April 2024

NHS Jobs - A Workforce Service delivered by the NHSBSA
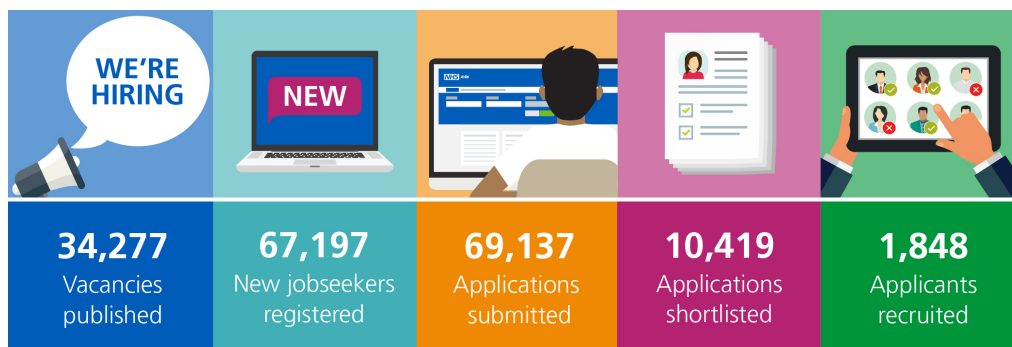
In this edition; NHS Jobs cloud migration, multi-factor authentication survey, training, help and support

Did you know?

In March 2024 there were...

| 34,277 Vacancies published | 67,197 New jobseekers registered | 69,137 Applications submitted | 10,419 Applications shortlisted | 1,848 Applicants recruited |

...on NHS Jobs

NHS Jobs cloud migration

In our December newsletter we told you about our commitment to improve service stability and performance for the next quarter. This work has continued at pace and we are now preparing to migrate our service to an improved architecture.

This is a major undertaking and some of the benefits will include:

- improvement to operational performance

- greater flexibility to scale and deal with surges in demand
- increased service security

We are continuing to work through the required testing to ensure a smooth transition. We are committed to ensuring that any activities required in the migration process are planned to minimise disruption for our users as much as possible.

What you need to do to prepare for migration

When the migration date is agreed, we will let you know and give you sufficient notice to prepare. As this is a large change, it will happen over a full weekend, which will mean that the NHS Jobs service will be unavailable for both employers and applicants from 6pm Friday to 9am Monday of the chosen weekend.

We recommend that employers avoid setting advert closing dates or other deadlines in NHS Jobs to fall on a weekend while we work towards migration.

What happens next?

Further updates will be provided to organisation super users and on NHS Jobs Facebook and X (formerly Twitter) accounts nearer to the migration dates.

Multi-factor authentication survey

Would you like to help us design the NHS Jobs service in a way that works for you and our candidates? We'd like to invite you to take part in research to share your feedback and experience.

NHS Jobs is a digital NHS service with a commitment to providing a secure service that protects our users' data. Multi-factor authentication (MFA) is a key part of this and will be a focus of upcoming research.

MFA is the use of more than one piece of information to confirm a user's identity before they can access a digital service.

What will the research focus on?

To inform us on how we will introduce MFA to NHS Jobs, we'd like to learn about:

- how you use the NHS Jobs service in your role
- the different authentication methods you may currently use to access your work systems
- any challenges you may face when using different authentication methods

What will the research involve?

- sharing your thoughts in a short interview or a workshop
- giving quick feedback via a questionnaire
- testing out new designs and giving your feedback on what they're like to use and how you think we could improve them

How can I get involved?

There are two ways to get involved:

1. If you have three minutes, you can share your thoughts by completing the NHS Jobs MFA questionnaire

2. If you'd like to take part in a research session or find out more, please email userresearch.nhsjobs@nhsbsa.nhs.uk and our NHS Jobs Research Operations Specialist

Please scan the QR code to access the MFA questionnaire

Training and Support

Here are some of the most frequently asked questions we received last month along with the answers and guidance on where to find more information.

What is the employer hub and how do I access it?

Our employer hub is the main page for employers who want to publish vacancies in NHS Jobs.

You can access the employer hub from the NHS Jobs website.

From the employer hub you can sign into your dashboard to publish vacancies, view our help and guidance, and view links to our X (formerly Twitter) and YouTube channels among other features.

To find out more about the employer hub, check our Frequently Asked Question Employer - What is the employer hub and how do I access it?

Further support and user guides are available on our [Help and support for employers page.](#)

For bitesize video tutorials, subscribe to our [NHS Jobs YouTube channel](#) and select the bell icon for future notifications.

Can I amend the closing date of a vacancy?

To amend the closing date of a vacancy, select the 'Published' section within your NHS Jobs account, from here you can then select the job link from the list of published jobs.

You can then select 'Contact details and closing date' and then select the 'change' option next to the closing date.

To find out more about closing a vacancy, check our Frequently Asked Question [Employer - How can I amend the closing date of a vacancy or end a recruitment process?](#)

Further support and user guides are available on our [Help and support for employers page.](#)

For bitesize video tutorials, subscribe to our [NHS Jobs YouTube channel](#) and select the bell icon for future notifications.

Future Developments

The training and support team in NHS Jobs have been developing new additional training products to help support all types of learners.

eLearning

Launching soon, we will be introducing interactive and engaging eLearning. Some of the advantages of this will be:

- role based training modules

- to allow users to complete learning at their own pace

- to allow users to complete learning at a time that suits them

- they include knowledge checks to test understanding

- modules can be repeated if needed

We will be sharing more information nearer the time of release of how to access the eLearning products and the launch date.
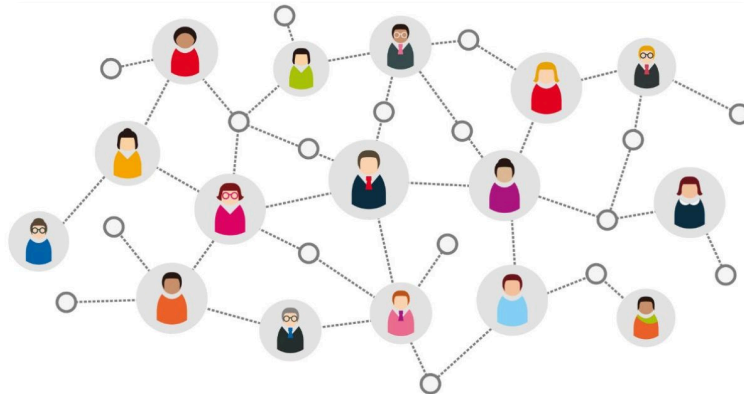
Virtual Classroom

The delivery of online demonstration sessions of the NHS Jobs system will be changing in the coming months to a virtual online classroom. Some of the benefits of the virtual online classroom will be:

- users will have a more immersive experience of using the NHS Jobs system.

- users will be guided through the sessions by an experienced trainer of NHS Jobs.

- users will be able to participate in the training session as if they are in the same classroom using their own computer at their desk, to go through the exercises.

- users can ask questions to gain clarity of understanding.

- NHS Jobs can deliver training to a whole team in the virtual classroom to support their knowledge and understanding.

More information will be available in the coming months as to when this is expected to go live.

Help and support

If you have any questions or queries relating to these events or videos, please email nhsjobstrainingsupport@nhsbsa.nhs.uk

Thanks for reading

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

Join our mailing list here.

Don't forget to follow us on X (formerly Twitter) - search for @NHS_Jobs