

How to manage a job offer in NHS Jobs user guide

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

Once you've made a job offer to an applicant, you can choose one of the following options:

- Reject the job offer on behalf of the applicant.
- Edit and resend the job offer.
- Wait for the applicant to respond to the offer.

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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Conditional offers

This page gives you instructions for how to manage a conditional offer.

Important: You must have an applicant at the conditional offer recruitment stage. In this example, there's 1 applicant at this stage.

To manage a conditional offer, complete the following step:

1. Select the '[Conditional offers](#)' link.

The screenshot shows the NHS Training and Support Dashboard. At the top, there is a blue header with the NHS logo and 'Jobs' text. To the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam.M1' with a 'Sign Out' link. Below the header, there is a toggle for 'Show tasks for all accounts'. A 'BETA' banner indicates that feedback will help improve the service. The main content area is titled 'NHS Training and Support Dashboard' and has two tabs: 'Tasks by stage' and 'Listings by user'. A dropdown menu shows 'Showing tasks for All users'. The main table displays the following data:

Task Stage	Count	Progress Bar
Draft	0	0%
Published	0	0%
Shortlisting	0	0%
<u>Interviews</u>	3 - on track 0, overdue 3	0% (red)
<u>Ready to offer</u>	3	100% (green)
1 <u>Conditional offers</u>	1	100% (green)

On the right side, there are two panels. The first is 'What you can do' with buttons for 'Create a job listing', 'Search for a listing', and 'Search for an applicant'. The second is 'Manage the account' with links for 'Manage users', 'At risk applicants', 'Accredited logos', 'Key performance indicators (KPIs)', 'Approval settings', 'Departments', and 'Welsh listings'. The bottom panel is 'Documents and templates' with links for 'Supporting documents' and 'Contract templates'.

Manage conditional offers

This page gives you instructions for how to manage a conditional offer.

Important: In this example, you've sent a job offer to the applicant.

Find the applicant and complete the following step:

1. Select the '[Respond for the applicant](#)' link.

The screenshot shows the NHS Training and Support interface. At the top, it says 'You're viewing NHS Training and Support' and 'Signed in as Liam.M1'. Below this, there's a 'Show tasks for all accounts' toggle. The main content area is titled 'Conditional offers' and has two filters: 'Showing tasks for' (set to 'All users') and 'Showing tasks' (set to 'All').

Applicant	Job title	Deadline	Task	What needs doing next
Liam MA AR-210819-00005	Training and Support Officer T0111-21-7774	14 Jul 2022 ON TRACK	Offer sent	Respond for the applicant 1

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

Tip: Select the 'Applicant' and 'Job title' links for more information. If you've got a lot of job listings, you can use the '**Showing tasks for**' and '**Showing tasks**' filters to reduce the number of job listings on the page.

What has the applicant asked you to do with the conditional offer?

This page gives you instructions for how to confirm what the applicant has asked you to do with the conditional offer.

Important: This would usually be the outcome of an email or telephone conversation with them.

To confirm what the applicant has asked you to do with the conditional offer, complete the following steps:

1. Select the 'View the details of the conditional offer' link.
2. Select an answer:
 - '[Reject the offer](#)' (optional).
 - '[Edit and resend offer](#)' (optional).
3. Select the 'Continue' button.

NHS Jobs You're viewing NHS Training and Support [Change](#)
Signed in as [Liam M1](#) [Sign Out](#)

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

[Go back](#)

What has the applicant asked you to do with the conditional offer?

This would usually be the outcome of an email or telephone conversation with them.

- 1 [View the details of the conditional offer](#)

Applicant name	Liam MA
Telephone number	
Job title	Training and Support Officer
Job location	Goldcrest Way Newcastle Upon Tyne NE158NY
Contract type	Permanent
Working pattern	Full-time
Number of hours or sessions a week	37.5 hours a week
Pay Scheme	Agenda for Change
Band	Band 5
Pay	£24,907 - 30,615 a year
Contact	Joe Bloggs
Contact role	
Contact email	joebloggs@nhs.net
Contact phone	

- 2 Reject the offer
- Edit and resend the offer
- 3

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Tip: You do not have to complete an action on this page, you can wait for the applicant to respond. If you don't want to do any of the options, select the '< Go back' link.

