

## 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 use KPI's to monitor your recruitment tasks.

In your organisations account, you can:

- change the due (days)
- change the done by (days)

The employer dashboard shows the following statuses and colours:

- 'On track' shows as green
- 'Due' shows as orange
- 'Overdue' shows as red

The default KPI is 99 working days. If you change this, it only applies to new job listings.

A KPI starts when a job listing, or applicant changes its recruitment stage.

For example, a job listing moving from shortlisting to interviews or an applicant moving from offers to pre-employment checks.

To find out which roles can do this, go to the '**Roles and permissions**' link in the '**Help and information**' section of the [employer dashboard](#).

## Contents

<a href="#">How to manage Key Performance Indicators (KPIs) in NHS Jobs user guide .....</a>	<a href="#">1</a>
<a href="#">Key Performance Indicators (KPIs) .....</a>	<a href="#">3</a>
<a href="#">Draft .....</a>	<a href="#">4</a>
<a href="#">Approvals .....</a>	<a href="#">5</a>
<a href="#">Shortlisting .....</a>	<a href="#">6</a>
<a href="#">Interviews .....</a>	<a href="#">7</a>
<a href="#">Ready to offer .....</a>	<a href="#">8</a>
<a href="#">Offers .....</a>	<a href="#">9</a>
<a href="#">Pre-employment checks .....</a>	<a href="#">10</a>
<a href="#">Contracts issued .....</a>	<a href="#">11</a>
<a href="#">End recruitment .....</a>	<a href="#">12</a>
<a href="#">Save your KPI changes .....</a>	<a href="#">13</a>

## Key Performance Indicators (KPIs)

This page gives you instructions for how to manage KPIs for your organisations account.

**Important:** The employer dashboard is shown. You'll only see the 'Key Performance Indicators (KPIs)' link if you are an NHS Jobs 'Super user' for your organisations account.

To manage your KPIs, complete the following steps:

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

The screenshot displays the NHS BSA Training Dashboard. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it indicates 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as NHSBSA Training' with a 'Sign Out' link. Below the header, a 'BETA' notice states 'Your feedback will help us to improve this service.' The main content area is titled 'NHS BSA Training Dashboard' and features two tabs: 'Tasks by stage' (selected) and 'Listings by user'. A dropdown menu shows 'Showing tasks for' set to 'All users'. The dashboard lists three stages with their respective counts and progress bars:

Stage	Count	On Track	Overdue
<a href="#">Draft</a>	57	23	34
<a href="#">Approvals</a>	7	1	4
<a href="#">Published</a>	5	4	1

On the right sidebar, under 'What you can do', there are three buttons: 'Create a job listing', 'Search for a listing', and 'Search for an applicant'. Under 'Manage the account', there are links for 'Manage users', 'At risk applicants', 'Accredited logos', 'Key performance indicators (KPIs)' (with a yellow notification badge containing the number 1), and 'Approval settings'.

## Draft

This page gives you instructions for how to set 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 set the draft KPIs, complete the following steps:

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

You're viewing [NHS BSA Training](#) [Change](#)
Signed in as [NHSBSA Training](#) [Sign Out](#)

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

[< 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**

**Draft**

Title	Description	Due (days)	Done by (days)
Marked as ready to publish	From the job listing being marked as ready to publish To it being published by a recruitment administrator	10 <span style="background-color: #ffc107; border-radius: 50%; padding: 2px 5px;">1</span>	99 <span style="background-color: #ffc107; border-radius: 50%; padding: 2px 5px;">2</span>

Go to the ['Approvals'](#) section.

## Approvals

This page gives you instructions for how to set the approvals 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 set the approval KPIs, complete the following steps:

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

You're viewing [NHS BSA Training](#) [Change](#)
Signed in as [NHSBSA.Training](#) [Sign Out](#)

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

[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.

#### Approvals

Title	Description	Due (days)	Done by (days)
Ready to approve	<b>From</b> the job listing being sent for approval <b>To</b> it being approved by all approvers or rejected by one of them	10 <span style="background-color: orange; border-radius: 50%; padding: 2px 5px;">1</span>	99 <span style="background-color: orange; border-radius: 50%; padding: 2px 5px;">2</span>
Ready to reapprove	<b>From</b> the job listing being sent for reapproval <b>To</b> it being approved by all approvers or rejected by one of them	10	99
Approval rejected	<b>From</b> the job listing being rejected by an approver <b>To</b> it being edited and resent for approval or recruitment ended	10	99
Ready to publish	<b>From</b> the job listing being approved by all approvers <b>To</b> it being published	10	99

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

## Shortlisting

This page gives you instructions for how to set the shortlisting 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 set the shortlisting KPIs, complete the following steps:

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

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

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

Interviews				
Title	Description		Due (days)	Done by (days)
Ready to invite to interview	<b>From</b> rejection emails sent to unsuccessful applicants <b>To</b> the interviews have been arranged and the invite emails sent	1	10	2 99
Interviews scheduled	<b>From</b> interviews have been arranged and the invite emails sent <b>To</b> midday the day before the first interview (or the interviews have been manually started early)		10	99
Interviews in progress	<b>From</b> midday the day before the first interview (or the interviews have been manually started early) <b>To</b> the time of the last interview is passed		10	99
Interviews completed	<b>From</b> the time of the last interview is passed <b>To</b> 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 set the ready to offer 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 set the ready to offer KPIs, complete the following steps:

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

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

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, 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 set the pre-employment check 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 set the pre-employment check KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, 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 set the contract issued 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 set the contract issued KPIs, complete the following steps:

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

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

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

## End recruitment

This page gives you instructions for how to set the end recruitment 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 set the 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

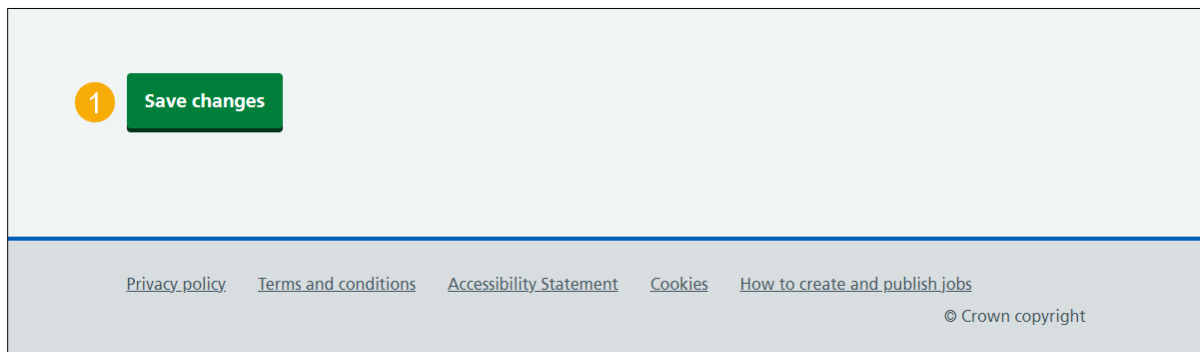
Go to the ['Save changes'](#) page.

## Save your KPI 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 'Set your Key Performance Indicators (KPIs) for your job listings' page.

You've set your KPIs and reached the end of this user guide.