

## How to manage offer letter templates in NHS Jobs user guide

This guide gives you instructions for how to manage offer letter templates in the NHS Jobs service.

You must have a template to make an offer to applicants using the service.

To add an offer letter template, you'll:

- choose a name
- add fixed terms
- add more terms and conditions

Once an offer letter template is created, any user in your organisation's account can use it to make an offer to applicants.

To manage your offer letter templates, you can:

- preview a template
- change its details
- remove a template
- add another template

Only a 'Super user', 'Recruitment administrator' or a 'Team manager' can manage offer letter templates.

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## Offer letter templates

This page gives you instructions for how to manage offer letter templates.

**Important:** Only a 'Super user', 'Recruitment administrator' or a 'Team manager' can add, change, and remove offer letter templates.

To view, add, change, or delete offer letter templates, complete the following step:

1. Select the '[Offer letter templates](#)' link.

The screenshot shows the NHS Business Services Authority Jobs Dashboard. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing' followed by a dropdown menu and a 'Change' link. Below the header, it says 'Signed in as NHS BSA Training' and 'Sign Out'. A yellow banner below the header contains a BETA notice: 'Your feedback will help us to improve this service.' and a message: 'The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)'

The main content area is titled 'NHS Business Services Authority Dashboard'. It shows 'Showing tasks for' with a dropdown menu set to 'All users'. Below this is a table of task counts with progress bars:

Task Category	Count
<a href="#">Draft</a>	4
<a href="#">Approvals</a>	1
<a href="#">Published</a>	0
<a href="#">Shortlisting</a>	6
<a href="#">Interviews</a>	2
<a href="#">Ready to offer</a>	1
<a href="#">Conditional offers</a>	0

On the right side, there is a 'What you can do' section with three buttons: 'Create a job listing' (green), 'Search for a listing' (dark grey), and 'Search for an applicant' (dark grey). Below this is a 'Manage the account' section with a list of links: 'Users', 'At risk applicants', 'Accredited logos', 'Key performance indicators (KPIs)', 'Supporting documents', 'Contract templates', 'Offer letter templates' (highlighted with a yellow circle and the number '1'), 'Approval settings', 'Departments', and 'Welsh listings'.

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'. On the right side of the footer, it says '© Crown copyright'.