If you don't want to do any of the options, you've reached the end of this user guide

Check the details of the offer

This page gives you instructions for how to check the details of the offer.

Important: This page is only shown if you're editing and resending the conditional offer to the applicant.

To check the details of the offer, complete the following steps:

1. Select a 'Change' link.
2. Select the '[Continue](#)' button.

You're viewing [NHS Training and Support](#) [Change](#)
Signed in as [Liam M1](#) [Sign Out](#)

NHS Jobs

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

[Go back](#)

Offer the job

Check the details of the offer

Applicant name	Liam MA	
Telephone number		
Job title	Training and Support Officer	
Job location	Goldcrest Way Newcastle Upon Tyne NE158NY	Change 1
Contract type	Permanent	Change
Working pattern	Full-time	Change
Number of hours or sessions a week	37.5 Hours a week	Change
Pay Scheme	Agenda for Change	
Band	Band 5	
Pay	£24,907 - £30,615 a year	Change
Send offer	Use a template in the NHS Jobs online service	Change
Offer letter template	NHS Jobs	Change
Supporting documents	No documents selected	Change
Contact	Joe Bloggs joeblogs@nhs.net	Change

2
Continue

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

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To find out how to change the job offer, go to the '**How to make a job offer in NHS Jobs**' user guide or video from the '**Make a job offer**' section of the '[Help and support for employers](#)' webpage.

Email your job offer to the applicant

This page gives you instructions for how to email your job offer to the applicant.

Important: Once the applicant receives the email, they will follow the link, sign into their NHS Jobs account, and then read and e-sign their documents.

To email your job offer to the applicant, complete the following steps:

1. Select the 'preview the offer letter' link.
2. Select the 'download the offer letter' link.
3. Select the [Send offer to applicant](#) button.

The screenshot shows the NHS Jobs interface for offering a job. At the top, it says 'You're viewing NHS Training and Support' and 'Signed in as Liam M1'. The main heading is 'Offer the job' and 'Email your job offer to Liam MA'. Below this, it states 'You'll send an automated email offering the job:' and shows a preview of the email content. The email content includes a greeting 'Dear Liam MA', a confirmation of the conditional offer for the Training and Support Officer job, and a recommendation to not give notice on the current job until pre-employment checks are complete. It also includes a 'What happens next' section with instructions on providing referees and signing in to the NHS Jobs account. A 'sign-in' link is provided. Below that, it says 'If you've got any questions' and provides contact information for Joe Bloggs. At the bottom of the preview, it says 'You can also: preview the offer letter (PDF, 4 KB) or download the offer letter (PDF, 4 KB)'. A green button labeled 'Send offer to applicant' is highlighted with a yellow circle containing the number 3. The page 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: The offer letter document is previewed and downloaded in a portable document format (PDF).

