperlink from the 'Applying from Overseas - Advice for jobseekers' page. This link is now included.	Keeps content in line with legislation. Ensures links to additional information for jobseekers are available.
We have updated the 'Is the job open to applicants outside the UK, EU and EEA?' question in the employer's listing creation journey to accurately reflect the changes to Tier 2 legislation updates.	Improved employer user experience as the job listing creation journey is clearer and easier to understand.

SMS and contact preferences

Released 29 April 2021.

Description	Benefit/Value
Applicants are now asked to select their communication preference when applying for a job. The preference options are: • Email • Email and telephone • Email, text message and telephone If an applicant selects 'Email, text message and telephone' then they will be prompted to enter their UK mobile telephone number in order to receive SMS. The selection of a communication preference is mandatory and the applicant can not progress without selecting one of the above options. Communication preferences can be changed from the 'View your application' page before the applicant sends their application.	Applicants will have control over how they receive updates and notifications on their job applications.

Deactivate and reactivate a user account

Released 13 May 2021. Improved 8 July 2021.

Description	Benefit/Value
Super users can now deactivate another user's NHS Jobs account within their organisation. A deactivated user will not be able to sign into their account or receive emails from NHS Jobs. The account will have a deactivated label next to the user's name across the service. Super users can also reactivate a deactivated account.	Self service functionality for super users to deactivate another user's account.
The Deactivated users tag is shown on more screens in the service, ensuring employers can manage their recruitment.	Continuous improvements made to improve the service for users.

End recruitment early

Improved 27 May 2021.

Description	Benefit/Value
Employers will have the ability to end job listings early when they are no longer required. This could be because the employer takes their recruitment offline once they get to the shortlisting stage or the job listing is no longer active. This functionality applies to listings that have reached the 'Shortlisting' stage onward. For listings at a 'Shortlisting' stage, an email will automatically be sent to applicants who are still active in the recruitment for the job. For listings after the 'Shortlisting' stage, the employer will be given the choice of whether to send an email or not, as they may have already contacted the applicants offline. Applicants will see the job listing at the 'Recruitment stopped' stage and when they view their application they will see the message: "Recruitment stopped by the employer. This means they're no longer recruiting for this role. You will no longer be considered for this job." Job listings that are ended early will be deleted from the relevant stage dashboard but will still be searchable by entering the job title, reference number or ATS number. A new filter has been added to the search results page to enable users to refine the results list by 'Recruitment stopped'.	Employers can remove listings that are no longer required from their dashboards so that they can focus on active recruitments.

Area of work improvements

Improved 8 July 2021. These values are continuously updated in line with ESR.

Description	Benefit/Value
Updates have been made to area of work values based on updated National Workforce Dataset (NWD) values to ensure consistency. The Applicant Tracking System (ATS) and Employee Staff Record (ESR) Application Programming Interfaces (APIs) have also been updated to prevent failures.	Continuous improvements made to improve the service for users.

Offer journey improvements

Improved 8 July 2021 and 16 September 2021.

Further improvements planned.

Description	Benefit/Value
We've added two new statuses to the Ready to offer stage called 'Ready to start offer' and 'Not offered'. 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. This new page means that employers can: • select more than one applicant to offer the job to • choose not to offer the job to any of the applicants • provide an email address for unsuccessful applicants to get feedback Employers can still return and offer the job to any applicants they do not select on this new page. Employers can also choose not to offer the job to anyone, or they can reject applicants individually.	Gives employers more options and flexibility when creating and sending job offers.
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.	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.
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.	Employers have more flexibility with their offers and can more easily make changes to these documents.
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.	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.

Applicants can view closed applications

Released 22 July 2021.

Description	Benefit/Value
Applicants can now view draft applications that were not submitted before the job advert closed. There is a new status on the Applications dashboard called 'Job closed for applications'. When a job advert has been closed early by an employer then the 'Job closing date' column will display this status instead of the original closing date.	Applicants can view the information that they had saved on unsubmitted applications and reuse it when needed. Applicants can see when a job advert has been closed early.

Accessibility improvements

Improved 22 July 2021, 19 August 2021 and 16 September 2021.

Further improvements planned.

