

Notifications in the NHS Jobs service

This document shows the email and text messages in the NHS Jobs service.

Applicant notifications

This table shows the email and text message notifications for an applicant.

Recruitment stage	Notification name	Notification action
Access your account	An applicant account exists	An email is sent to an applicant, confirming they have an account.
Access your account	Password reset for an applicant	An email is sent to an applicant to reset their password.
Access your account	Password updated and changed for an applicant	An email is sent to an applicant, confirming their password has been updated and changed.
At risk applicant	Notify applicant about being added as at risk	An email is sent to an applicant, confirming they have been added as an at risk applicant.
At risk applicant	Notify applicant of changes made to at risk details	An email is sent to an applicant, confirming a change to their at risk applicant details.
At risk applicant	Notify applicant about being removed as at risk	An email is sent to an applicant, confirming they have been removed as an at risk applicant.
Search and apply for a job	Notify applicants of job alert set up	An email is sent to an applicant, confirming they have set up job alerts.
Search and apply for a job	Notify applicants of saved search job alerts, daily or weekly	An email alert is sent to an applicant, confirming new vacancies for a saved search.
Search and apply for a job	Confirmation of application started	An email is sent to an applicant, confirming they have started an application.
Search and apply for a job	Confirmation of application completed	An email is sent to an applicant, confirming they have completed an application.

Invite applicants to interview	Notify unsuccessful applicants after shortlisting	An email is sent to an applicant, confirming they have not been shortlisted and invited to an interview.
Shortlisting	Notify applicants put on the reserve list	An email is sent to an applicant, confirming they have been added to a shortlist reserve list.
Invite applicants to interview	Notify applicant on the reserve list not invited to interview	An email is sent to an applicant on the reserve list, confirming they have not been invited to an interview.
Invite applicants to interview	Notify applicant on the reserve list not invited to interview	A text is sent to an applicant on the reserve list, confirming they have not been invited to an interview.
Recruitment stopped	Recruitment stopped at shortlisting	An email is sent to an applicant, confirming the recruitment has stopped.
Invite applicants to interview	Invite to interview	An email is sent to an applicant, confirming they have been invited to an interview.
Invite applicants to interview	Invite to interview	A text is sent to an applicant, confirming they have been invited to an interview.
Invite applicants to interview	Confirmation of interview	An email is sent to an applicant, confirming an interview has been scheduled.
Invite applicants to interview	Confirmation of interview	A text is sent to an applicant, confirming an interview has been scheduled.
Make and manage a job offer	Conditional offer	An email is sent to an applicant, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer	A text is sent to an applicant, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer reminder	An email is sent to an applicant, 3 days after the first initial email, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer reminder	A text is sent to an applicant, 3 days after the first initial text, confirming a conditional job offer has been made.

Make and manage a job offer	Conditional offer reminder	An email is sent to an applicant, 6 days after the first reminder email, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer reminder	A text is sent to an applicant, 6 days after the first reminder text, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer for a job withdrawn	An email is sent to an applicant, confirming a conditional job offer has been withdrawn.
Make and manage a job offer	Employer rejecting on behalf of applicant	An email is sent to an applicant, confirming an employer has rejected a job offer on behalf of an applicant.
Make and manage a job offer	Notify applicant about job not offered	An email is sent to an applicant, confirming they have not received a job offer.
Make and manage a job offer	Notify applicant about job not offered	A text is sent to an applicant, confirming they have not received a job offer.
Request a reference	Reference response	An email is sent to a referee to request a reference.
Request a reference	Chase reference request 1	An email is sent to a referee to request a reference. The first email is sent 5 days after the original reference request.
Request a reference	Chase reference request 2	An email is sent to a referee to request a reference. The second email is sent 10 days after the first chaser request.
Issue and manage a contract	Issue contract of employment	An email is sent to an applicant, confirming a contract of employment has been issued.
Issue and manage a contract	Contract of employment accepted	An email is sent to an applicant, confirming a contract of employment has been accepted.
Issue and manage a contract	Contract of employment rejected	An email is sent to an applicant, confirming a contract of employment has been rejected.
Issue and manage a contract	Notify applicant about the contract being accepted on their behalf	An email is sent to an applicant, confirming a contract has been accepted on their behalf.