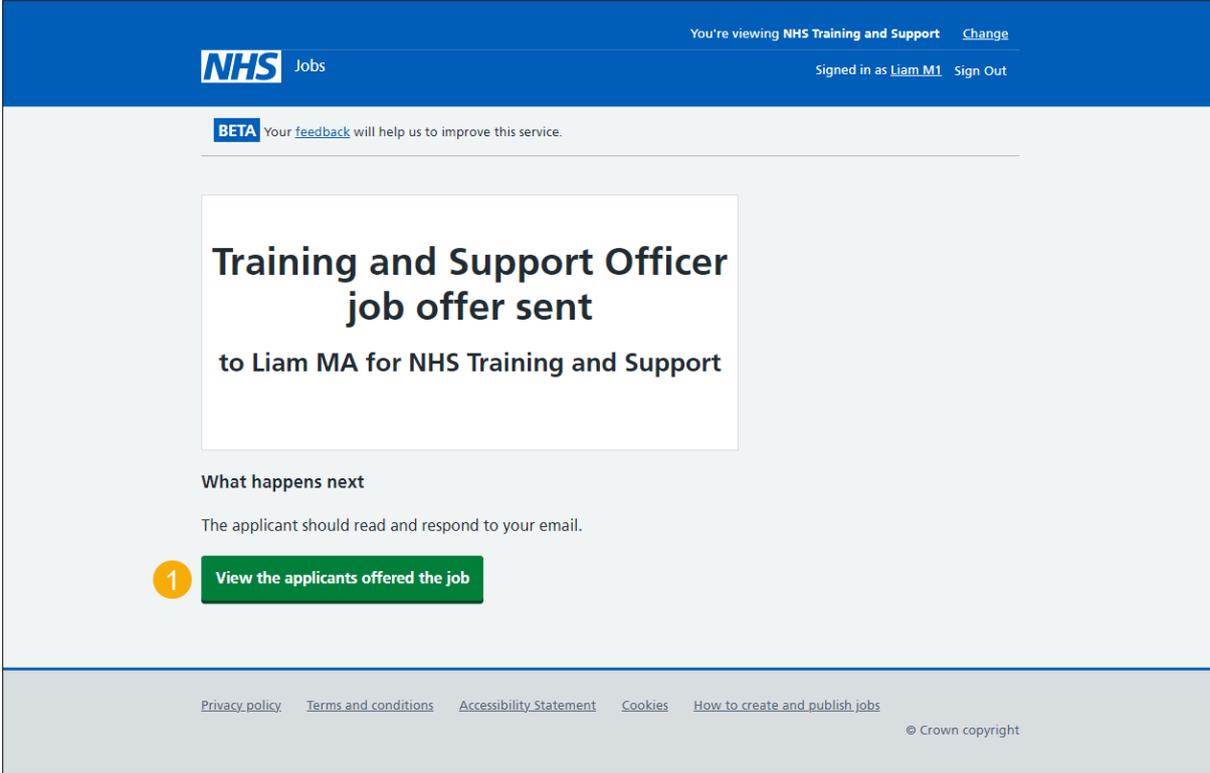
Job offer sent to the applicant

This page shows confirmation you've sent the job offer to the applicant.

Important: The applicant should read and respond to your email and accept or reject the job offer.

To view the applicants offered the job, complete the following steps:

1. Select the 'View the applicants offered the job' button.



The screenshot shows the NHS Jobs portal interface. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS Training and Support' with a 'Change' link on the right. Below the header, it says 'Signed in as Liam.M1' with a 'Sign Out' link. A 'BETA' badge is present with the text 'Your feedback will help us to improve this service.' The main content area features a white box with the heading 'Training and Support Officer job offer sent to Liam MA for NHS Training and Support'. Below this, it says 'What happens next' and 'The applicant should read and respond to your email.' A green button with a yellow circle containing the number '1' is labeled 'View the applicants offered the job'. 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', along with a copyright notice '© Crown copyright'.

You've edited and resent the job offer and reached the end of this user guide.

Reject the conditional offer

This page gives you instructions for how to reject the conditional offer.

To add the rejection reason, complete the following steps:

1. In the **Reject reason** box, enter the details.
2. Select the ['Save and continue'](#) button.

NHS Jobs

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

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

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

[< Go back](#)

Reject the conditional offer

Describe why the applicant rejected the offer

1

2 [Save and continue](#)