Description	Benefit/Value
We've addressed several accessibility issues in the service.	We're making sure we follow the Government Digital Service standards. We're also making sure we meet the Web Content Accessibility Guidelines.
The cookies banner has moved to the top of the page, so that it is the first thing users see when they reach this page. It also ensures screen readers read this out first and users can decide if they want to have this enabled or not.	The banner is in the most suitable place for users when first arriving at this site.
We are continuing to review the service for accessibility improvement opportunities in line with changing standards and to address any items raised by our users.	The service is easier to use for a wider range of users, and is compliant with government standards.

Employer accepts contract on behalf of applicant

Released 22 July 2021. Improved 21 October 2021.

Description	Benefit/Value
We've aligned the online 'accept contract on behalf of applicant' journey with the offline journey.	Improved employer user experience as the functionality in the service is more consistent across stages and will allow them to more clearly mark candidate outcomes.
We've made the emails we send to applicants about their contracts clearer. An email is now sent to applicants when the employer accepts the contract on their behalf.	The applicant will have a record that the employer has accepted a contract on their behalf.

Journey gaps if no applications were received

Released 19 August 2021.

Description	Benefit/Value
We've added a new status called 'No applications received'. This status will show when a job advert closes, and no one applied for the job. The employer can reuse the listing or remove it.	The new status and clearer content will inform what users can do with the job listing, ensuring their dashboard can be managed easily.

Job listing character counters

Released 19 August 2021. Improved 19 December 2022.

Description	Benefit/Value
There's a new character count tool on the job description and job overview pages. The text boxes on these pages now have a character counter each. The character count decreases when characters are typed into the text box and increase when characters are deleted. We've also made the content and guidance on these pages clearer.	Allows the user to view how many characters they have remaining when entering information into the text boxes.
Improvements to the character counters in the service, including a fix to an issue where special characters, such as Welsh characters, were not being accepted in the desirable criteria on a listing.	Allows the user to view how many characters they have remaining when entering information into the text boxes, including where they have used special characters.

Job listing character limit increases

Released 19 August 2021.

Description	Benefit/Value
The character limit has been increased from 1000 to 1500 for three job overview boxes on the job listing.	Employers can include more content on their job adverts.

Applicant right to work flag

Released 19 August 2021.

Description	Benefit/Value
We've added a new column to a page in the offer journey. The new column displays the applicant's immigration status. This new column helps to ensure employers are aware if further enquiries need to be made by the recruitment team about a candidate's right to work in the UK before an offer is sent.	Employers will have the relevant right to work information available before making an offer, to ensure they prepare to speak to the applicant about what is needed for their pre-employment checks. This will be especially helpful for large recruitment teams where a user selecting to move a candidate to offer has not been involved in the shortlist or interview process.

Group internal job listing

Released 19 August 2021.

Description	Benefit/Value
The group internal option will pass to the current NHS Jobs service via the API. Employers will need to follow the current NHS Jobs service process for requesting the group internal link from Totaljobs. This will allow staff from the relevant employers to view all group internal job listings. The new service will provide the URL when the current service is switched off.	Employers can use the 'Group internal' option to advertise jobs with a wider set of staff within the group internal pool.

Access offer letter and contract at any time – Employer

Released 2 September 2021. Improved 4 November 2021.

Description	Benefit/Value
We've added a 'download the contract' link at the contract stage. Employers can now download and keep a PDF version of the contract.	This functionality was already available but not clear to users that they could do it from the existing 'preview the contract' link.
There's a new 'Offers & contracts' section on the view applicant page. Employers can view offers and contracts after sending them. They can also download a PDF version of the contract if it has been issued online.	Employers can view offers and contracts after they've been issued, and download contracts issued online.

Additional salary information

Released 2 September 2021. Improved 28 January 2022.

Description	Benefit/Value
We've added a new optional text box for employers to add more details about the pay on their job listing. This could be used to add details about High-Cost Area Supplements (HCAS) if appropriate.	Employers can advise of any additional payments, such as supplements for high cost areas or bonus payments, that are in addition to the advertised salary.
Additional salary information details can be added to offer letters and contracts as needed.	Offer letters and contracts accurately reflect any additional salary information, such as HCAS or bonuses.

Role specific application questions

Released 2 September 2021.

Further improvements planned

Description	Benefit/Value
We've added the option to include new additional application questions. These are specific questions for medical, dental, nursing and driving roles. Employers can choose which questions they want to include for each role when creating a job listing. Currently answers to these questions do not save for applicants to use for future applications. This is something we are looking to develop in the future.	Addresses the employer need to include additional application questions for medical, dental, nursing and driving roles. Applicants are able to provide extra detail for medical, dental, nursing and driving roles.
We plan to release more application questions for allied health profession and psychologist roles in the future.	Applicants are able to provide extra detail for allied health profession and psychologist roles.

