

How to manage Key Performance Indicators (KPIs) in NHS Jobs user guide

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

You can change the KPI's for the due and done by days for job listings and applicants in your organisation's account.

The different stages are:

- **On track** if a KPI is within the due and done by days.
- **Due** if a KPI is passed the due days but within the done by days.
- **Overdue** if a KPI is passed the due and done by days.

The default KPI is 99 working days but can be changed in your organisations account.

A KPI starts when a job listing, or applicant moves from one recruitment stage to another. For example, a job listing moving from shortlisting to interview or an applicant moving from offers to pre-employment checks.

If you change a KPI, this only applies to new job listings or applicants moving between recruitment stages.

To manage KPIs, you can change:

- Draft
- Approvals
- Shortlisting
- Interviews
- Ready to offer
- Offers
- Pre-employment checks
- Contracts issued
- End recruitment

Only a 'Super user' can change KPIs.

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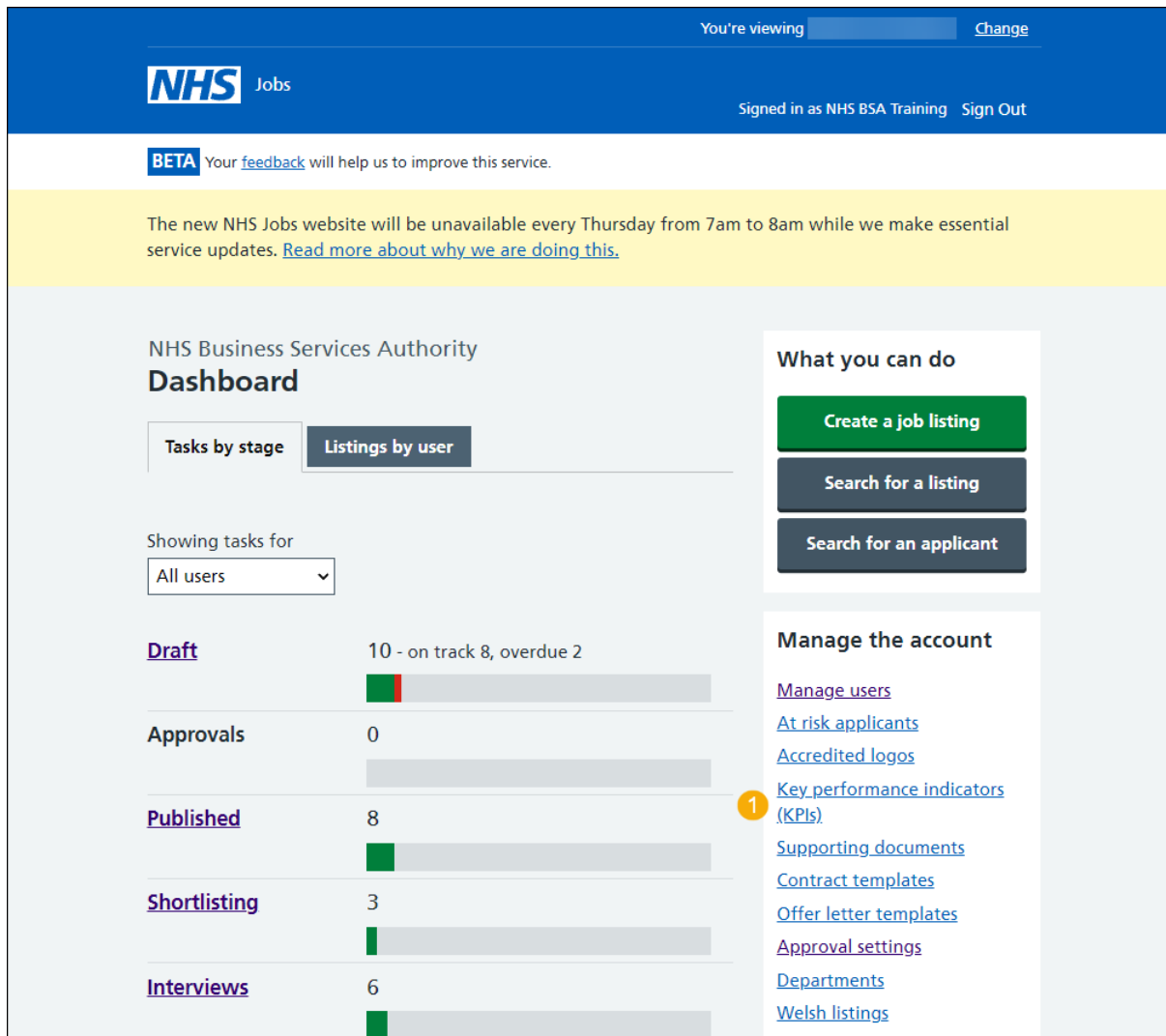
Key Performance Indicators (KPIs)

This page gives you instructions for how to manage your organisation's KPIs.

