

The roadmap to your NHS Jobs service

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

We have built and are iterating 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, 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 an improved service, but reacting to their feedback and needs as we go.

Last Quarter we delivered...

New Features:

- [Transfer applications between organisations](#)
- [Anonymised applicant list CSV download](#)
- [Change stage of a published listing](#)
- [Copy listing and transfer applicants at shortlisting](#)

Continuous improvements:

- [Safeguarding question improvements](#)
- [Character counter improvements](#)
- [Contract improvements](#)
- [Approval improvements](#)
- [Sponsorship question improvement](#)

Q4

January – March 2023

Q1

Coming in Q1 2023/2024

New features



Applicant

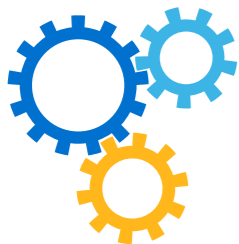
- [Applicant profile](#)
- [Candidate listing search](#)

Employer

- [Applicant pack download](#)

- [Multiple round interviews](#)
- [Bypass interview journey](#)
- [Bulk rejection at offer stage](#)

Continuous Improvement



- [Edit address of contract](#)
- [Large application volumes stability developments](#)
- [Pagination of large data sets](#)
- ['Sorry, there is a problem' error handling improvements](#)
- [Old service data feed replacements](#)
- [Significant database size increases](#)
- [Additional logging alerts](#)
- [High availability re-architecture](#)
- [Service refactoring to improve efficiency of development and test pipeline](#)

- [Additional interview journey improvements](#)
- [Bulk offer improvements](#)
- [Edit address of offer](#)
- [Reporting improvements](#)
- [Ongoing stabilisation and performance improvements](#)

Full details of existing features are available in the user guides and videos which you can find on the [help and support for employers](#) page and [NHS Jobs Youtube channel](#).





Transfer applications between job listings



Released 5 July 2022. Improved 19 December 2022.

Description	Benefit/Value
We have added functionality which allows employers to transfer an applicant to a different listing 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.
We have added functionality which allows employers to transfer an applicant to a different listing in another organisation's NHS Jobs account.	Employers can share quality candidates who they identify are suitable for a role other than the one they applied for. This functionality also supports centralised recruitment initiatives.

Access to applicant details earlier



Released 13 January 2022. Improved 10 March 2022, 3 May 2022 and 19 December 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>Super Users can extract a CSV download containing the contact details for all applicants on a job listing before interview.</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>
<p>We have added a new CSV download of anonymised applications for Recruiting Managers, Recruitment Administrators and Team Managers, prior to shortlisting.</p>	<p>Employers can use the new CSV download to more easily manage their recruitment, such as for recording notes for high volumes of applicants that are shortlisted offline.</p>

Change stage of a published listing



Released 19 December 2022.

Description	Benefit/Value
<p>We have added the ability for an employer to change the stage of a published listing with no applicants. These can be changed to shortlisting, interviews or ready to offer stage.</p>	<p>By using this functionality in conjunction with 'add offline applicant' functionality, employers can more easily manage recruitments where the interviews etc. have already been done offline. They can create a listing and move it directly to a different stage, then add the applicants.</p>

Rolling recruitment



Released 3 May 2022. Improved 19 December 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>
<p>This functionality is also available for ESR linking organisations.</p>	<p>ESR linking organisations can effectively use this functionality and streamline their recruitment.</p>
<p>We have extended the ability to copy a listing and transfer applicants to the copied listing into shortlisting stage.</p>	<p>This allows employers to easily sort applicants on listings with a high volume of applications and can be used by employers as a short term longlisting solution after the listing has closed. This will help them to manage their resource by easily filtering out applicants that they do not want/need to fully score (for example, if role requires GMC registration and applicants have selected they are not GMC registered).</p>



Safeguarding question improvements



Improved 19 December 2022.

Description	Benefit/Value
<p>In line with guidance from Unlock National Association of Ex-Offenders, employers can now choose not to include questions about cautions and convictions on a job listing.</p>	<p>Questions are aligned with the Rehabilitation of Offenders Act 1974 legislation and guidance, providing a consistent user experience for applicants and employers.</p>



Job listing character counters



Released 19 August 2021. Improved 19 December 2022.

Description	Benefit/Value
<p>There's a new character count tool on the job description and job overview pages. The text boxes on these pages now have a character counter each.</p> <p>The character count decreases when characters are typed into the text box and increase when characters are deleted.</p> <p>We've also made the content and guidance on these pages clearer.</p>	<p>Allows the user to view how many characters they have remaining when entering information into the text boxes.</p>
<p>Improvements to the character counters in the service, including a fix to an issue where special characters, such as Welsh characters, were not being accepted in the desirable criteria on a listing.</p>	<p>Allows the user to view how many characters they have remaining when entering information into the text boxes, including where they have used special characters.</p>



Contract improvements



Improved 19 December 2022.

Description	Benefit/Value
<p>We have made several improvements to the contract journey for employers and applicants. These changes include improvements to the content of secondment agreement templates, the ability to enter a contract start date in the past and the ability to download copies of organisation level contract templates to store offline</p>	<p>These improvements have increased flexibility in the contract journey and allow employers to issue back-dated contracts and agreements through the service to applicants who may already have started their job.</p>



Approval improvements



Improved 19 December 2022.

Description	Benefit/Value
<p>We have made several improvements to the advert approval journey for employers, including the option for sequential approval and to add any documents required for internal approval processes. We have also added the ability to remove listings more easily at approvals stage, so approvers no longer have to reject the listing to remove it.</p>	<p>This improvements allow employers to have more control over who needs to approve a listing at each point and reduce the amount of effort needed in the approval journey.</p>



Tier 2 sponsorship changes



Released 29 April 2021. Improved 19 December 2022.

