

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 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.' 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 'NHS Business Services Authority Dashboard'. It has two tabs: 'Tasks by stage' (selected) and 'Listings by user'. Below the tabs, it says 'Showing tasks for' and has a dropdown menu set to 'All users'.

The dashboard displays a table of tasks by stage:

Stage	Count	Progress
Draft	10 - on track 8, overdue 2	<div style="width: 80%;"><div style="width: 20%;"></div></div>
Approvals	0	<div style="width: 0%;"></div>
Published	8	<div style="width: 100%;"></div>
Shortlisting	3	<div style="width: 33%;"></div>
Interviews	6	<div style="width: 66%;"></div>

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 that is a 'Manage the account' section with several links: 'Manage 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'.

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.

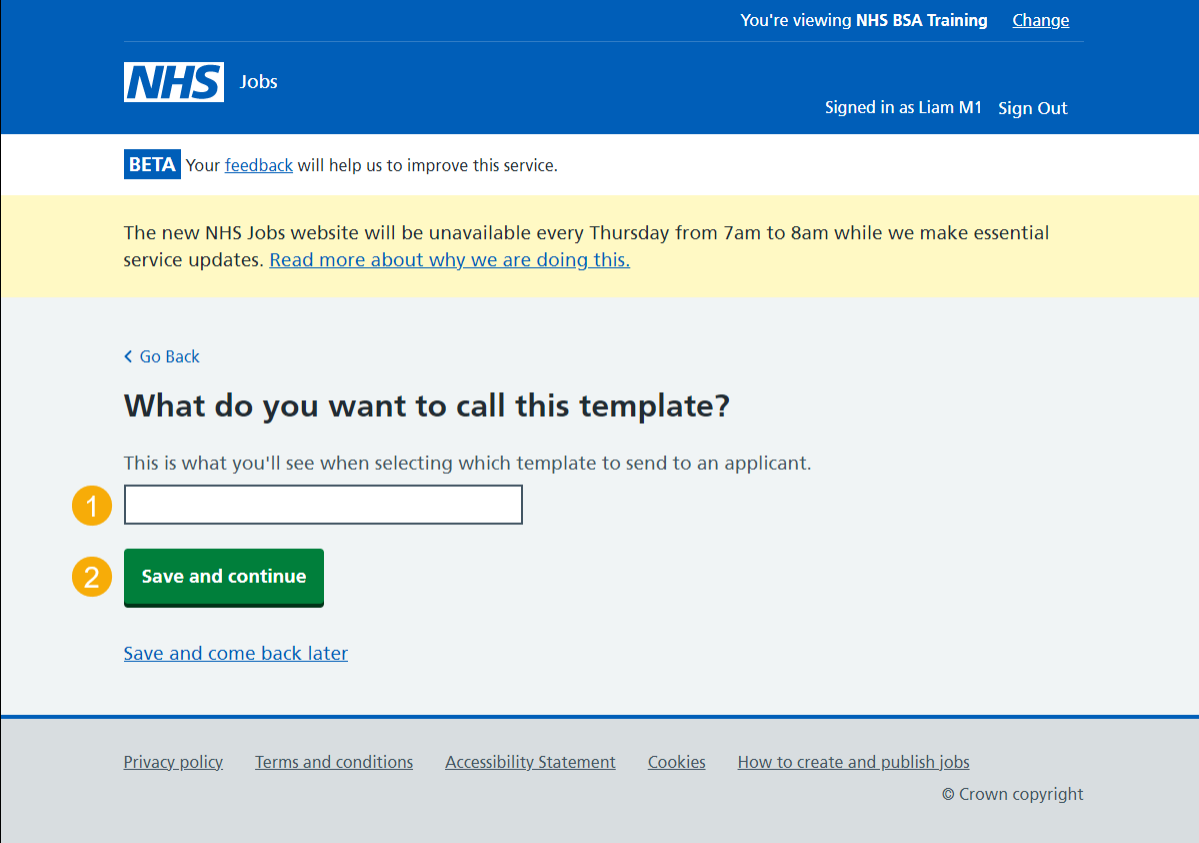
The screenshot displays the NHS Jobs website interface. At the top, a blue navigation bar contains the NHS logo and the word 'Jobs'. On the right side of this bar, it indicates the user is 'Signed in as Liam M1' with a 'Sign Out' link. Below the navigation bar, a yellow banner features a 'BETA' label and a message: 'Your feedback will help us to improve this service.' Below the banner, a light blue section contains a link '< Go back to your job listings' and the heading 'Your offer letter templates'. A prominent green button with a white '1' in a yellow circle and the text 'Create a template' is centered in this section. The footer of the page is a light grey bar with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', followed by the text '© 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.