Important: Only a 'Super user' can change KPIs.

To manage your KPIs, complete the following steps:

1. Select the '[Key Performance Indicators \(KPIs\)](#)' link.



The screenshot shows the NHS Business Services Authority Dashboard. The top navigation bar includes the NHS logo, the text 'Jobs', and user information: 'Signed in as NHS BSA Training' with a 'Sign Out' link. A 'Change' link is also visible. A yellow banner below the navigation bar 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 Business Services Authority Dashboard'. It features two tabs: 'Tasks by stage' and 'Listings by user'. Below the tabs, there is a dropdown menu for 'Showing tasks for' set to 'All users'. A table displays task counts and progress bars for various stages:

Task Stage	Count	Progress
Draft	10 - on track 8, overdue 2	Progress bar (8 green, 2 red)
Approvals	0	Progress bar (0 green)
Published	8	Progress bar (8 green)
Shortlisting	3	Progress bar (3 green)
Interviews	6	Progress bar (6 green)

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

Draft

This page gives you instructions for how to change the draft KPIs.

Important: Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To change draft KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

You're viewing NHS BSA Training

NHS Jobs Signed in as NHSBSA Training 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](#)

Manage account

Set the Key Performance Indicators (KPIs) for your job listings

Enter the number of working days you need a task done by. The number of due days are when a task has not been done and there's a risk it might not get done.

Tasks that fall behind will be labelled as due before they become overdue.

Draft

Title	Description	Due (days)	Done by (days)
Marked as ready to publish	From the job listing being marked as To it being published by a recruitment administrator	1 10	2 99

Approvals

This page gives you instructions for how to change the approval KPIs.

To change approval KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

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.](#)

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Manage account

Set the KPIs for your job listings

Enter the number of working days you need a task done by. The number of due days are when a task has not been done and there's a risk it might not get done.

Tasks that fall behind will be labelled as due before they become overdue.

Approvals

Title	Description	Due (days)	Done by (days)
Ready to approve	From the job listing being sent for approval To it being approved by all approvers or rejected by one of them	1 <input type="text" value="99"/>	2 <input type="text" value="99"/>
Ready to reapprove	From the job listing being sent for reapproval To it being approved by all approvers or rejected by one of them	<input type="text" value="99"/>	<input type="text" value="99"/>
Approval rejected	From the job listing being rejected by an approver To it being edited and resent for approval or recruitment ended	<input type="text" value="99"/>	<input type="text" value="99"/>
Ready to publish	From the job listing being approved by all approvers To it being published	<input type="text" value="99"/>	<input type="text" value="99"/>

Tip: For example, if you set the due days as 8 and the done by days as 10, the status changes to **Due** once 8 days is reached.

Go to the '[Shortlisting](#)' page.

Shortlisting

This page gives you instructions for how to change the shortlisting KPIs.

To change shortlisting KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Shortlisting			
Title	Description	Due (days)	Done by (days)
Closed	From the listing being closed by the system or user To the user selecting to shortlist offline or online	1 99	2 99
Online scoring	From the job listing being closed by the system or user To the shortlisters have completed scoring	99	99
Offline scoring	From the job listing being closed by the system or user To the user selects to download applications	99	99
Ready to select who to interview	From the shortlisters have completed scoring To the shortlisting lead selects the shortlist and emails unsuccessful applicants	99	99
Ready to select who to interview (offline)	From user selects to download applications To the shortlisting lead selects the shortlist and emails unsuccessful applicants	99	99

Go to the ['Interviews'](#) page.

Interviews

This page gives you instructions for how to change the interview KPIs.

To change interview KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Interviews			
Title	Description	Due (days)	Done by (days)
Ready to invite to interview	From rejection emails sent to unsuccessful applicants To the interviews have been arranged and the invite emails sent	1 10	2 99
Interviews scheduled	From interviews have been arranged and the invite emails sent To midday the day before the first interview (or the interviews have been manually started early)	10	99
Interviews in progress	From midday the day before the first interview (or the interviews have been manually started early) To the time of the last interview is passed	10	99
Interviews completed	From the time of the last interview is passed To all the interview feedback has been added	10	99

Go to the '[Ready to offer](#)' page.