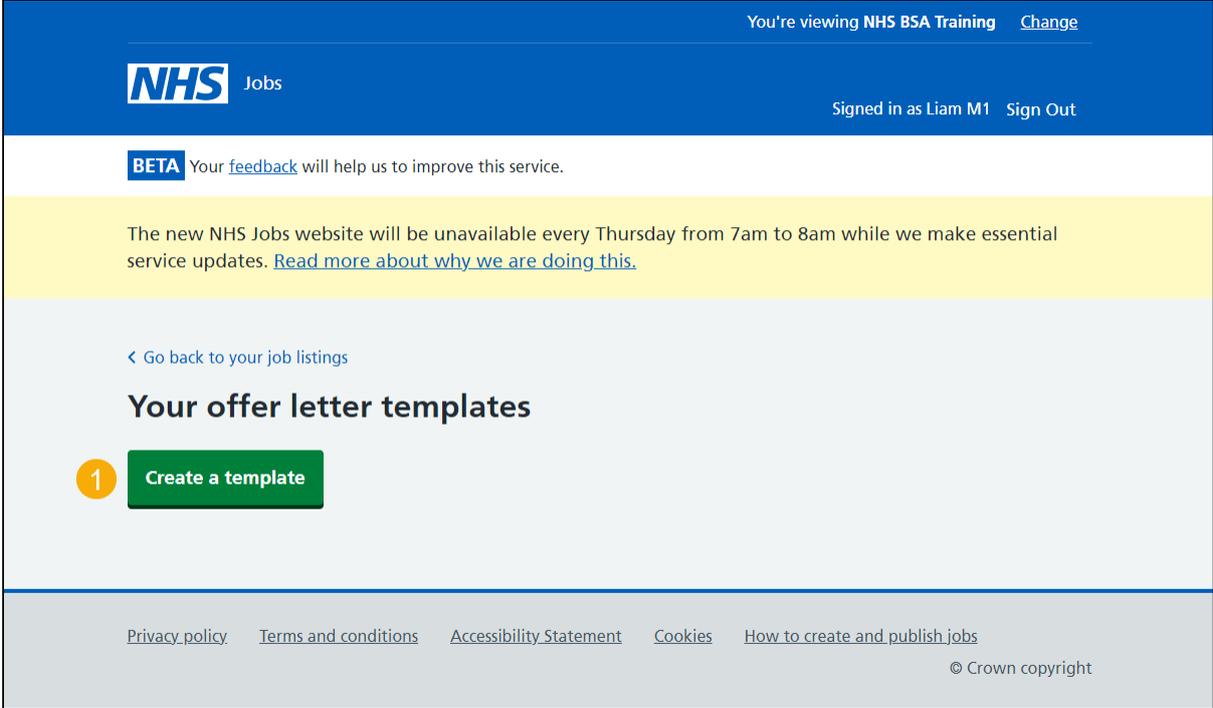
## Your offer letter templates

This page gives you instructions for how to view your offer letter templates.

**Important:** In this example, you have no offer letter templates.

To create an offer letter template, complete the following step:

1. Select the ['Create a template'](#) 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 BSA Training' with a 'Change' link on the right. Below the header, there is a white section with a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A yellow banner below that states: 'The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)' Below the banner, there is a link: '< Go back to your job listings'. The main heading is 'Your offer letter templates'. A green button with a white '1' in a yellow circle and the text 'Create a template' is highlighted. At the bottom, there is a grey footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', followed by '© Crown copyright'.

## What do you want to call this template?

This page gives you instructions for how add an offer letter template name.

To add a template name, complete the following steps:

1. In the **template name** box, enter the details.
2. Select the [‘Save and continue’](#) button.

You're viewing [NHS BSA Training](#) [Change](#)

**NHS** Jobs Signed in as Liam M1 [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go Back](#)

### What do you want to call this template?

This is what you'll see when selecting which template to send to an applicant.

1

2 [Save and continue](#)

[Save and come back later](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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**Tip:** Make sure you assign a name that applicants you send it to will understand, as well as those in your recruitment team who'd send it out.

## Add fixed term

This page gives you instructions for how to add fixed terms to your offer letter.

**Important:** The fixed terms highlighted in orange are taken from the job listing and appear at the top of the template and can't be changed. If you don't want to add another fixed term, go to the '[Add more terms and conditions to the template](#)' page.

To add another fixed term, complete the following steps:

1. Select the '[Add another](#)' button (optional).
2. Select the '[Save and continue](#)' button.

The screenshot shows the NHS Jobs website interface. At the top, it says "You're viewing NHS BSA Training" with a "Change" link. The NHS logo and "Jobs" are on the left, and "Signed in as Liam M1 Sign Out" is on the right. A "BETA" banner indicates that feedback will help improve the service. A yellow banner below states that the new NHS Jobs website will be unavailable every Thursday from 7am to 8am for essential service updates, with a link to "Read more about why we are doing this." The main heading is "Principal terms of employment", with a "Go Back" link. The text explains that these are terms entered into the job listing and appear as fixed terms at the top of the template. A table lists the terms:

Job title	job title
Location	address line 1 address line 2 address line 3 address line 4 postcode
Contract type	contract type
Working pattern	working pattern
Number of hours or sessions a week	hours or sessions
Contract duration	contract duration
Pay	pay

Below the table, it says "You can add more fixed terms. For example, the notice period or pension contributions." There are two numbered steps: 1. "Add another" button and 2. "Save and continue" button. A link "Save and come back later" is also present.

At the bottom, there are links for "Privacy policy", "Terms and conditions", "Accessibility Statement", "Cookies", and "How to create and publish jobs". The footer includes "© Crown copyright".

**Tip:** You can add more fixed terms. For example, the notice period or pension contributions.

## Add a fixed term

This page gives you instructions for how add a fixed term to your offer letter template.