Job listing full time equivalent (FTE)

Released 2 September 2021.

Description	Benefit/Value
We've added a new field to capture the full time equivalent (FTE, sometimes known as whole time equivalent or WTE) on a job listing. This is a mandatory field with a range of 0.01 to 999. Entering the FTE on a job listing allows employers to detail the workload that they need covered by the recruitment. This also helps to inform their recruitment team when they are deciding how many people to offer the job to.	Allows employers to keep an audit trail of how many people they are going out to recruit for and enable them to report on those numbers.

Online scoring improvements

Improved 2 September 2021, 13 January 2022 and 3 May 2022.

Description	Benefit/Value
We've improved the page performance issues that were happening when large numbers of applications were being scored by introducing pagination to the scoring pages.	Addresses performance issues raised by users.
Employers can amend application scores before submitting them.	Employers can self serve any amendments to application scores if they make a mistake.
The layout of the scoring section has been improved with expanding sections.	Scoring is easier and more accessible as application detail is clearer and easier for employers to read.
A new 'In progress' flag has been added to scoring.	Members of the shortlisting panel will be able to more easily see 'at a glance' where they have not completed scoring on an application.

Qualifications pre-employment check improvement

Released 16 September 2021. Improved 10 December 2021.

Description	Benefit/Value
We've improved the qualifications section of the pre-employment checks. The system can be updated to show if an applicant needs their qualifications checked or not. When an employer selects 'no', the check will show as 'not required'. A new page at the start of the qualifications section provides an overview of what an employer needs to know before they start. At the end of the section, there is a new check your answers page to show all the qualification information. This allows the employer to review and change their answers. We've made the content on these pages clearer and improved the layout after user feedback.	A simpler and clearer section to ensure employers know what they need to add based on the applicant's checks for their job offer.
In the contract flow, the outstanding checks question page will not display if: • Qualification checks have been confirmed by the employer as not required • All other pre-employment checks have been completed	The outstanding checks page will display for incomplete checks only.

Application task list

Released 30 September 2021. Improved 4 November 2021.

Description	Benefit/Value
We've introduced a new task list for submitting an application. The task list shows the applicant what they need to complete for their applications. Examples of some of the sections are the applicant's right to work status, job history and qualifications. Each task displays a status of either 'Not Started', 'Started' or 'Completed'. Applicants must complete all tasks before they can submit their application.	Enables applicants to see their progress through an application.
The applicant task list view has been introduced when an applicant selects the **View application** hyperlink for any draft or submitted applications.	Continuous improvements made to improve the service for users.

Super user contact details

Released 30 September 2021.

Description	Benefit/Value
Employers can now view their organisation's super users and contact information on their main dashboard in NHS Jobs. Super users' details show in the 'Help and information' section. Super users can add new users and change existing users' roles. We also display the contact details for the NHS Jobs team, to help users identify the correct steps to take if all the super users have left an organisation.	Employers can easily view and contact their super users. If all super users have left the organisation then they can contact the NHS Jobs team for help.

Delete draft applications

Released 30 September 2021.

Description	Benefit/Value
Applicants can now delete draft applications that they no longer want to submit.	Enables applicants to remove unwanted draft applications.

Search for multiple locations

Released 21 October 2021.

Description	Benefit/Value
Published adverts with more than one location (2 to 10 locations) are now searchable on NHS Jobs. The advert will show in search results for all the locations added to it. Adverts with multiple locations will also have an icon to show that the job could be based in more than one location	The advert will show in search results for all the locations added to the job vacancy.

Manage users

Released 21 October 2021.

Further planned improvements

Description	Benefit/Value
Improvements have been made to the 'Manage users' section of the employer dashboard. From this page, you can: • add a new user to your account • search for a user by name or email address and view their details • filter your search results using 'role' and 'status' criteria	The employer can search for a user by name or email address and apply filters including 'Role' type and 'Status' of the user.
We plan to further improve how users are managed, including adding a flag when the only super user is deactivated, and the ability to change a deactivated user's role type before they are reactivated.	Employers can manage their users more easily, including verifying their access levels before enabling it.

Access offer letter and contract at any time – Candidate

Released 4 November 2021.