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 white banner with a 'BETA' label and the text '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 has a light blue background. It starts with a '< Go Back' link. The title 'What do you want to call this template?' is displayed in bold. Below the title, it says 'This is what you'll see when selecting which template to send to an applicant.' There are two numbered steps: '1' next to an empty text input box, and '2' next to a green 'Save and continue' button. Below the button is a link: '[Save and come back later](#)'. 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'.

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 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." Below this is a "Go Back" link. The main heading is "Principal terms of employment", followed by an explanatory paragraph. A table lists terms with orange highlights: Job title (job title), Location (address line 1, 2, 3, 4, postcode), Contract type (contract type), Working pattern (working pattern), Number of hours or sessions a week (hours or sessions), Contract duration (contract duration), and Pay (pay). A tip states: "You can add more fixed terms. For example, the notice period or pension contributions." Below this are two numbered steps: 1. "Add another" button and 2. "Save and continue" button. A link "Save and come back later" is also present. 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".

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	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 1 2
Notice period	30 days Change or Remove

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.

The screenshot shows the NHS Jobs website 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 BSA Training' and 'Change'. Below the header, it says 'Signed in as Liam M1' and 'Sign Out'. A yellow banner contains a 'BETA' notice and a link to 'Your feedback'. Below that, a yellow box contains a notice about service updates. The main content area has a heading 'Check the details before creating the template' and a '< Go back' link. There are three main sections: 'Template name' (NHS Jobs Band 7) with a 'Change' link; 'Additional principal terms' (Notice period: 30 days) with a 'Change' link; and 'Terms and conditions' with a 'Change' link. The 'Terms and conditions' section contains a placeholder for the terms and conditions text. At the bottom, there's a 'Save and create the template' section with instructions and a 'Create the template' button. A 'preview the template (PDF, 10 KB)' link is also present. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice.

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

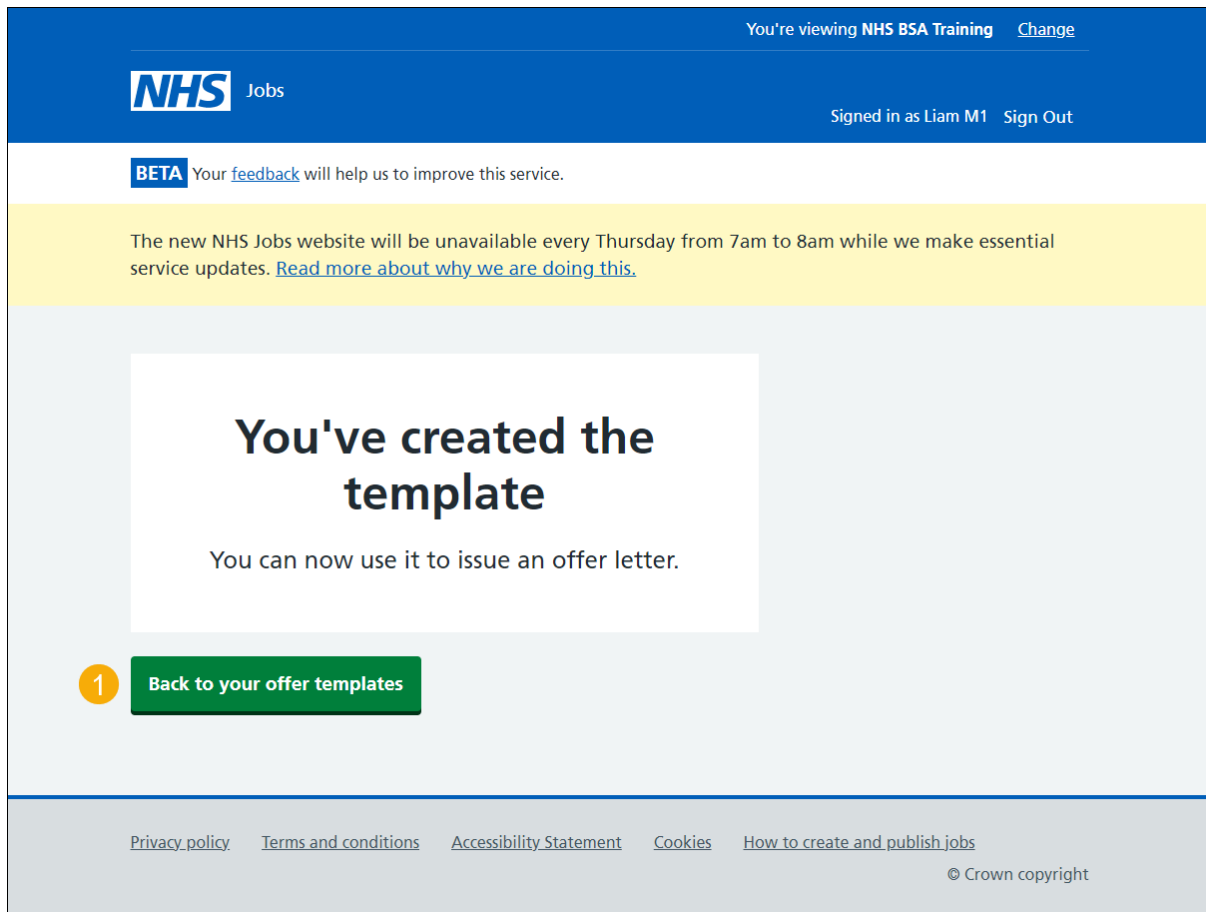
You've created the template

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.