**Important:** This page is only shown if you're adding a fixed term.

To add a fixed term, complete the followings steps:

1. In the **Type of term** box, enter the details.
2. In the **Details of the term** box, enter the details.
3. Select the '[Save and continue](#)' button.

You're viewing [NHS BSA Training](#) [Change](#)

**NHS** Jobs Signed in as Liam M1 [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go Back](#)

### Add a term of employment

Type of term  
For example, Notice period

1

Details of the term  
For example, 30 days

2

3 [Save and continue](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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**Tip:** For example, a type of term is Notice period and details of term is 30 days.

## Manage fixed term

This page gives you instructions for how to manage fixed terms.

**Important:** In this example, the fixed term 'Notice period' and '30 days' is added. If you remove a fixed term, you won't be prompted, and you won't be able to recover these details.

To change, remove or add another fixed term, complete the following steps:

1. Select the '[Change](#)' link (optional).
  2. Select the '[Remove](#)' link (optional).
  3. Select the '[Add another](#)' button (optional).
- or
4. Select the '[Save and continue](#)' button.

You're viewing NHS BSA Training [Change](#)

**NHS** Jobs Signed in as Liam M1 [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go Back](#)

### Principal terms of employment

These are the terms that were entered into the job listing and appear as fixed terms at the top of the template you're creating.

Job title	<a href="#">job title</a>
Location	<a href="#">address line 1</a> <a href="#">address line 2</a> <a href="#">address line 3</a> <a href="#">address line 4</a> <a href="#">postcode</a>
Contract type	<a href="#">contract type</a>
Working pattern	<a href="#">working pattern</a>
Number of hours or sessions a week	<a href="#">hours or sessions</a>
Contract duration	<a href="#">contract duration</a>
Pay	<a href="#">pay</a>
Notice period	30 days <span style="float: right;"><a href="#">Change</a> or <a href="#">Remove</a></span>

You can add more fixed terms. For example, the notice period or pension contributions.

**3** [Add another](#)

**4** [Save and continue](#)

[Save and come back later](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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## Add more terms and conditions to the template

This page gives you instructions for how to add more terms and conditions to the template.

**Important:** In this example, an NHS Jobs Band 7 terms and conditions is added. You can copy and paste information from an existing document.

To add more terms and conditions to the template, complete the following steps:

1. In the **blank** box, enter the details.
2. Select the [‘Save and continue’](#) button.

You're viewing [NHS BSA Training](#) [Change](#)

**NHS** Jobs Signed in as Liam M1 [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

## Add more terms and conditions to the template

# NHS Jobs Band 7 terms and conditions

## Welcome to the NHS Jobs team

We're delighted to make you a conditional offer.

1 What to do next?

1. Please read and respond to your offer and let us know your decision.

You can:

- \* Accept the job offer
- \* Ask a question or more information
- \* Reject the job offer

Kind regards,  
NHS Jobs

### How to format your template

To put a heading in your template, use a hash:

- # This is a heading
- ## This is a sub-heading

To make a bullet point list, use an asterisk symbol:

- \* Bullet information A
- \* Bullet information B
- \* Bullet information C

To make a numbered list, use the number, then a full stop:

1. Numbered information A
2. Numbered information B
3. Numbered information C

1 [Save and continue](#)

2 [Save and come back later](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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**Tip:** You can put a heading, bullet point list and numbered list using the instructions in ‘How to format your template’.

## Check the details before creating the template

This page gives you instructions for how to check the details before creating the template.

**Important:** When you're satisfied they're correct, you can save the details and create the template so it can be used to issue contracts.

To preview, change or create your template, complete the following steps:

1. Select the 'preview the content' link.
2. Select the ['Change'](#) link (optional).
3. Select the ['Create the template'](#) button.

You're viewing **NHS BSA Training** [Change](#)

**NHS** Jobs Signed in as Liam M1 [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

### Check the details before creating the template

Template name	NHS Jobs Band 7	<a href="#">Change</a>
Additional principal terms	Notice period: 30 days	<a href="#">Change</a>
Terms and conditions		<a href="#">Change</a>

# NHS Jobs Band 7 terms and conditions

## Welcome to the NHS Jobs team

We're delighted to make you a conditional offer.