Description	Benefit/Value
Applicants can now view their offers and contracts in NHS Jobs after they've responded to them. They will be available by links when viewing an application. Applicants will also be able to download a copy of their contract if it has been issued in NHS Jobs.	Applicants will be able to view offers and contracts after they've been responded to, and download a contract if it has been issued online.

Shortlisting improvements

Improved 4 November 2021 and 10 March 2022.

Description	Benefit/Value
We've added pagination to the shortlisting section. Large numbers of applications will be split onto pages. This will make it easier for employers with large numbers of applications.	Makes it easier for employers with large numbers of applications to review.
Employers can add applicants to a shortlist reserve list.	Employers can retain strong candidates if they have limited interview availability. These candidates can be invited to interview if another candidate drops out or the employer has increased availability.

Job listing location improvements

Released 4 November 2021. Improved 10 March 2022.

Description	Benefit/Value
Based on feedback we've increased the following field lengths to 125 characters: • Organisation name (was 70 characters) • Address line 1 (was 36 characters) • Address line 2 (was 30 characters)	Employer names and addresses can now accurately reflect their correct details.
We have improved the way employers manage addresses while creating a job advert. The main address can now be updated on a live advert.	The process of managing addresses in listings is more intuitive which saves time and effort.
The employer name is now displayed as part of the address on job listings.	Job listings more accurately reflect the full address.

Vacancy task list

Released 4 November 2021. Improved 10 December 2021.

Description	Benefit/Value
We've added a new task list when employers create a job advert. It lists all the sections that the user needs to complete to publish a job advert, for example: • about the job and pay • location • person specification • pre-application questions Each section shows a status of 'Not Started', 'Started' or 'Completed'. Users must complete all tasks before they can publish the job advert.	Employers will be able to clearly see which tasks have been completed and which are still to be done when creating their job adverts. This feature is carried through to Published stage if any edits are required.
We've improved the content on the job description and person specification page in the create vacancy flow based on user feedback.	Content has been improved and easier to read based on user feedback.

Custom job reference numbers

Released 4 November 2021. Improved 10 December 2021.

Description	Benefit/Value
We've provided employers with the option to make changes to job reference numbers or create custom job reference numbers. Reference numbers will always start with the employer code and the employer can then add up to 15 characters, containing numbers, letters and hyphens.	Employers can follow their own naming convention for job reference numbers, which can help them to manage recruitment campaigns more effectively.

Reporting

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

Further improvements planned

Description	Benefit/Value
Super users and recruitment administrators can now run several different report types. Employers can create reports for: • **Application and listing data report** • **Equal opportunities report** • **Equal opportunities for applications in progress report** • **Equal opportunities for a specific job report** • **Vacancy numbers report** • **Time taken to hire report** • **Vacancy bulletin report**	Super users and recruitment administrators now have access to create reports.
Employers can filter the equal opportunities report by department and easily run multiple reports at once.	Employers have more options to tailor their reports and can more easily access the recruitment data they need.
Reports will include more information around pre-employment checks, recruitment end dates, contracted hours and sessions.	Employers can report on more information in their recruitment campaigns.

Shared service dashboard

Released 13 January 2022.

Description	Benefit/Value
Users who have an account in two or more organisations accounts can use a toggle at the top of the screen to easily view their recruitments across all accounts on one dashboard. They can also search for applicants and job listings across all of their organisation accounts.	Users with access to multiple employer accounts, such as those working in a shared recruitment service, will be able to see, at a glance, how much work they have due. This will help them to more effectively plan their workload.

Stored documents and links

Released 13 January 2022

Further improvements planned

Description	Benefit/Value
Supporting documents, **Contract templates** and **Offer letter templates** have been moved to a new **Documents and templates** panel on the employer dashboard.	The employer dashboard is clearer and easier to manage for users.
Employers can save a combination of additional documents or links to their account and attach them to their job listings.	Employers can easily attach the same documents to multiple job listings.
Improvements will be made to stored offer documents to include links to external websites.	Employers will be able to include all relevant information with offer letters that they send to applicants.
Employers will be able to store and attach additional documents to contracts.	Employers will be able to include all relevant information with contracts that they send to applicants.

Access to applicant details earlier

Released 13 January 2022. Improved 10 March 2022, 3 May 2022 and 19 December 2022.