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

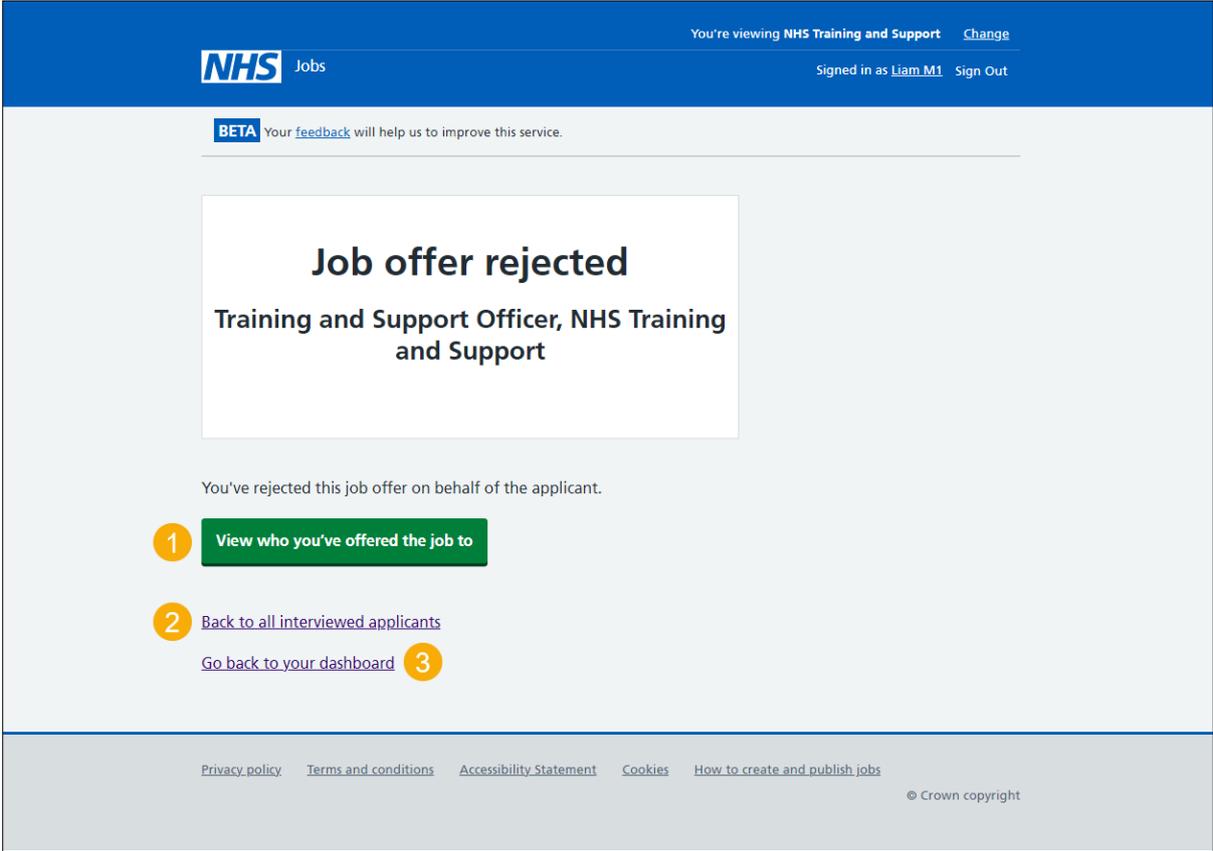
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Job offer rejected on behalf of the applicant

This page shows confirmation you've rejected the job offer on behalf of the applicant.

To do a task, complete the following steps:

1. Select the 'View the applicants offered the job' button (optional).
2. Select the 'Back to all interviewed applicants' link (optional).
3. Select the 'Go back to your dashboard' link (optional).



The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo, 'Jobs', and user information: 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam.M1' with a 'Sign Out' link. Below the header, a 'BETA' badge is followed by the text 'Your feedback will help us to improve this service.' The main content area features a white box with the heading 'Job offer rejected' and the job title 'Training and Support Officer, NHS Training and Support'. Below this, it states 'You've rejected this job offer on behalf of the applicant.' Three numbered steps are listed: 1. 'View who you've offered the job to' (a green button), 2. 'Back to all interviewed applicants' (a blue link), and 3. 'Go back to your dashboard' (a blue link). 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'.

To find out how to make an offer to another applicant, go to the '**How to make a job offer in NHS Jobs**' user guide or video from the '**Make a job offer**' section of the '[Help and support for employers](#)' webpage.

To find out how to end the recruitment, go to the '**How to end a recruitment in NHS Jobs**' user guide or video from the '**End a recruitment**' section of the '[Help and support for employers](#)' webpage.

You've rejected the job offer on behalf of the applicant and reached the end of this user guide.