

# The roadmap to your new NHS Jobs service

Working with employers and other stakeholders, we have developed a completely new service to manage your full recruitment life cycles, from job posting to onboarding successful applicants. The new service has additional features and enhancements, based on feedback from those who use it, while keeping the core functionality of the current service.

We have built and are iterating the new NHS Jobs based on feedback, to ensure we're delivering a service that's fit for purpose, future proof and meets your needs. To improve the user experience for employers and applicants, the new NHS Jobs is designed using an agile project structure. This means that new features and improvements are planned and developed in a continuous three month cycle. This ensures we can react quickly to your feedback and develop features based on user needs and evolving technology.

The NHS Jobs roadmap conveys how the service is being developed on a quarterly basis. Showing employers that we are not only building a new service, but improving the service as we go.

## Last Quarter we delivered...

### New Features:

- New roles and permissions guidance page
- Shared service dashboard
- New 'Documents and templates' panel
- Pre-populate 'About us' section
- Access to applicant contact details early

### Continuous improvements:

- Roles and permissions improvements
- Job listing location improvements
- Online scoring improvements
- Amend application scores
- Reporting improvements
- Shortlist reserve list
- Additional salary information in offers and contracts
- Customisable contract fields
- Applicants added to published and shortlisting stage

Q1

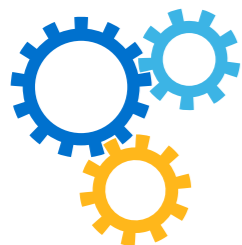
## April - June 2022

### New features



- Applicant contact details download
- Rolling recruitment
- Add applications received offline
- Transfer applications between job listings (within organisation)

### Continuous Improvement



- Interview journey improvements
- Remote interview notification
- Recruiting manager pre-employments check progression view
- Scoring improvements
- Reporting improvements

Q2

## Coming in Q2 2022/2023

- Privacy notice link on adverts
- Stored documents and links
- Applicant pack download
- Transfer applications between job listings (between organisations)

- Reporting improvements
- Employer Hub improvements
- Applicant Hub improvements

# User roles and permissions improvements



Improved 12 March 2020, 22 October 2020, 22 July 2021, 13 January 2022 and 10 March 2022.



Further improvements planned.

Description	Benefit/Value
<p>Accounts can be created for users in multiple employer accounts and user details updated to apply to all.</p>	<p>Users can create job listings and manage accounts at more than one organisation.</p>
<p>A new <b>Recruiting Manager</b> user role has been added to the service with the following permissions:</p> <ul style="list-style-type: none"> <li>• Create a job listing</li> <li>• Approve a job listing</li> <li>• Score applications</li> <li>• Choose a shortlist</li> <li>• View offers and contracts</li> <li>• View pre-employment checks</li> </ul>	<p>Employers can add users and also change their role, based on the relevant permissions that they need.</p>
<p>We've introduced a Team Manager role which includes permissions to manage teams and workload.</p> <p>The main dashboard has a new 'Listings by user' tab that is only displayed to Team Managers and Super Users. This tab contains a list of Recruitment Administrators who have listings assigned to them and it also has an 'Unassigned' listings bucket. Note: listings can also be assigned to Super Users and Team Managers.</p> <p>A KPI bar will show a count of how many listings are assigned to each Recruitment Administrator and the status of each (on track, due or overdue).</p> <p>Team Managers can manage workload across their Recruitment Administrators by assigning and unassigning listings.</p>	<p>Enables employers to manage workload across their Recruitment Teams, with flexibility to enable Team Managers and Super Users to assign and unassign listings to themselves.</p>
<p>A new page has been added to the employer dashboard with updated detail of the user role types and associated permissions.</p>	<p>Users can easily identify what tasks they can do in the new NHS Jobs service.</p>
<p>The number of users who can be assigned the Super User role has now been restricted to 7 per organisation account.</p> <p>Users with access to two or more accounts can also now have different user roles in each organisation account.</p>	<p>Improved employer user experience as users can now have the correct permissions for their roles across multiple organisations. Restricting the number of Super Users also allows for increased security of accounts and ensures that organisations are able to safely manage the increased applicant data available before shortlisting.</p>
<p>Recruiting managers can see more details of the progress of an applicant's pre-employment checks.</p>	<p>Recruiting Managers will be able to easily see if they need to request any information from the applicant or otherwise take any actions to help move the recruitment along.</p>

Full details of these features are available in the **How to manage users in NHS Jobs** user guide and video which you can find on the [help and support for employers](#) page.



## Contract templates



Released 24 September 2020. Improved 21 October 2021 and 28 January 2022.

Description	Benefit/Value
Employers are now able to generate and send a contract to their successful candidate via the NHS Jobs system.	Further elements of the recruitment process can be carried out in the system online.
We've added the pay scheme and the associated pay band to the contract of employment that gets sent to the applicant.	Applicants can now see which pay scheme and band they'll start on.
Customisable additional principle terms of employment can be added to contract templates.	Employers can tailor contracts to applicants more easily, for example, to include details like reckonable service or specific annual leave allowance.