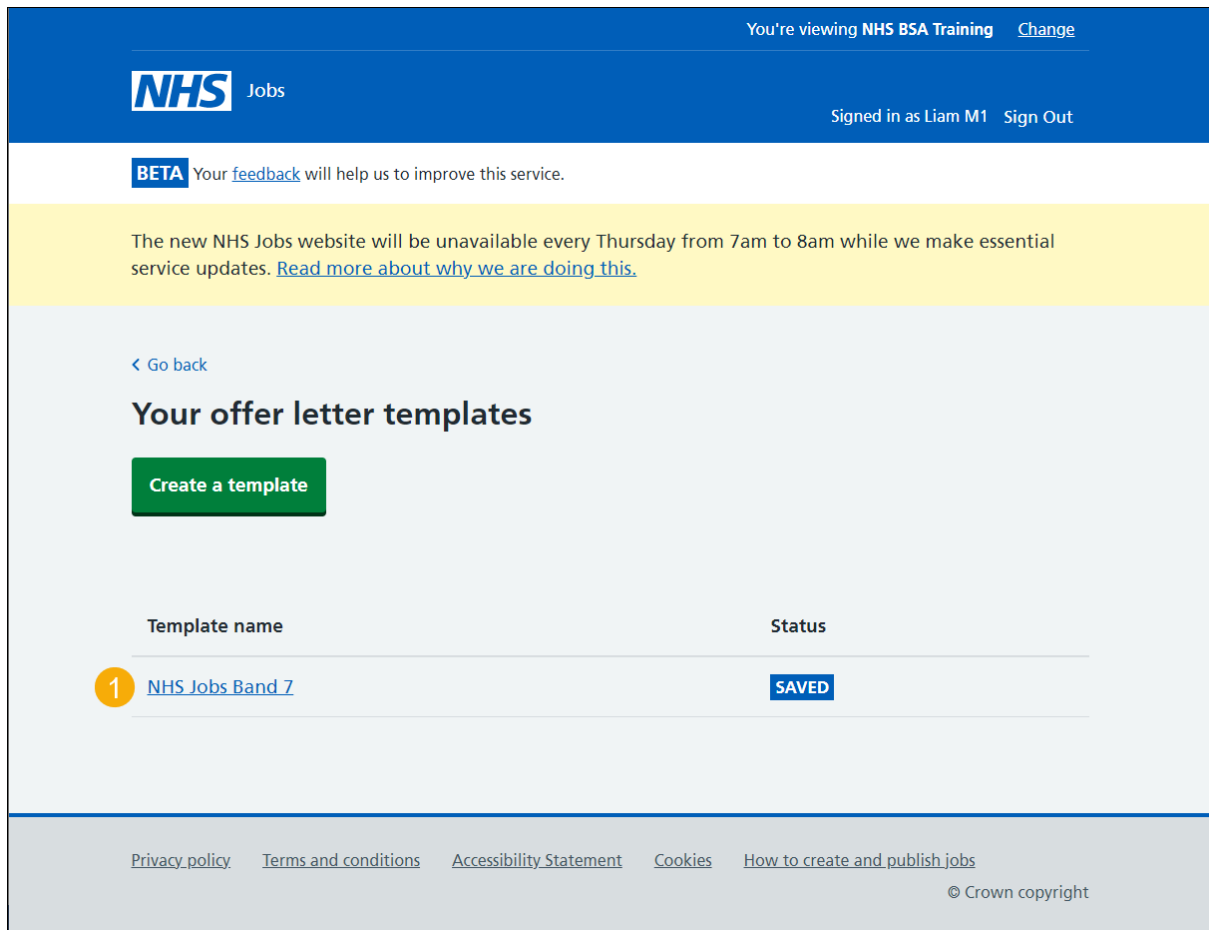
View your offer letter templates

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 includes a '< Go back' link. Below the title is a green 'Create a template' button. Underneath 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' (in a blue box).

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'.

