July 2024

NHS
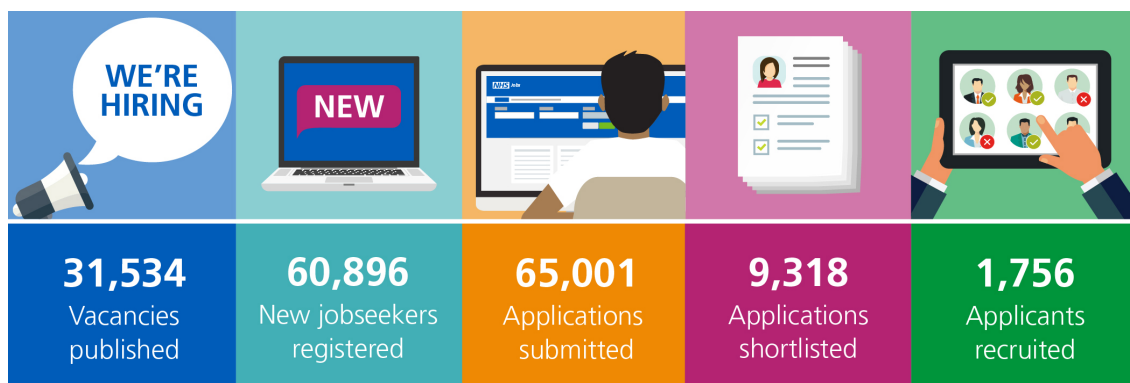**Business Services Authority**

Your NHS Jobs newsletter

NHS Jobs - A Workforce Service delivered by the NHSBSA

In this edition we'll cover:

- NHS Jobs eLearning for Employers
- New NHS Volunteering service
- Multi-factor authentication user group
- Are you new to NHS Jobs?
- NHS Jobs ICB user group
- Training and Support
- Help and Support

Did you know?

In June 2024 there were...

WE'RE HIRING	NEW			
31,534 Vacancies published	**60,896** New jobseekers registered	**65,001** Applications submitted	**9,318** Applications shortlisted	**1,756** Applicants recruited

NHS Jobs eLearning for Employers

The NHS Jobs training and support team have created new interactive and engaging eLearning for super users, team managers, recruitment administrators and recruiting managers.

The eLearning is available on the NHS Learning Hub and Electronic Staff Record (ESR) and is broken down into role-based modules. The modules include regular knowledge checks to test your understanding.

It is available on demand meaning that you can complete the modules as many times as you want, at your own pace, and at a time that suits you.

Access the eLearning using Learning Hub

1. Register for an account via the NHS Learning Hub. If you already have an account, you can sign in
2. Once you're signed in, you can find the NHS Jobs eLearning courses in the NHS Jobs catalogue

Access the eLearning using ESR

1. Log in to ESR, search for the '000 NHS Jobs Recruitment e-Learning' course and enrol onto the class to play the content

2. Once you start the course, your progress will be saved as you go. Your staff record will be updated when you've completed the course.

Help and support

We've published a range of information and resources to support you with the NHS Learning Hub and ESR, including:

Learning Hub

- How to access the NHS Jobs eLearning on the Learning Hub - user guide (PDF: 697KB)
- How to log in to the Learning Hub - user guide (PDF: 379KB)
- How to create an account on the Learning Hub - user guide (PDF: 555KB)

ESR

- [How to access NHS Jobs eLearning in Electronic Staff Record (ESR) user guide (PDF: 230KB)](#)

If you have any further questions, please get in touch with us at nhsjobstrainingsupport@nhsbsa.nhs.uk

New NHS Volunteering service

If you are recruiting volunteers you can now advertise roles in one central place - the new [NHS Volunteering website](#).

The service is free to use for NHS and supporting organisations and has been developed by the NHS Business Services Authority (NHSBSA) on behalf of NHS England.

Recruiters can advertise volunteer opportunities and people can apply using the NHS Volunteering website. Organisations can also choose to receive application forms through the service, or they can link it to their existing volunteer recruitment advert process.

NHSBSA is inviting volunteer recruiters from NHS organisations and eligible Voluntary, Charity, and Social Enterprise (VCSE) organisations to join the service. If you're a VCSE that recruits volunteers to support NHS-contracted and commissioned healthcare services in England, you will be able to use the service.