What to do next?

1. Please read and respond to your offer and let us know your decision.

You can:

- \* Accept the job offer
- \* Ask a question or more information
- \* Reject the job offer

Kind regards,  
NHS Jobs

### Save and create the template

When you're satisfied that they're correct, save these details and create the template so it can be used to issue an offer letter.

You can also [preview the template \(PDF, 10 KB\)](#).

[3 Create the template](#)

[Save and come back later](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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**Tip:** You should preview the template to check for any changes before you create it.

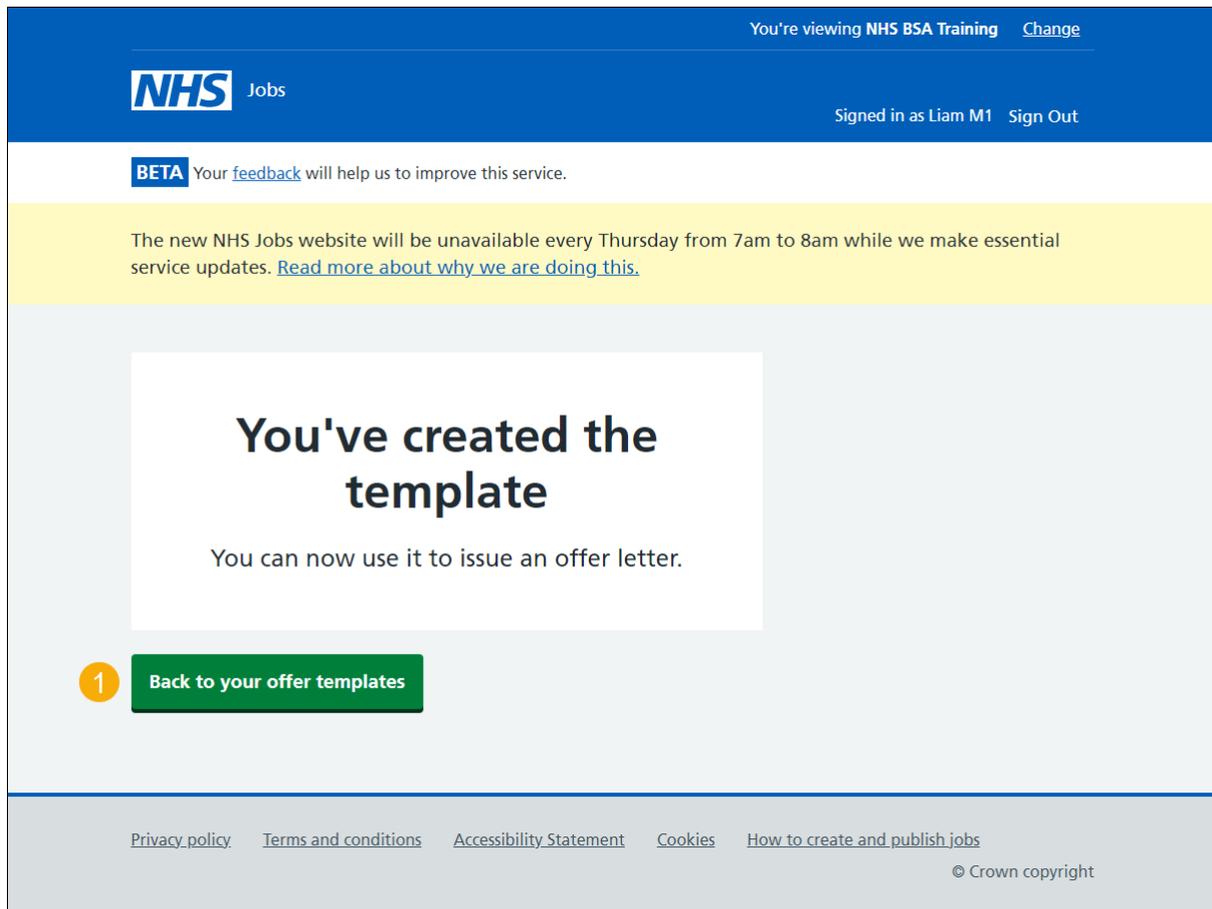
## You've created the template

This page shows confirmation you've created the template.