Ready to offer

This page gives you instructions for how to change the ready to offer KPIs.

To change ready to offer KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Ready to offer			
Title	Description	Due (days)	Done by (days)
Ready to start offer	From all the interview feedback has been added To the successful applicants ready to start offer	<input type="text" value="99"/>	<input type="text" value="99"/>
Applicants selected	From successful applicants being selected To the offer has been started	1 <input type="text" value="10"/>	2 <input type="text" value="99"/>
Not offered	From not offered to any applicants To recruitment is ready to end	<input type="text" value="99"/>	<input type="text" value="99"/>
Offers in progress	From the offer has been started To recruitment is ready to end	<input type="text" value="10"/>	<input type="text" value="99"/>

Go to the ['Offers'](#) page.

Offers

This page gives you instructions for how to change the offer KPIs.

To change offer KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Offers			
Title	Description	Due (days)	Done by (days)
Offer started	From the offer has been started To the offer is sent to the applicant(s)	1 99	2 99
Offer sent	From the offer has been sent to the applicant To they accept or reject it or the offer is withdrawn	99	99
Offer rejected	From the applicant has rejected the offer To the offer is changed and resent or sent to another applicant	99	99
Offer withdrawn	From the offer is withdrawn To the offer is changed and resent or sent to another applicant	99	99

Go to the '[Pre-employment checks](#)' page.

Pre-employment checks

This page gives you instructions for how to change the pre-employment KPIs.

To change pre-employment KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Pre-employment checks			
Title	Description	Due (days)	Done by (days)
Pre-employment checks	From the offer is accepted by the applicant To the pre-employment checks decision is made	1 99	2 99

Go to the ['Contracts issued'](#) page.

Contracts issued

This page gives you instructions for how to change the contracts issued KPIs.

To change contracts issued KPIs, complete the following steps:

1. In the **Due (days)** boxes, enter a number.
2. In the **Done by (days)** boxes, enter a number.

Contracts issued			
Title	Description	Due (days)	Done by (days)
Issue contract	From the pre-employment checks decision is made To the contract being sent to the applicant or issued offline	1 99	2 99
Issuing contract offline	From the contract being issued offline To the contract being accepted or rejected by the applicant	99	99
Contract sent	From the contract being sent to the applicant To the contract being accepted or rejected by the applicant	99	99
Contract rejected	From the contract being rejected by the applicant To edit and resend contract, offer to another applicant or recruitment being ended	99	99
Contract accepted	From the contract being accepted To the recruitment being ended	99	99

Go to the ['End recruitment'](#) page.

End recruitment

This page gives you instructions for how to change the end recruitment KPIs.

To change end recruitment KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

End recruitment			
Title	Description	Due (days)	Done by (days)
Ready to end recruitment	From all applicants accepting or rejecting their contract, rejecting their offer or offer being withdrawn To the recruitment being ended	1 99	2 99

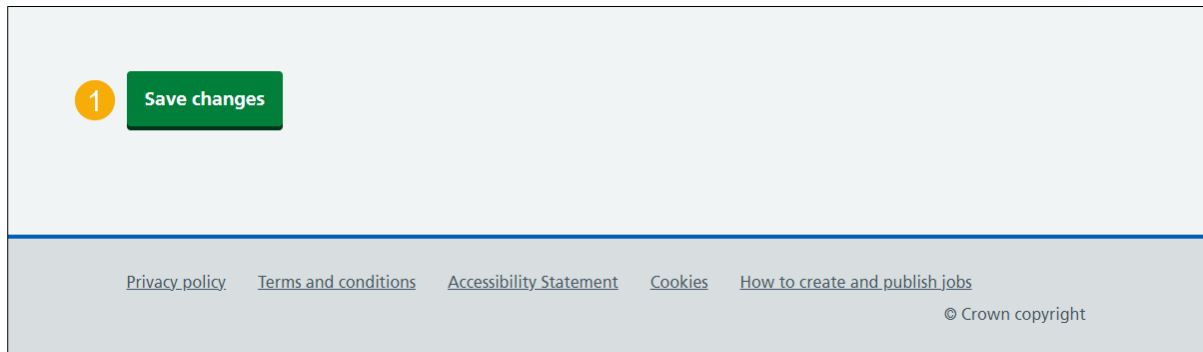
Go to the ['Save changes'](#) page.

Save changes

This page gives you instructions for how to save your KPI changes.

To save your KPI changes, complete the following step:

1. Select the 'Save changes' button.



Tip: The 'Save changes' button is located at the bottom of the page.

You've reached the end of this user guide as you've managed your KPIs.