

Notifications in the NHS Jobs service

This document shows the email and text messages in the NHS Jobs service.

Applicant notifications

This table shows the email and text message notifications for an applicant.

Recruitment stage	Email or text name	Email or text action
Access your account	Password reset for an applicant notification	An email is sent to an applicant to reset their password.
Search and apply for a job	Confirmation of application started notification	An email is sent to an applicant, confirming they have started an application.
Search and apply for a job	Confirmation of application completed notification	An email is sent to an applicant, confirming they have completed an application.
Invite applicants to interview	Notify unsuccessful applicants after shortlisting	An email is sent to an applicant, confirming they have not been shortlisted and invited to an interview.
Shortlisting	Notify applicants put on the reserve list	An email is sent to an applicant, confirming they have been added to a shortlist reserve list.
Invite applicants to interview	Notify applicant on the reserve list not invited to interview	An email is sent to an applicant on the reserve list, confirming they have not been invited to an interview.
Invite applicants to interview	Notify applicant on the reserve list not invited to interview	A text is sent to an applicant on the reserve list, confirming they have not been invited to an interview.
Recruitment stopped	Recruitment stopped at shortlisting notification	An email is sent to an applicant, confirming the recruitment has stopped.
Invite applicants to interview	Invite to interview notification	An email is sent to an applicant, confirming they have been invited to an interview.
Invite applicants to interview	Invite to interview notification	A text is sent to an applicant, confirming they have been invited to an interview.

Invite applicants to interview	Confirmation of interview notification	An email is sent to an applicant, confirming an interview has been scheduled.
Invite applicants to interview	Confirmation of interview notification	A text is sent to an applicant, confirming an interview has been scheduled.
Make and manage a job offer	Conditional offer notification	An email is sent to an applicant, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer notification	A text is sent to an applicant, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer reminder	An email is sent to an applicant, 3 days after the first initial email, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer reminder	A text is sent to an applicant, 3 days after the first initial text, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer reminder	An email is sent to an applicant, 6 days after the first reminder email, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer reminder	A text is sent to an applicant, 6 days after the first reminder text, confirming a conditional job offer has been made.
Make and manage a job offer	Conditional offer for a job withdrawn notification	An email is sent to an applicant, confirming a conditional job offer has been withdrawn.
Make and manage a job offer	Employer rejecting on behalf of applicant notification	An email is sent to an applicant, confirming an employer has rejected a job offer on behalf of an applicant.
Make and manage a job offer	Notify applicant about job not offered	An email is sent to an applicant, confirming they have not received a job offer.
Make and manage a job offer	Notify applicant about job not offered	A text is sent to an applicant, confirming they have not received a job offer.
Request a reference	Reference response notification	An email is sent to a referee to request a reference.

Request a reference	Chase reference request 1 notification	An email is sent to a referee to request a reference. The first email is sent 5 days after the original reference request.
Request a reference	Chase reference request 2 notification	An email is sent to a referee to request a reference. The second email is sent 10 days after the first chaser request.
Issue and manage a contract	Issue contract of employment notification	An email is sent to an applicant, confirming a contract of employment has been issued.
Issue and manage a contract	Contract of employment accepted notification	An email is sent to an applicant, confirming a contract of employment has been accepted.
Issue and manage a contract	Contract of employment rejected notification	An email is sent to an applicant, confirming a contract of employment has been rejected.
Issue and manage a contract	Notify applicant about the contract being accepted on their behalf	An email is sent to an applicant, confirming a contract has been accepted on their behalf.
Issue and manage a contract	Notify applicant about the contract being updated	An email is sent to an applicant, confirming a contract offer has been updated.
Issue and manage a contract	Notify applicant about the contract being rejected on their behalf	An email is sent to an applicant, confirming a contract has been rejected on their behalf.
Issue and manage a contract	Notify applicant about the offline contract being sent	An email is sent to an applicant, confirming a contract of employment has been sent offline.
Issue and manage a contract	Notify applicant about the offline contract being resent	An email is sent to an applicant, confirming a contract of employment has been resent offline.
Issue and manage a contract	Notify applicant about job offer and contract being withdrawn	An email is sent to an applicant, confirming a job offer and contract has been withdrawn.
Withdraw an application	You have withdrawn your job application notification	An email is sent to an applicant, confirming they have withdrawn an application.
Add an offline applicant	Notify applicant about being added to a job listing	An email is sent to an applicant, confirming they have been added to a job listing.