Description	Benefit/Value
When employers view a listing, they'll now see a list of anonymised applicants (if the listing is published or in shortlisting stage)	Improved employer user experience as employers now have access to additional information on their listings.
Organisation Super Users can now view the applicant's name, email address and phone number (if provided) before scoring is completed.	Improved employer user experience as employers now have a method of contacting applicants before confirming their final shortlist. This provides increased flexibility if they need to ask any additional questions about the application or conduct any additional assessments, before deciding if they wish to invite an applicant to interview.
Super Users can extract a CSV download containing the contact details for all applicants on a job listing before interview.	Improved employer user experience as employers will be able to easily obtain details if they need to contact all applicants on a listing.
We have added a new CSV download of anonymised applications for Recruiting Managers, Recruitment Administrators and Team Managers, prior to shortlisting.	Employers can use the new CSV download to more easily manage their recruitment, such as for recording notes for high volumes of applicants that are shortlisted offline.

Pre-populate About us section

Released 28 March 2022.

Description	Benefit/Value
The **About us** (the overview of your organisation) section on job listings will be able to be set as an employer account level setting. This will pre-populate job listings with the wording set by the employer, however it will also still be editable in the job listing creation journey.	Employers will be able to provide consistent wording across their job listings. Users will also save time in the vacancy creation journey where they choose to use the standardised wording as the field will be pre-populated for them.

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.
We will be making several improvements to the interview journey, including: • increasing the number of applicants who can be assigned to an assessment centre slot from 20 to 200 • improvements to managing interview slots • increased flexibility when managing applicants who have been removed or withdrawn from the interview journey • adding a preview of the interview invite for employers • Surfacing logistics information to employers and applicants within the service	Employers will have an improved and more consistent interview creation journey and management journey.
Employers will be able to conduct multiple rounds of interviews, including with different panels and in different locations and the ability to assign interview slots in different ways.	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.

Rolling recruitment

Released 3 May 2022. Improved 19 December 2022.

Description	Benefit/Value
The ability for an employer to keep an advert live whilst also progressing with the recruitment of applicants, by transferring applicants to a copy of the original listing.	Improved employer user experience as they can keep listings live while progressing with their recruitment. This will help employers who need to keep listings open, such as for high volume or difficult to recruit roles. This functionality can also be used as a short term solution for employers who have requested longlisting functionality.
This functionality is also available for ESR linking organisations.	ESR linking organisations can effectively use this functionality and streamline their recruitment.
We have extended the ability to copy a listing and transfer applicants to the copied listing into shortlisting stage.	This allows employers to easily sort applicants on listings with a high volume of applications and can be used by employers as a short term longlisting solution after the listing has closed. This will help them to manage their resource by easily filtering out applicants that they do not want/need to fully score (for example, if role requires GMC registration and applicants have selected they are not GMC registered).

Add applications received offline

Released 5 July 2022.

Description	Benefit/Value
Employers can add application details received offline into the service.	Employers have more flexibility to add applicants who missed the advert closing deadline or applied outside of the service. This allows them to conduct the remaining steps of the recruitment in the service.

Transfer applications between job listings

Released 5 July 2022. Improved 19 December 2022.   Further improvements planned.

Description	Benefit/Value
We have added functionality which allows employers to transfer an applicant to a different listing in their organisation's NHS Jobs account.	Employers can retain quality candidates who they identify are suitable for a role other than the one they applied for.
We have added functionality which allows employers to transfer an applicant to a different listing in another organisation's NHS Jobs account.	Employers can share quality candidates who they identify are suitable for a role other than the one they applied for. This functionality also supports centralised recruitment initiatives.
The links to ESR will become available for this functionality for ESR linking organisations, such as automatically terminating an application if an applicant is moved to another listing after they were offered the job	ESR linking organisations can effectively use this functionality, streamlining their recruitment.

Change stage of a published listing

Released 19 December 2022.

Description	Benefit/Value
We have added the ability for an employer to change the stage of a published listing with no applicants. These can be changed to shortlisting, interviews or ready to offer stage.	By using this functionality in conjunction with 'add offline applicant' functionality, employers can more easily manage recruitments where the interviews etc. have already been done offline. They can create a listing and move it directly to a different stage, then add the applicants.

Safeguarding question improvements

Improved 19 December 2022.

Description	Benefit/Value
In line with guidance from Unlock National Association of Ex-Offenders, employers can now choose not to include questions about cautions and convictions on a job listing.	Questions are aligned with the Rehabilitation of Offenders Act 1974 legislation and guidance, providing a consistent user experience for applicants and employers.