Full details of this feature are available in the **How to issue a contract in NHS Jobs user guide** which you can find on the [help and support for employers](#) page.



## Additional salary information



Released 2 September 2021. Improved 28 January 2022.

Description	Benefit/Value
We've added a new optional text box for employers to add more details about the pay on their job listing. This could be used to add details about High-Cost Area Supplements (HCAS) if appropriate.	Employers can advise of any additional payments, such as supplements for high cost areas or bonus payments, that are in addition to the advertised salary.
Additional salary information details can be added to offer letters and contracts as needed.	Offer letters and contracts accurately reflect any additional salary information, such as HCAS or bonuses.

Full details of this feature are available in the **How to create a job listing in NHS Jobs user guide** which you can find on the [help and support for employers](#) page.



## Online scoring improvements



Improved 2 September 2021, 13 January 2022 and 3 May 2022.

Description	Benefit/Value
We've improved the page performance issues that were happening when large numbers of applications were being scored by introducing pagination to the scoring pages.	Addresses performance issues raised by users.
Employers can amend application scores before submitting them.	Employers can self serve any amendments to application scores if they make a mistake.
The layout of the scoring section has been improved with expanding sections.	Scoring is easier and more accessible as application detail is clearer and easier for employers to read.
A new 'In progress' flag has been added to scoring.	Members of the shortlisting panel will be able to more easily see 'at a glance' where they have not completed scoring on an application.

Full details of this feature are available in the **How to score applications in NHS Jobs** user guide and video which you can find on the [help and support for employers](#) page.

# Shortlisting improvements



Improved 4 November 2021 and 10 March 2022.

Description	Benefit/Value
We've added pagination to the shortlisting section. Large numbers of applications will be split onto pages. This will make it easier for employers with large numbers of applications.	Makes it easier for employers with large numbers of applications to review.
Employers can add applicants to a shortlist reserve list.	Employers can retain strong candidates if they have limited interview availability. These candidates can be invited to interview if another candidate drops out or the employer has increased availability.

# Job listing location improvements



Released 4 November 2021. Improved 10 March 2022.

Description	Benefit/Value
<p>Based on feedback we've increased the following field lengths to 125 characters:</p> <ul style="list-style-type: none"><li>• Organisation name (was 70 characters)</li><li>• Address line 1 (was 36 characters)</li><li>• Address line 2 (was 30 characters)</li></ul>	<p>Employer names and addresses can now accurately reflect their correct details.</p>
<p>We have improved the way employers manage addresses while creating a job advert. The main address can now be updated on a live advert.</p>	<p>The process of managing addresses in listings is more intuitive which saves time and effort.</p>
<p>The employer name is now displayed as part of the address on job listings.</p>	<p>Job listings more accurately reflect the full address.</p>





Released 13 December 2021. Improved 13 April 2022, 3 May 2022 and 30 May 2022.



Further improvements planned

Description	Benefit/Value
<p>Super users and recruitment administrators can now run several different report types. Employers can create reports for:</p> <ul style="list-style-type: none"> <li>• <b>Application and listing data report</b> This report allows users to see all the database fields related to the organisation's jobs and applications into one CSV file. This will show as one row per application, per job listing.</li> <li>• <b>Equal opportunities report</b> This report shows the number of submitted applications. They are grouped into the equality and diversity monitoring categories. Users can filter the report by staff group and by the job listing's state - open, closed or both.</li> <li>• <b>Equal opportunities for applications in progress report</b> This report shows the number and percentages of submitted applications. It also includes applicants shortlisted or recruited. They can be further sorted by the equality and diversity monitoring categories.</li> <li>• <b>Equal opportunities for a specific job report</b> This report shows the number of submitted applications for an individual job listing. They are grouped by the equality and diversity monitoring categories.</li> <li>• <b>Vacancy numbers report</b> This report provides the total number of jobs listings advertised per month. Users can set the report to include: <ul style="list-style-type: none"> <li>○ job listings that are open, closed or both</li> <li>○ the staff group</li> <li>○ the pay scheme and pay band</li> </ul> </li> <li>• <b>Time taken to hire report</b> This report provides the average number of days (in a five-day format) between different job states. For example, the average time between listings being published to shortlisting complete. Users can filter by staff group and by the job listing's state - open, closed or both.</li> <li>• <b>Vacancy bulletin report</b> This report provides a printable list of all published job listings. Users can select various options for which jobs they would like to display, including: <ul style="list-style-type: none"> <li>○ internal only, external only or both</li> <li>○ the staff groups</li> <li>○ if the advert text shows or not</li> </ul> </li> </ul>	<p>Super users and recruitment administrators now have access to create reports.</p>
<p>Users will be able to filter equal opportunities reports by department and easily run multiple reports at once.</p>	<p>Users will be able to run relevant reports and more easily access the recruitment data they need.</p>

# Shared service dashboard



Released 13 January 2022.