Go to the [Employer notifications](#) page.

Employer notifications

This table shows the email notifications for an employer.

Recruitment stage	Email name	Email action	User role
Access your account	Password reset for employer notification	An email is sent to an employer to reset their password.	N/A
Access your account	New employer introduction notification	An email is sent to an employer when they are added to an organisation as a new user.	N/A
Manage your organisations account	Change employer details notification	An email is sent to an employer, confirming their employer details have been changed.	N/A
Manage your organisations account	Add existing employer to organisation notification	An email is sent to add an existing employer user account, confirming they have been added to another organisations account.	N/A
Manage your organisations account	Email for reactivated employers' notification	An email is sent to an employer, confirming their account has been reactivated.	N/A
Create and manage a job listing	Advert is closed notification	An email is sent to an employer, confirming a job advert has closed.	N/A
Create and manage a job listing	Recruitment manager notification	An email is sent to an employer, confirming they have been assigned an NHS Jobs 'Recruiting manager' role for a job listing.	Recruiting manager
Create and manage a job listing	Recruitment administrator notification	An email is sent to an employer, confirming they have been assigned an NHS Jobs 'Recruitment administrator' role for a job listing.	Recruitment administrator
Create and manage a job listing	Added to shortlist or interview panel member notification	An email is sent to an employer, confirming they have been added as a shortlist or interview panel member for a job listing.	N/A
Create and manage a job listing	Shortlist or interview panel lead notification	An email is sent to an employer, confirming they have been added as a shortlist or interview panel lead for a job listing.	N/A
Create and manage a job listing	Recruitment administrator added to multiple job listings	An email is sent to an employer, confirming they are the NHS Jobs Recruitment administrator role for multiple job listings.	Recruitment administrator

Job listing approvals	Job listing approval notification	An email is sent to an employer, confirming they are an approver and need to approve or reject a job listing, before it's published.	N/A
Job listing approvals	Job listing approval notification – First approver	An email is sent to an employer, confirming they are one of many approvers but the first approver and need to approve or reject a job listing, before it's published.	N/A
Job listing approvals	Job listing approval notification – Second approver	An email is sent to an employer notifying them they are an approver, and they need to approve or reject a job listing.	N/A
Job listing approvals	Someone has rejected your job listing notification	An email is sent to an employer, confirming an approver of a job listing has rejected the approval request.	Recruitment administrator & Recruiting manager
Create and manage a job listing	A job listing is now withdrawn notification	An email is sent to an employer, confirming a job listing has been withdrawn.	Recruitment administrator
Job listing approvals	This job listing needs your reapproval notification	An email is sent to an approver, confirming a job listing reapproval request.	N/A
Job listing approvals	You are removed as an approver for a listing notification	An email is sent to an employer, confirming they have been removed as an approver for a job listing.	N/A
Job listing approvals	Job listing approved and ready to publish	An email is sent to a 'Recruitment administrator' or 'Recruiting manager' for the job listing, confirming all approvers have approved it and it's ready to be published.	Recruitment administrator & Recruiting manager
Manage a job listing	Application withdrawn	An email is sent to a 'Recruiting manager' for the job listing, confirming an applicant has withdrawn their application.	Recruiting manager
Invite applicants to interview	Notify interview lead that an applicant has requested an alternative date and time for their interview	An email is sent to an interview lead, confirming an applicant has requested a different date and time for their interview.	N/A
Transfer applicant to a job listing	Notify employer when applicant responds to a request to copy them to another listing	An email is sent to an employer, confirming an applicant has responded to a request to copy them to another listing.	Recruiting manager
Transfer applicant to a job listing	Notify employer when an applicant accepts or declines a transfer request	An email is sent to an employer, confirming an applicant has accepted or declined a transfer request for their application, to another listing.	Recruiting manager

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