**Important:** You can now use it to issue an offer letter.

To view your offer letter templates, complete the following step:

1. Select the 'Back to your offer letter templates' 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 BSA Training' with a 'Change' link on the right. Below the header, there is a white banner with a 'BETA' label and the text 'Your feedback will help us to improve this service.' Below this is a yellow banner with a message about the new NHS Jobs website being unavailable every Thursday from 7am to 8am. The main content area is light blue and features a white box with the text 'You've created the template' and 'You can now use it to issue an offer letter.' Below this box is a green button with a yellow circle containing the number '1' and the text 'Back to your offer templates'. At the bottom, there is a grey 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'.

You've reached the end of this user guide if you don't want to view and manage the offer letter templates.

Go to the '[View your offer letter templates](#)' page.

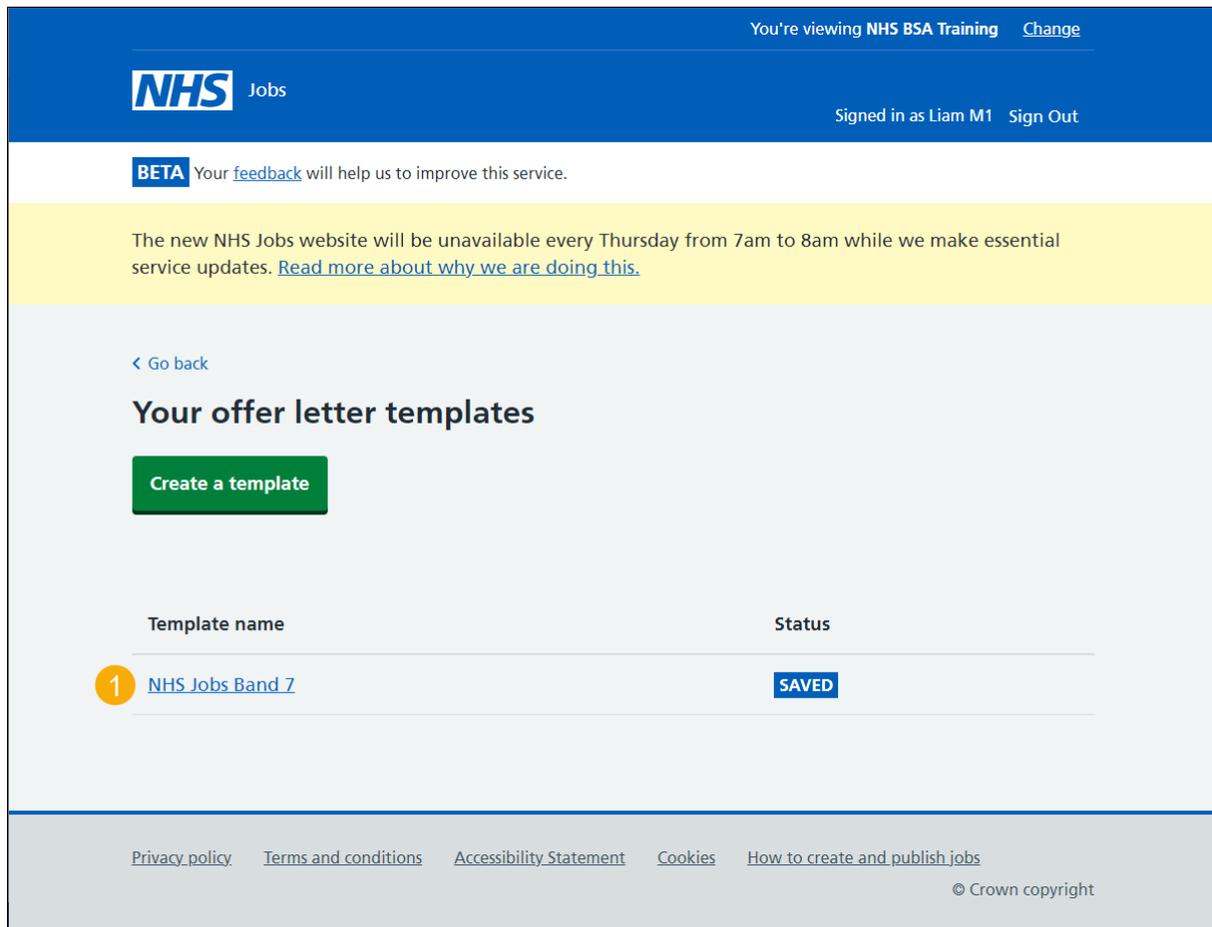
## View your offer letter templates

This page gives you instructions for how to view your offer letter templates.

**Important:** In this example, the 'NHS Jobs Band 7' template is saved.

To view your offer letter template, complete the following step:

1. Select the ['template name'](#) link.



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 right, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a yellow banner with a 'BETA' label and a message: 'Your feedback will help us to improve this service.' Below the banner, there is a message: 'The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)' The main content area is titled 'Your offer letter templates' and has a '< Go back' link. Below the title is a green 'Create a template' button. Below the button is a table with two columns: 'Template name' and 'Status'. The table contains one row with the template name 'NHS Jobs Band 7' (highlighted with a yellow circle and the number 1) and the status 'SAVED'. 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', and a copyright notice: '© Crown copyright'.

## Manage your offer letter template

This page gives you instructions for how to manage your offer letter template.