Issue and manage a contract	Notify applicant about the contract being updated	An email is sent to an applicant, confirming a contract offer has been updated.
Issue and manage a contract	Notify applicant about the contract being rejected on their behalf	An email is sent to an applicant, confirming a contract has been rejected on their behalf.
Issue and manage a contract	Notify applicant about the offline contract being sent	An email is sent to an applicant, confirming a contract of employment has been sent offline.
Issue and manage a contract	Notify applicant about the offline contract being resent	An email is sent to an applicant, confirming a contract of employment has been resent offline.
Issue and manage a contract	Notify applicant about job offer and contract being withdrawn	An email is sent to an applicant, confirming a job offer and contract has been withdrawn.
Withdraw an application	You have withdrawn your job application	An email is sent to an applicant, confirming they have withdrawn an application.
Transfer to another listing	Notify applicant about being moved to another job listing	An email is sent to an applicant, confirming they have been requested to move to another job listing.
Add an offline applicant	Notify applicant about being added to a job listing with an existing account	An email is sent to an applicant, confirming they have been added to a job listing.
Add an offline applicant	Notify applicant about being added to a job listing and not having an existing account	An email is sent to an applicant, confirming they have been added to a job listing but don't have an existing account.

Go to the [Employer notifications](#) page.

Employer notifications

This table shows the email notifications for an employer.

Recruitment stage	Notification name	Notification action	User role
Access your account	Password reset for employer	An email is sent to an employer to reset their password.	N/A
Access your account	New employer introduction	An email is sent to an employer when they are added to an organisation as a new user.	N/A
Manage your organisations account	Change employer details	An email is sent to an employer, confirming their employer details have been changed.	N/A
Manage your organisations account	Add existing employer to organisation	An email is sent to add an existing employer user account, confirming they have been added to another organisations account.	N/A
Manage your organisations account	Email for deactivated employers	An email is sent to an employer, confirming their account has been deactivated.	N/A
Manage your organisations account	Email for reactivated employers	An email is sent to an employer, confirming their account has been reactivated.	N/A
Create and manage a job listing	Advert is closed	An email is sent to an employer, confirming a job advert has closed.	N/A
Create and manage a job listing	Recruitment manager	An email is sent to an employer, confirming they have been assigned an NHS Jobs 'Recruiting manager' role for a job listing.	Recruiting manager
Create and manage a job listing	Recruitment administrator	An email is sent to an employer, confirming they have been assigned an NHS Jobs 'Recruitment administrator' role for a job listing.	Recruitment administrator
Create and manage a job listing	Added to shortlist or interview panel member	An email is sent to an employer, confirming they have been added as a shortlist or interview panel member for a job listing.	N/A
Create and manage a job listing	Shortlist or interview panel lead	An email is sent to an employer, confirming they have been added as a shortlist or interview panel lead for a job listing.	N/A

Create and manage a job listing	Recruitment administrator added to multiple job listings	An email is sent to an employer, confirming they are the NHS Jobs Recruitment administrator role for multiple job listings.	Recruitment administrator
Job listing approvals	Job listing approval	An email is sent to an employer, confirming they are an approver and need to approve or reject a job listing, before it's published.	N/A
Job listing approvals	Job listing approval – First approver	An email is sent to an employer, confirming they are one of many approvers but the first approver and need to approve or reject a job listing, before it's published.	N/A
Job listing approvals	Job listing approval – Second approver	An email is sent to an employer notifying them they are an approver, and they need to approve or reject a job listing.	N/A
Job listing approvals	Someone has rejected your job listing	An email is sent to an employer, confirming an approver of a job listing has rejected the approval request.	Recruitment administrator & Recruiting manager
Create and manage a job listing	A job listing is now withdrawn	An email is sent to an employer, confirming a job listing has been withdrawn.	Recruitment administrator
Job listing approvals	This job listing needs your reapproval	An email is sent to an approver, confirming a job listing reapproval request.	N/A
Job listing approvals	You are removed as an approver for a listing	An email is sent to an employer, confirming they have been removed as an approver for a job listing.	N/A
Job listing approvals	Job listing approved and ready to publish	An email is sent to a 'Recruitment administrator' or 'Recruiting manager' for the job listing, confirming all approvers have approved it and it's ready to be published.	Recruitment administrator & Recruiting manager
Manage a job listing	Application withdrawn	An email is sent to a 'Recruiting manager' for the job listing, confirming an applicant has withdrawn their application.	Recruiting manager
Invite applicants to interview	Notify interview lead that an applicant has requested an alternative date and time for their interview	An email is sent to an interview lead, confirming an applicant has requested a different date and time for their interview.	N/A
Transfer applicant to a job listing	Notify employer when applicant responds to a request to copy them to another listing	An email is sent to an employer, confirming an applicant has responded to a request to copy them to another listing.	Recruiting manager
Transfer applicant to a job listing	Notify employer when an applicant accepts or declines a transfer request	An email is sent to an employer, confirming an applicant has accepted or declined a transfer request for their application, to another listing.	Recruiting manager

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