NHS
Jobs

How to manage Key Performance Indicators (KPIs) in NHS Jobs user guide

This guide gives you instructions for how to manage KPIs in the NHS Jobs service.

You can use KPI's to monitor your recruitment tasks.

In your organisations account, you can:

- change the due (days)
- change the done by (days)

The employer dashboard shows the following statuses and colours:

- 'On track' shows as green
- 'Due' shows as orange
- 'Overdue' shows as red

The default KPI is 99 working days. If you change this, it only applies to new job listings.

A KPI starts when a job listing, or applicant changes its recruitment stage.

For example, a job listing moving from shortlisting to interviews or an applicant moving from offers to pre-employment checks.

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.

Contents

Key Performance Indicators (KPIs)

This page gives you instructions for how to manage KPIs for your organisations account.

Important: The employer dashboard is shown. You'll only see the 'Key Performance Indicators (KPIs)' link if you are an NHS Jobs 'Super user' for your organisations account.

To manage your KPIs, complete the following steps:

1. Select the 'Key Performance Indicators (KPIs)' link.

Draft

This page gives you instructions for how to set draft KPIs.

<mark>Important:</mark> Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To set the draft KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

Go to the '<u>Approvals</u>' section.

Approvals

This page gives you instructions for how to set the approvals KPIs.

<mark>Important:</mark> Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To set the approval KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

Go to the 'Shortlisting' section.

Shortlisting

This page gives you instructions for how to set the shortlisting KPIs.

<mark>Important:</mark> Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To set the shortlisting KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

Shortlisting

Title	Description	Due (days)	Done by (days)
Closed	**From** the listing being closed by the system or user **To** the user selecting to shortlist offline or online	99	99
Online scoring	**From** the job listing being closed by the system or user **To** the shortlisters have completed scoring	99	99
Offline scoring	**From** the job listing being closed by the system or user **To** the user selects to download applications	99	99
Ready to select who to interview	**From** the shortlisters have completed scoring **To** the shortlisting lead selects the shortlist and emails unsuccessful applicants	99	99
Ready to select who to interview (offline)	**From** user selects to download applications **To** the shortlisting lead selects the shortlist and emails unsuccessful applicants	99	99

Go to the '<u>Interviews</u>' page.

Interviews

This page gives you instructions for how to set the interview KPIs.

<mark>Important:</mark> Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To set the interview KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

Interviews

Title	Description	Due (days)	Done by (days)
Ready to invite to interview	**From** rejection emails sent to unsuccessful applicants **To** the interviews have been arranged and the invite emails sent	**1** 10	**2** 99
Interviews scheduled	**From** interviews have been arranged and the invite emails sent **To** midday the day before the first interview (or the interviews have been manually started early)	10	99
Interviews in progress	**From** midday the day before the first interview (or the interviews have been manually started early) **To** the time of the last interview is passed	10	99
Interviews completed	**From** the time of the last interview is passed **To** all the interview feedback has been added	10	99

Go to the 'Ready to offer' page.

Ready to offer

This page gives you instructions for how to set the ready to offer KPIs.

<mark>Important:</mark> Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To set the ready to offer KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

Ready to offer

Title	Description	Due (days)	Done by (days)
Ready to start offer	**From** all the interview feedback has been added **To** the successful applicants ready to start offer	99	99
Applicants selected	**From** successful applicants being selected **To** the offer has been started	**1** 10	**2** 99
Not offered	**From** not offered to any applicants **To** recruitment is ready to end	99	99
Offers in progress	**From** the offer has been started **To** recruitment is ready to end	10	99

Go to the 'Offers' page.

Offers

This page gives you instructions for how to set the offer KPIs.

<mark>Important:</mark> Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To set the offer KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

Go to the '[Pre-employment checks](#)' page.

Pre-employment checks

This page gives you instructions for how to set the pre-employment check KPIs.

<mark>Important:</mark> Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To set the pre-employment check KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

Pre-employment checks			
Title	**Description**	**Due (days)**	**Done by (days)**
Pre-employment checks	**From** the offer is accepted by the applicant **To** the pre-employment checks decision is made	① 99	② 99

Go to the 'Contracts issued' page.

Contracts issued

This page gives you instructions for how to set the contract issued KPIs.

Important: Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To set the contract issued KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

Go to the '<u>End recruitment</u>' page.

End recruitment

This page gives you instructions for how to set the end recruitment KPIs.

<mark>Important:</mark> Enter the number of working days you need a task done by. The number of due days is when a task isn't done and there's a risk it might not get done. Any tasks that fall behind will be labelled as due before they become overdue.

To set the end recruitment KPIs, complete the following steps:

1. In the **Due (days)** box, enter a number.
2. In the **Done by (days)** box, enter a number.

End recruitment

Title	Description	Due (days)	Done by (days)
Ready to end recruitment	**From** all applicants accepting or rejecting their contract, rejecting their offer or offer being withdrawn **To** the recruitment being ended	① 99	② 99

Go to the 'Save changes' page.

Save your KPI changes

This page gives you instructions for how to save your KPI changes.

To save your KPI changes, complete the following step:

1. Select the 'Save changes' button.

Tip: The 'Save changes' button is located at the bottom of the 'Set your Key Performance Indicators (KPIs) for your job listings' page.

You've set your KPIs and reached the end of this user guide.