To preview, delete or change your offer letter template, complete the following steps:

1. Select the 'preview the content' link.
2. Select the [Delete](#) link button (optional).
3. Select the [Change](#) link (optional).

The screenshot shows the NHS Jobs Band 7 offer letter template management page. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS BSA Training' and 'Change'. Below the header, there is a 'Signed in as Liam M1 Sign Out' link. A yellow banner contains a 'BETA' notice: 'Your feedback will help us to improve this service.' Below this, a yellow box states: 'The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)'

The main content area is titled 'NHS Jobs Band 7' and includes a '< Go back' link. The page is divided into sections for 'Template name', 'Additional principal terms', and 'Terms and conditions'. Each section has a 'Change' link. A 'What you can do' box highlights the 'Delete' link (2) and 'Preview (PDF, 10 KB)' link (1). The 'Change' link for the 'Additional principal terms' section is highlighted with a '3'.

The 'Terms and conditions' section contains the following text:

```
# NHS Jobs Band 7 terms and conditions

## Welcome to the NHS Jobs team

We're delighted to make you a conditional offer.

What to do next?
1. Please read and respond to your offer and let us know your decision.

You can:
* Accept the job offer
* Ask a question or more information
* Reject the job offer

Kind regards,
NHS Jobs
```

At the bottom, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. The footer also includes the text '© Crown copyright'.

You've reached the end of this guide if you don't need to change or delete the offer letter template.

## Are you sure you want to delete your template?

This page gives you instructions to confirm you're sure you want to delete your template.

**Important:** If you delete your template, it'll no longer be available when you issue new offer letters to applicants.

To confirm if you want to delete the template, complete the following steps:

1. Select an answer:
  - ['Yes'](#)
  - ['No'](#)
2. Select the 'Continue' button.

You're viewing **NHS BSA Training** [Change](#)

**NHS** Jobs Signed in as Liam M1 [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

## Are you sure you want to delete your NHS Jobs Band 7 template?

The template will no longer be available when you issue new offers.