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 blue bar with 'Signed in as Liam M1' and 'Sign Out'. A yellow banner below that says 'BETA Your feedback will help us to improve this service.' Below the banner, there is a message about the new NHS Jobs website being unavailable every Thursday from 7am to 8am. The main content area is titled 'NHS Jobs Band 7' and has a '< Go back' link. Below the title, there is a table with three rows: 'Template name' (NHS Jobs Band 7) with a 'Change' link; 'Additional principal terms' (Notice period: 30 days) with a 'Change' link and a '3' in a yellow circle; and 'Terms and conditions' with a 'Change' link. To the right of the table, there is a 'What you can do' box with two links: 'Delete' (2) and 'Preview (PDF, 10 KB)' (1). Below the table, there is a section for 'Terms and conditions' with a '#' symbol and the text '# NHS Jobs Band 7 terms and conditions' and '## Welcome to the NHS Jobs team'. Below that, there is a section for 'What to do next?' with the text 'We're delighted to make you a conditional offer.' and '1. Please read and respond to your offer and let us know your decision.' Below that, there is a section for 'You can:' with three bullet points: '* Accept the job offer', '* Ask a question or more information', and '* Reject the job offer'. Below that, there is a section for 'Kind regards, NHS Jobs'. 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'.

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

1 No

2 [Continue](#)

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

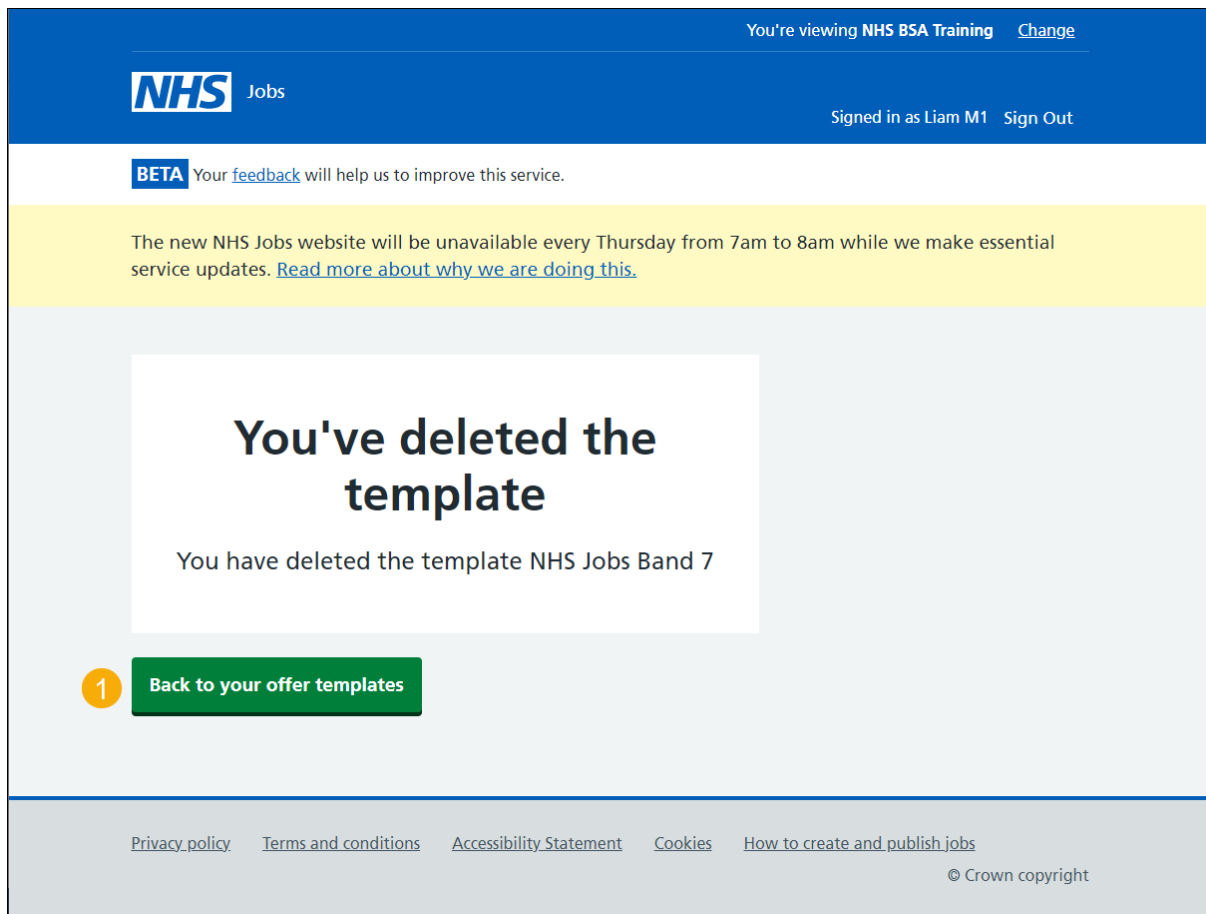
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You've deleted your offer letter template

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.