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May 2022



**Business Services Authority**

Your NHS Jobs newsletter



**NHS Jobs** - A Workforce Service delivered by the NHSBSA

In this edition; deadline set for new service onboarding, managing 3rd party systems & more

## Did you know?

In April there were...



...on NHS Jobs



## Onboarding deadline for new NHS Jobs service

Your organisation needs to be fully onboarded to the new NHS Jobs Service by 31 October 2022. This is to allow for outstanding recruitment activity to be completed before the expiry of the existing contract in January 2023.

Working with the support of DHSC, senior sponsors and other key stakeholders, including NHSE&I, our commitment is to minimise the impact to users, whilst also ensuring we complete onboarding in time to exit the current service contract.

The more organisations that onboard close to the October deadline, the greater the risk of delays and disruption for your organisation.

Therefore, we need your support so that we can stagger the onboarding process and make the transition as smooth as possible for you.

We have been migrating organisations to the new NHS Jobs platform for the last two years with over 6,600 already successfully onboarded. Having started with General Practices, progressing through organisations using third party Applicant Tracking Systems, through to Local Authorities, Charities, and Health Boards.

We are now working in partnership with larger Trusts and CCGs with complex recruitment and integration needs to migrate their recruitment operations onto the new NHS Jobs.

The new service has new features and enhancements that have been implemented based on user feedback. From job posting, to onboarding successful applicants, employers can now manage the full recruitment life cycle in the new service.

Please be assured that you will be fully supported through the transition process. You and your recruitment teams will receive full training to allow you to be confident in using the new service. Feedback from organisations that have already transitioned has been excellent and our team are always on hand to help.

To find out when your organisation will be onboarded to the new NHS Jobs, or to ask us any questions about the transfer, please contact the Optimisation Team on [nhsbsa.nhsjobs@nhs.net](mailto:nhsbsa.nhsjobs@nhs.net)

We have also produced a development roadmap and a new brochure to showcase all the benefits of the new service for organisations.

View them both on the [NHS Jobs publications page](#).

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## **Managing contact for 3rd party systems**

During April, the NHS Jobs Contact Centre received significantly more enquiries than normal. We apologise for any inconvenience caused by delays experienced when trying to contact us.

This was caused by a service outage with the Trac system that some NHS organisations use to manage their recruitment. NHS Jobs integrates with a number of 3<sup>rd</sup> party Application Tracking Systems (such as Trac) but these systems are independently operated and not managed by the NHSBSA.

The majority of contact that we received was from applicants who were unable to submit their applications to employers who use Trac.

We reached out to Trac to gain an understanding of the service outage so that we could better support those that contacted our helpdesk, rather than Trac's.

Trac advised employers to extend their closing dates and we advised candidates to contact the employer advertising the vacancy if they were unable to access Trac's system to submit their application.

Our NHS Jobs contact centre supports employers and applicants, by phone and email to use NHS Jobs. We also have FAQs, training guides and videos available at all times. Visit our [contact us page](#).

Your NHS Jobs team are working to ensure queries go to the right place by updating our telephone messaging, email responses, social media and applicant hub pages. We are also looking at making it clearer to applicants when they are leaving the NHS Jobs system to go to a 3<sup>rd</sup> party system so in the event of any queries users know who to contact quickly.

NHS Jobs is a free to use service for NHS organisations and designed and developed by the NHS for the NHS. You can use the full end to end recruitment service from posting a job listing to issuing a contract, if you'd like to talk to us about using NHS Jobs, please contact our [NHS Jobs Stakeholder Engagement team](#).



## Stakeholder engagement updates: Your feedback counts!

The Stakeholder Engagement Team run monthly online updates for key stakeholders in larger organisations who recruit with NHS Jobs. They began to provide regular information and contact when the pandemic prevented ‘in-person’ events and sessions.

They are a monthly progress report on the new NHS Jobs service, with new functionality demonstrations, updates how your feedback has been actioned and the opportunity to ask questions and share thoughts.

In the spirit of continuous improvement, we ask for and wherever possible act upon, feedback from each event. Thanks to all who have attended and given feedback so far.

Between the beginning of March 2021 and the end of March 2022, we ran 71 events across our regions. During that time, we welcomed 1,060 attendees who represented 670 organisations.

We received 144 completed questionnaires of which, 139 said the sessions were useful. The project updates were most interesting (followed by functionality demonstrations) with consistent requests for more of those, which now on our standing agenda.

You also told us:

- *‘I’ve found the update sessions and all meetings with the team, really helpful. Thank you!’ (North East & Yorkshire)*
- *‘Useful to have sight of the timeline in terms of what milestone the programme has reached/next ones.’ (London)*
- *‘Sessions are always informative and it’s good to have regular updates on how the system is doing.’ (East of England)*

We’ll continue to ask for your thoughts so please keep sharing them, so we make sure these sessions continue to meet your needs.

[The NHS Jobs Stakeholder Engagement team | NHSBSA](#)

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## Right to Work changes

The Home Office has changed the list of acceptable documents that can be used in checking a candidate has the right to work in the United Kingdom. We will be updating the NHS Jobs service to reflect these changes.

The changes will provide EU/EEA Nationals with the ability to record their Right to Work Status, as well as mirroring the values within ESR in relation to the Pre-employment Right to Work check feature so that the information can be transferred using the bidirectional interface. We will also be adding an additional value to the source document field "Online Service" to allow for use of the new Home Office facility.

The dates for these changes will be confirmed in due course and aligned with ESR, so that both services can launch at the same time.