1  Yes

No

2 [Continue](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

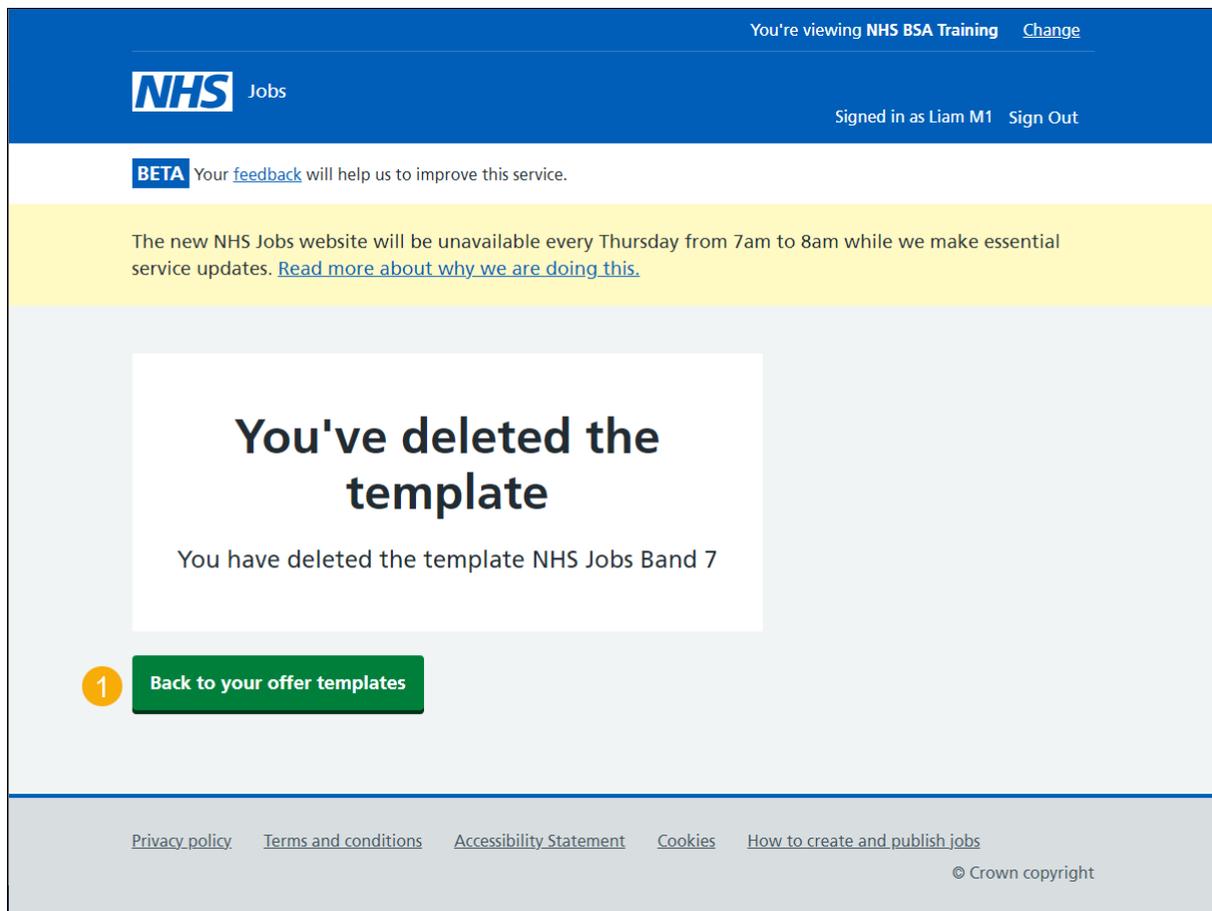
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## You've deleted your offer letter template

This page shows confirmation you've deleted your offer letter template.

To view your offer letter templates, complete the following step:

1. Select the 'Back to your offer letter templates' button.



The screenshot shows the NHS Jobs website interface. At the top right, it says "You're viewing NHS BSA Training" with a "Change" link. The NHS logo and "Jobs" are on the left. On the right, it says "Signed in as Liam M1" with a "Sign Out" link. Below the header, there is a "BETA" notice: "Your feedback will help us to improve this service." A yellow banner below that states: "The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)" The main content area features a white box with the heading "You've deleted the template" and the text "You have deleted the template NHS Jobs Band 7". Below this is a green button with a yellow circle containing the number "1" and the text "Back to your offer templates". The footer contains links for "Privacy policy", "Terms and conditions", "Accessibility Statement", "Cookies", and "How to create and publish jobs", along with the text "© Crown copyright".

You've reached the end of this guide as you've deleted the offer letter template.