

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](#).

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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 All users'. The dashboard lists three stages: 'Draft' (57 tasks, 23 on track, 34 overdue), 'Approvals' (7 tasks, 1 on track, 2 due, 4 overdue), and 'Published' (5 tasks, 4 on track, 1 overdue). Each stage has a corresponding progress bar. 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)' (highlighted with a yellow circle 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.

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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 1 | 99 2 |

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.

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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 | From the job listing being sent for approval To it being approved by all approvers or rejected by one of them | 10 1 | 99 2 |
| Ready to reapprove | From the job listing being sent for reapproval To it being approved by all approvers or rejected by one of them | 10 | 99 |
| Approval rejected | From the job listing being rejected by an approver To it being edited and resent for approval or recruitment ended | 10 | 99 |
| Ready to publish | From the job listing being approved by all approvers To 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 | 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 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 | 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 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 | 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 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 | 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 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.