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## NHS Jobs to ESR integration

Last month we shared with you the [NHS Jobs case study - Liverpool Heart and Chest Hospital \(PDF: 31.1KB\)](#) and how they worked with us to test the new NHS Jobs and Electronic Staff Record (ESR) integration. This month we want to share with you the benefits of the new functionality and the training resources we have produced for users.

The benefits

- promotes better ESR work-structure management
- reduces duplication in entering in ESR and NHS Jobs
- removes manual effort by automating processes
- improves data quality
- GDPR compliance
- real time transfer of data

The functionality

- create a job listing in NHS Jobs by pulling a position directly from ESR

- add pre-employment details in NHS Jobs and the applicant record is created in ESR
- add a home address in NHS Jobs and the applicant record is updated in ESR
- add a professional registration in NHS Jobs and the applicant record is updated in ESR
- on receipt of consent from the successful applicant in NHS Jobs, the ESR Inter Authority Transfer (IAT) is triggered, and the applicant record is updated in ESR
- complete pre-employment checks in NHS Jobs and the applicant record is updated in ESR
- add a start date and issue a contract in NHS Jobs and the applicant record is updated in ESR
- withdraw a job offer or contract in NHS Jobs and the applicant record is terminated in ESR

## Help and guidance

The available [training resources](#) include frequently asked questions (FAQs), step by step user guides and tutorial videos.

Each user guide includes a process flow diagram to clearly demonstrate the integration between NHS Jobs and ESR.

If you'd like to talk to us about how to use NHS Jobs and ESR integration, contact our [NHS Jobs Stakeholder Engagement Team](#).



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## Training for GP practices and Primary Care Networks

During May, the NHS Jobs Training and Support Team have been supporting our colleagues from GP Practices and Primary Care Networks.

We've been delivering bitesize training sessions covering how to create a job listing and how to score and shortlist your applicants offline and online.

We received some great feedback for the sessions:

- *“Very good speakers. Short and sweet! Thank you very much.”*
- *“Really easy to follow training - and with short chunks of training, this really works well for fitting in with a busy day.”*
- *“Really useful training session. I've always been unsure of the online shortlisting process on NHS jobs so done offline. I will definitely try to use this in the future.”*

We also got some great questions during the sessions and the team have already created a range of resources to help with any queries when using NHS Jobs.

We have user guides and videos which you can find on the [Help and support for employer page](#) as well as our [online knowledge base](#) where you can find hundreds of answers to frequently asked questions.

To get you started, here are some of the questions and answers from the training sessions. You can find further information and guidance from the links above:

**Can you duplicate / copy adverts for future similar vacancies?**

Yes, once you've published a job listing you can choose to 'Reuse this listing' and can also change any details as required.

**Can you edit the job listing after publication?**

Yes, you can still edit some of the information for your job listing even after it's been published.

**How does someone become a Super User?**

An existing Super User can create more users, including more Super Users from the 'Manage users' link on their dashboard. The maximum number of Super users per organisation, is seven.

We'll be delivering more of these bitesize sessions in the near future so look out for more information coming your way.

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## **Improvements to interview schedule**

Based on your feedback, we are making improvements for employers at interview stage to support your interviewing process:

- We have re-designed the applications download at interview stage to include your interview schedule. This will also include more details about

your interviews, including dates, locations and any details provided to applicants about presentations or tests.

- Previously, you could only download all or individual applications. If you chose to download all applications, it included all applications for candidates who had not responded to or declined their interview invitations. The improved version of the download will only include applications from candidates who have booked an interview slot.
- We are also adding a new 'Not interviewed' label, which you can assign to a candidate if they don't attend their interview to help understand your candidate outcomes at a glance.

You can see see all planned developments on the [NHS Jobs Roadmap](#).



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## Help and support

During May our team have worked to create and update training and support resources to help and guide you to use the new NHS Jobs service.

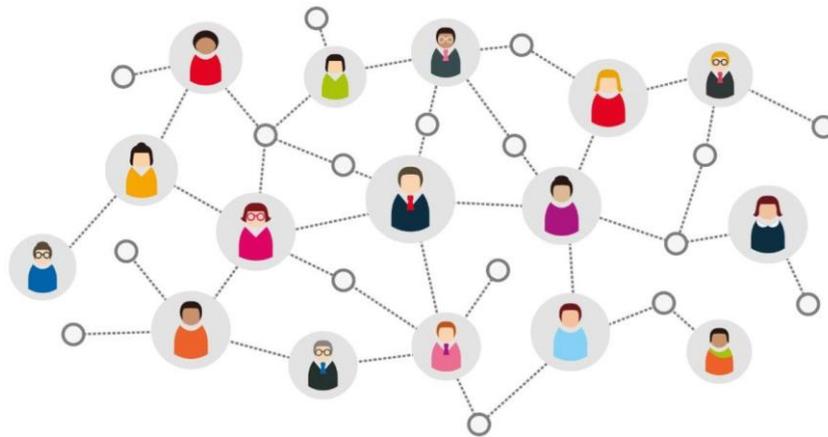
Our new user guides and videos are:

- How to set up a rolling recruitment in NHS Jobs user guide
- How to transfer an applicant to a copied listing for a rolling recruitment user guide

Our updated user guides and videos are:

- How to change and republish a job listing in NHS Jobs user guide
- How to invite your applicants to interview in NHS Jobs video
- How to score applications for shortlisting in NHS Jobs video
- How to shortlist applicants for interview in NHS Jobs video

To access all of our user guides and videos visit our [help and support for employers webpage](#).



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**Talk to us**

Click the button above to get in touch and tell us about your experience using NHS Jobs.

## Thanks for reading

Did someone forward you this newsletter? Make sure you don't miss out on all the latest news from NHS Jobs.

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