Description	Benefit/Value
<p>Changes driven by legislation made to the wording of the 'Tier 2 Certificate of Sponsorship' paragraph. This paragraph displays on a job advert if the vacancy is open to applicants outside of the EU and EEA.</p> <p>Feedback from the Customer Contact Centre advised that there was a missing hyperlink from the 'Applying from Overseas - Advice for jobseekers' page. This link is now included.</p>	<p>Keeps content in line with legislation.</p> <p>Ensures links to additional information for jobseekers are available.</p>
<p>We have updated the 'Is the job open to applicants outside the UK, EU and EEA?' question in the employer's listing creation journey to accurately reflect the changes to Tier 2 legislation updates.</p>	<p>Improved employer user experience as the job listing creation journey is clearer and easier to understand.</p>

Applicant profile



Planned release.

Description	Benefit/Value
<p>We are adding a profile management area for applicants. Applicants will be able to save and change their name, job history, qualifications, training courses and answers to equality and diversity questions.</p>	<p>Applicants will be able to easily save and reuse parts of their applications.</p>

Candidate listing search



Planned release.

Description	Benefit/Value
<p>We will be moving the candidate listing search from the current NHS Jobs service to the new NHS Jobs service.</p>	<p>This will give applicants a more intuitive interface to search for jobs, and applicants searching for specific listings will no longer be required to add the current service VPD to the reference number. This will also reduce clicks for applicants as they will no longer need to be re-directed to a different service to apply for jobs.</p>

Edit address



Planned release.

Description	Benefit/Value
We will be improving the functionality at contracts stage to allow employers to add addresses which were not on the job advert.	Employers will have more flexibility with their contracts and will be able to more easily make changes to these documents.
We will be improving the functionality at offer stage to allow employers to add addresses which were not on the job advert.	Employers will have more flexibility with their offers and will be able to more easily make changes to these documents.

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>



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 can 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 can record in the service where an applicant did not attend their booked interview.	Employers can see clearly and keep an audit trail if applicants do not attend their interview.
<p>We will be making several improvements to the interview journey, including:</p> <ul style="list-style-type: none"> • the ability to assign interview slots in different ways • increasing the number of applicants who can be assigned to an assessment centre • improvements to managing interview slots • increased flexibility when managing applicants who have been removed or withdrawn from the interview journey • adding a preview of the interview invite for employers 	Employers will have an improved and more consistent interview creation journey and management journey.
Employers will be able to conduct multiple rounds of interviews.	Employers will have more options to allow them to conduct more than one round of interviews in the NHS Jobs service.
Employers will be able to bypass the interview journey in the NHS Jobs service.	Employers who have already arranged or conducted their interviews outside of the service will be able to proceed with their recruitment without needing to send interview invitations through the service.

Offer journey improvements



Improved 8 July 2021 and 16 September 2021.



Further improvements planned.

Description	Benefit/Value
<p>We've added two new statuses to the Ready to offer stage called 'Ready to start offer' and 'Not offered'.</p> <p>We've added a new page to the job offer journey. On the new page, employers can select all their successful applicants at once. On the next page they will start to make the offers.</p> <p>This new page means that employers can:</p> <ul style="list-style-type: none">• select more than one applicant to offer the job to• choose not to offer the job to any of the applicants• provide an email address for unsuccessful applicants to get feedback <p>Employers can still return and offer the job to any applicants they do not select on this new page.</p> <p>Employers can also choose not to offer the job to anyone, or they can reject applicants individually.</p>	<p>Gives employers more options and flexibility when creating and sending job offers.</p>
<p>We've made the content clearer and more concise in the offer journey based on user feedback. We've added the wording 'pro-rata' after the pay if the employer offers a job that is not full-time.</p>	<p>User needs are being addressed to make this journey easier to follow. Adding the 'pro-rata' label also ensures that users know the salary shown will reduce based on the hours worked.</p>
<p>We will be adding the ability to edit addresses on an offer after it has been issued and accepted. This will include an improvement to allow a new address to be added, other than the organisation main address or address added to the vacancy creation journey.</p>	<p>Employers have more flexibility with their offers and can more easily make changes to these documents.</p>
<p>We are making improvements to offer navigation in the 'Ready to offer' stage of the dashboard for employers. This includes the ability for employers to reject applicants in bulk after interview.</p>	<p>The service is easier to navigate from ready to offer stage onwards and bulk recruitments are easier to manage. This will also reduce live support issues around duplicate records created at or after offer stage for candidates who already have an offer started or sent.</p>

Reporting



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">• Application and listing data report• Equal opportunities report• Equal opportunities for applications in progress report• Equal opportunities for a specific job report• Vacancy numbers report• Time taken to hire report• Vacancy bulletin report	<p>Super users and recruitment administrators now have access to create reports.</p>
<p>Employers can filter the equal opportunities report by department and easily run multiple reports at once.</p>	<p>Employers have option options to tailor their reports and can more easily access the recruitment data they need.</p>
<p>Reports will include more information around pre-employment checks, recruitment end dates, contracted hours and sessions.</p>	<p>Employers can report on more information in their recruitment campaigns.</p>



Stabilisation and performance improvements



Improved 15 and 25 November 2022, 19 December 2022, 13 and 20 January 2023 and 13 and 16 February 2023.



Further improvements planned.

Description	Benefit/Value
<p>As the NHS Jobs service and user base grows, we are continuously improving the platform to ensure stability and optimal performance for our users. This includes improvements to the service security, timeouts, databases, memory, processing ability and other technical improvements.</p>	<p>Improved employer user experience as there are fewer instances of errors, the service behaves as expected and the service is more consistent, helping users to conduct their recruitments in a more efficient and timely manner with accurate information.</p>