Contract improvements

Improved 19 December 2022.

Description	Benefit/Value
We have made several improvements to the contract journey for employers and applicants. These changes include improvements to the content of secondment agreement templates, the ability to enter a contract start date in the past and the ability to download copies of organisation level contract templates to store offline	These improvements have increased flexibility in the contract journey and allow employers to issue back-dated contracts and agreements through the service to applicants who may already have started their job.

Approval improvements

Improved 19 December 2022.

Description	Benefit/Value
We have made several improvements to the advert approval journey for employers, including the option for sequential approval and to add any documents required for internal approval processes. We have also added the ability to remove listings more easily at approvals stage, so approvers no longer have to reject the listing to remove it.	This improvements allow employers to have more control over who needs to approve a listing at each point and reduce the amount of effort needed in the approval journey.

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.

Applicant profile

Released 15 May 2023.

Further improvements planned.

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

Service domain change

Changes implemented between 1 June 2023 and 29 June 2023.

Description	Benefit/Value
The previous NHS Jobs service has been decommissioned and all remaining work and links have moved to the new NHS Jobs service.	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.
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.	Listings in third party services and websites link to the correct place in NHS Jobs.

Candidate listing search

Released 29 June 2023. Improved 5 July, 31 July, 10 August 2023, 14 August 2024, 17 September 2024 and 14 January 2025.

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. This includes functionality which allows applicants to save job listings and searches.	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 have added the date that a listing was posted to the listing snapshot on the candidate listing search service results page.	Improved user experience as this change allows users to easily identify when a listing was posted without having to open the advert. This also answers direct user feedback to support users who are visit NHS Jobs to look for new vacancies daily.
We have added a new 'staff group' filter to the candidate listing search service.	Improved user experience as this change allows users to refine their results in a way which is more suitable for them and to further refine the results they generate when searching for jobs. This also answers direct user feedback to support users who are unsure of the appropriate key words to search for.
We have provided applicants with the ability to receive daily and/or weekly job alerts by email for their saved searches.	Improved user experience as this change allows applicants to receive notifications about relevant jobs. This will allow them to easily find the job and submit an application at a time that is convenient for them. This also ensures jobs are more visible to appropriate candidates.
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.

Welsh language

Released 9 July 2020, 24 June 2021 and 30 September 2021

Further improvements planned.

Description	Benefit/Value
Applicants can toggle the static service content from English to Welsh.	The service is accessible for Welsh language applicants.
Super Users on an employer account now have a new Welsh listings organisation setting in the **Manage the account** menu. This option allows Super Users to activate the ability for vacancies to be advertised in both English and Welsh for applicants who use the Welsh toggle when searching and applying for jobs. Recruiters can then decide on an individual vacancy basis if they want to add a translation of their advert.	Welsh users can easily raise adverts and conduct recruitment which is fully inclusive and accessible to Welsh language speakers.
The 3rd party ATS API has been changed to support the transfer of Welsh language from a 3rd party ATS into NHS Jobs.	This made the job posting journey simpler and reduced time to post jobs, as employers no longer need to manually add Welsh language translations from a 3rd party ATS.
We are continuously reviewing and adding new or missing translations with each release into the NHS Jobs service.	The service is more consistent and accessible for Welsh language users.
Addition of a hidden language tag which will allow browsers and search engines to automatically identify the language toggled on the page. This will allow browsers to automatically understand which language is shown on the page, and therefore more easily translate any missing translations, or translations not provided by employers.	This will optimise NHS Jobs for search engines and make NHS Jobs more accessible for non-English speakers. This will benefit both Welsh translations and other languages.
The ability to re-use previously posted job listings which included a Welsh language translation.	This will make the job posting journey simpler and reduce the amount of time it takes to re-post previous jobs for Welsh language users.
Welsh language emails and SMS.	The service will be more consistent and accessible for Welsh language applicants.
Add an English or Welsh language preference to applications and the applicant profile.	This will make it easier for Welsh employers to identify Welsh language applicants.

Applicant pack download

Planned release.

Description	Benefit/Value
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. A new dashboard stage will also be added of 'Ready to start'.	Employers will be able to conveniently download details required for employee records and recruitment retention requirements. Employers will be able to track their applicants who have accepted their contracts and are due to start more easily. This will also reduce the number of records in the Contracts stage of the dashboard, making it easier to manage workload in that area of the service and the KPIs bars on the main dashboard more relevant.