If you'd like to find out more, we'll invite you to one of our monthly online introduction sessions where we'll give you an overview of the service, explain the criteria and process for using it and offer you the opportunity to join.

For an invitation to one of these sessions, please email nhsvolunteering@nhsbsa.nhs.uk (referring to NHS Jobs newsletter in the subject line of your email) and we'll get back to you with the next available dates.

Multi-factor authentication user group

In our April 2024 newsletter we highlighted future research, which was to focus on exploring multi-factor authentication (MFA). MFA is the use of more than one piece of information to confirm a user's identity before they can access a digital service.

MFA will add an extra security step when logging into NHS Jobs, which will provide another layer of protection for your data. There are different methods of MFA currently in use by many different services, such as receiving email links, text codes or using authentication apps. The method adopted for NHS Jobs has not yet been decided.

Preliminary findings suggest that there should be minimal disruption to users when logging into the service, and feedback so far has welcomed further improvements to securing users' data through MFA.

Key feedback themes to ensure smooth logging in include the need for:

- a simple set up process

- clear support and guidance

- clear communication of when MFA will be required

- timely reminders in advance of implementation

Are we missing something? Let us know by taking part in a research session by emailing userresearch.nhsjobs@nhsbsa.nhs.uk or you can share your thoughts by completing the NHS Jobs MFA questionnaire.

Are you new to NHS Jobs?

If you or any of your colleagues are new to NHS Jobs, join us at our next Introduction to NHS Jobs webinar.

This brief overview of NHS Jobs is designed specifically for new users of the service. Our next introduction event is on Wednesday 28th August, 11am – 11:30am.

Visit Introduction to NHS Jobs to book your place.

NHS Jobs ICB user groups

The next NHS Jobs future development user group for those working within recruitment in Integrated Care Boards will take place on Thursday 25 July 2024, 2pm - 2:30pm on Teams.

The Stakeholder Engagement Team will cover the latest developments in the service and gather insight into how new areas of functionality and our future

development plans will work within, and provide benefit to, your organisation.

This session is applicable to ICB organisations that use NHS Jobs end-to-end as well as those that integrate with third party recruitment systems.

If you would like to attend, please contact jon.lee@nhsbsa.nhs.uk to request the meeting link.

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:

Can an employer amend incorrect scoring on an application?

Applicant scores can be amended up until you progress a listing to the shortlisting stage.

A warning will be given to inform you of this once you select to begin shortlisting.

Further information on amending an incorrect scoring on an application can be found on our Frequently Asked Question: Can I amend incorrect scoring on an application?

We also have user guides regarding scoring and shortlisting which can be found on our Help and support for employers page.

What is rolling recruitment?

Rolling recruitment allows an employer to score, shortlist and complete all stages of recruitment for current applicants whilst leaving the job listing open to new applicants.

To set up rolling recruitment, you will need to create a new job listing and have more than one application. The option to set up rolling recruitment is only available in a 'Published' recruitment stage and won't be available for re-used job listings.

Further information on rolling recruitment can be found on our Frequently Asked Question: What is rolling recruitment?

We also have user guides regarding rolling recruitment which can be found on our Help and support for employers page.

Help and support

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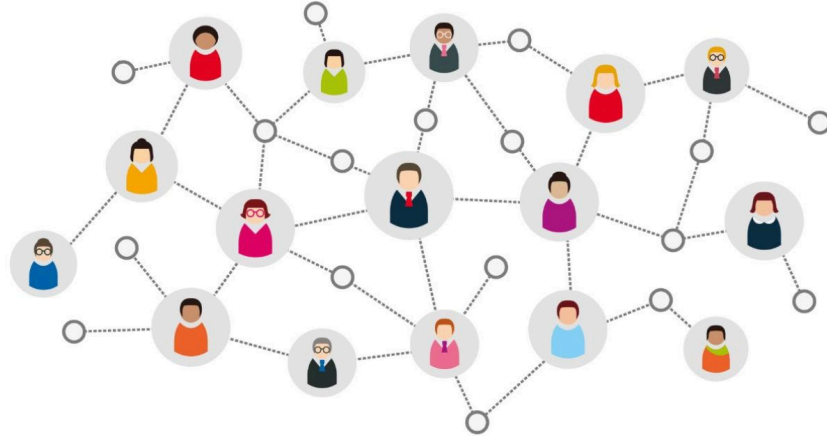
Thanks for reading

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