Description	Benefit/Value
<p>Users who have an account in two or more organisations accounts can use a toggle at the top of the screen to easily view their recruitments across all accounts on one dashboard. They can also search for applicants and job listings across all of their organisation accounts.</p>	<p>Users with access to multiple employer accounts, such as those working in a shared recruitment service, will be able to see, at a glance, how much work they have due. This will help them to more effectively plan their workload.</p>



## Stored documents and links



Released 13 January 2022



Further improvements planned

Description	Benefit/Value
<b>Supporting documents, Contract templates and Offer letter templates</b> have been moved to a new <b>Documents and templates</b> panel on the employer dashboard.	The employer dashboard is clearer and easier to manage for users.
Employers will be able to save a combination of additional documents or links to their account and attach them to their job listings.	Employers will be able to easily attach the same documents to multiple job listings.
Improvements will be made to stored offer documents to include links to external websites.	Employers will be able to include all relevant information with offer letters that they send to applicants.
Employers will be able to store and attach additional documents to contracts.	Employers will be able to include all relevant information with contracts that they send to applicants.

## Access to applicant contact details earlier



Released 13 January 2022. Improved 10 March 2022 and 3 May 2022.

Description	Benefit/Value
<p>When employers view a listing, they'll now see a list of anonymised applicants (if the listing is published or in shortlisting stage)</p>	<p>Improved employer user experience as employers now have access to additional information on their listings.</p>
<p>Organisation Super Users can now view the applicant's name, email address and phone number (if provided) before scoring is completed.</p>	<p>Improved employer user experience as employers now have a method of contacting applicants before confirming their final shortlist. This provides increased flexibility if they need to ask any additional questions about the application or conduct any additional assessments, before deciding if they wish to invite an applicant to interview.</p>
<p>Employers will be able to extract a CSV download containing the contact details for all applicants on a job listing.</p>	<p>Improved employer user experience as employers will be able to easily obtain details if they need to contact all applicants on a listing.</p>



## Interview journey improvements



Improved 28 March 2022 and 30 May 2022.



Further improvements planned.

Description	Benefit/Value
The ability to send an invite to an interview without a physical interview location.	Employers will be able to invite applicants to online interviews.
Prior to interview, employers can download an interview schedule in addition to the applications.	Employers can more effectively plan and prepare for interview.
Employers will be able to record in the service where an applicant did not attend their booked interview.	Allows employers to keep an audit trail if applicants do not attend their interview.
Employers will have the option to display the planned interview date on the public advert.	Applicants will be informed of planned interview dates earlier, allowing them to more effectively plan and make arrangements to be available.

# Pre-populate About us section



Released 28 March 2022.

Description	Benefit/Value
<p>The <b>About us</b> (the overview of your organisation) section on job listings will be able to be set as an employer account level setting.</p> <p>This will pre-populate job listings with the wording set by the employer, however it will also still be editable in the job listing creation journey.</p>	<p>Employers will be able to provide consistent wording across their job listings. Users will also save time in the vacancy creation journey where they choose to use the standardised wording as the field will be pre-populated for them.</p>

# Rolling recruitment



Released 3 May 2022.

Description	Benefit/Value
<p>The ability for an employer to keep an advert live whilst also progressing with the recruitment of applicants, by transferring applicants to a copy of the original listing.</p>	<p>Improved employer user experience as they can keep listings live while progressing with their recruitment. This will help employers who need to keep listings open, such as for high volume or difficult to recruit roles. This functionality can also be used as a short term solution for employers who have requested longlisting functionality.</p>

# Privacy notice



Planned release.

Description	Benefit/Value
A link to the employer's privacy notice will be shown on each job listing.	The privacy notice will be more easily accessible and applicants will be able to access the employer's privacy notice when needed, not just at the point of application.



## Add applications received offline



Planned release.

Description	Benefit/Value
Employers will be able to add application details received offline into the service.	Employers will have more flexibility to add applicants who missed the advert closing deadline or applied outside of the service. This will allow them to conduct the remaining steps of the recruitment in the service.

# Transfer applications between job listings



Planned releases.

Description	Benefit/Value
Employers will be able to transfer applications from one job listing to another in their organisation's NHS Jobs account.	Employers can retain quality candidates who they identify are suitable for a role other than the one they applied for.
Employers will be able to transfer applications from one job listing to another in a different organisation's account in the new NHS Jobs service.	Employers can share quality candidates who they identify are suitable for a role other than the one they applied for.

# Applicant pack download



Planned release.

Description	Benefit/Value
<p>When an applicant has completed all stages of recruitment, an employer will be able to download a file which will contain all details of an applicant's recruitment.</p>	<p>Employers will be able to conveniently download details required for employee records and recruitment retention requirements.</p>



Planned release.

Description	Benefit/Value
Improvements to design and content on the applicant Hub page.	The applicant Hub page will be more accessible and easy to use.



Planned release.

Description	Benefit/Value
Improvements to design and content on the employer Hub page.	The employer Hub page will be more accessible and easy to use.