

How to manage a job offer in NHS Jobs user guide

This guide gives you instructions for how to manage a job offer in the NHS Jobs service.

Once you've made a job offer to an applicant, you can choose one of the following options:

- wait for the applicant to respond to the offer
- reject the job offer on behalf of the applicant
- edit and resend the job offer

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.

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Conditional offers

This page gives you instructions for how to manage a conditional offer.

Important: To manage a job offer, you must have made the applicant a conditional offer.

To manage a conditional offer, complete the following step:

1. Select the '[Conditional offers](#)' link.

The screenshot shows the NHSBSA Lee UAT Dashboard. At the top, it says 'You're viewing NHSBSA Lee UAT' and 'Signed in as Lee Mapes'. The dashboard title is 'NHSBSA Lee UAT Dashboard'. There are two tabs: 'Tasks by stage' (selected) and 'Listings by user'. A dropdown menu shows 'All users'. The main content area displays a list of recruitment stages with their counts and progress bars. The 'Conditional offers' stage is highlighted with a red circle and the number 1. On the right, there are sections for 'What you can do' (with buttons for 'Create a job listing', 'Search for a listing', and 'Search for an applicant'), 'Manage the account' (with links for 'Manage users', 'At risk applicants', 'Accredited logos', 'Key performance indicators (KPIs)', 'Approval settings', 'Departments', 'Criminal convictions and cautions', 'Welsh listings', and 'Moving applicants to other accounts'), and 'Documents and templates' (with links for 'Overview of your organisation', 'Supporting information library', 'Contract templates', and 'Offer letter templates').

Stage	Count	Progress
Draft	11	100% (Green)
Published	5	100% (Green)
Shortlisting	26 - on track 24, overdue 2	~92% (Green)
Interviews	15 - on track 14, overdue 1	~93% (Green)
Ready to offer	10 - on track 9, overdue 1	~90% (Green)
1 Conditional offers	14 - on track 4, overdue 10	~29% (Green)
Pre-employment checks	0	0% (Grey)
Contracts	6	100% (Green)
End recruitment	0	0% (Grey)

Manage conditional offers


This page gives you instructions for how to manage a conditional offer.

Important: In this example, you've made a job offer to the applicant.

Find the applicant and complete the following steps:

1. Select the 'Showing tasks for' dropdown to filter tasks for each user (optional).
2. Select the 'Showing tasks' dropdown to filter the tasks shown (optional).
3. Select the 'Applicant' link to view the applicant's details (optional).
4. Select the 'Job title' link to view the job details (optional).
5. Select the '[Respond for the applicant](#)' link.

You're viewing **Training Account 365**


Signed in as Lee Mapes [Sign Out](#)

[< Go back](#)

Training Account 365

Conditional offers

Showing tasks for

1

Showing tasks

2

Conditional offers

Applicant	Job title	Deadline	Task	What needs doing next
3 Lee Mapes AR-220223-00018	4 Admin Assistant Test A0365-22-6694 INTERNAL	26 Jan 2023 ON TRACK	Offer sent	5 Respond for the applicant

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What has the applicant asked you to do with the conditional offer?

This page gives you instructions for how to confirm what the applicant has asked you to do with the conditional offer.

Important: This would usually be the outcome of an email or telephone conversation with them.

To confirm what the applicant has asked you to do with the conditional offer, complete the following steps:

1. Select the 'View the details of the conditional offer' link.
2. Select an answer:
 - '[Reject the offer](#)' (optional).
 - '[Edit and resend offer](#)' (optional).
3. Select the 'Continue' button.

The screenshot shows the NHS Jobs portal interface. At the top, it says 'You're viewing NHS Training and Support' and 'Signed in as Liam.M1'. The main heading is 'What has the applicant asked you to do with the conditional offer?'. Below this is a table of applicant details:

Applicant name	Liam MA
Telephone number	
Job title	Training and Support Officer
Job location	Goldcrest Way Newcastle Upon Tyne NE158NY
Contract type	Permanent
Working pattern	Full-time
Number of hours or sessions a week	37.5 hours a week
Pay Scheme	Agenda for Change
Band	Band 5
Pay	£24,907 - 30,615 a year
Contact	Joe Bloggs
Contact role	
Contact email	joebloggs@nhs.net
Contact phone	

Below the table are three options:

- 2 Reject the offer
- Edit and resend the offer
- 3

At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. The footer also includes '© Crown copyright'.

Tip: If you don't want to do any of the options, select the '< Go back' link.

If you're waiting for the applicant to respond, you've reached the end of this user guide

Check the details of the offer

This page gives you instructions for how to check the details of the offer.

Important: You'll only see this page if you're editing and resending the conditional offer to the applicant.

To check, change and confirm the details of the offer, complete the following steps:

1. Select a 'Change' link.
2. Select the '[Continue](#)' button.

You're viewing **NHS Training and Support** [Change](#)
NHS Jobs
Signed in as [Liam.M1](#) [Sign Out](#)

BETA Your [feedback](#) will help us to improve this service.

[Go back](#)

Offer the job

Check the details of the offer

Applicant name	Liam MA	
Telephone number		
Job title	Training and Support Officer	
Job location	Goldcrest Way Newcastle Upon Tyne NE158NY	Change 1
Contract type	Permanent	Change
Working pattern	Full-time	Change
Number of hours or sessions a week	37.5 Hours a week	Change
Pay Scheme	Agenda for Change	
Band	Band 5	
Pay	£24,907 - £30,615 a year	Change
Send offer	Use a template in the NHS Jobs online service	Change
Offer letter template	NHS Jobs	Change
Supporting documents	No documents selected	Change
Contact	Joe Bloggs joebloggs@nhs.net	Change

2
Continue

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Tip: To find out how to change the job offer, go to the '**How to make a job offer in NHS Jobs**' user guide or video from the '**Make and manage a job offer**' section of the '[Help and support for employers](#)' webpage.

Email your job offer to the applicant

This page gives you instructions for how to email your job offer to the applicant.

Important: Once the applicant receives the email, they will follow the link, sign into their NHS Jobs account, and then read and e-sign their documents.

To email your job offer to the applicant, complete the following steps:

1. Select the 'preview the offer letter' link.
2. Select the 'download the offer letter' link.
3. Select the '[Send offer to applicant](#)' button.

The screenshot shows the NHS Jobs interface for sending a job offer. At the top, it says 'You're viewing NHS Training and Support' and 'Signed in as Liam.M1'. The main heading is 'Email your job offer to Liam MA'. Below this, it states 'You'll send an automated email offering the job:'. A preview of the email is shown, starting with 'Dear Liam MA' and 'We're pleased to confirm our conditional offer for the Training and Support Officer job here at NHS Training and Support. You'll find details of the offer in your NHS Jobs account.' It also includes a section 'What happens next' with instructions on providing referees and signing in to the NHS Jobs account. At the bottom of the preview, there are links for 'preview the offer letter (PDF, 4 KB)' and 'download the offer letter (PDF, 4 KB)'. Below the preview, there is a 'Send offer to applicant' button. The page footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice '© Crown copyright'.

Tip: The offer letter document is previewed and downloaded in a portable document format (PDF).

Job offer sent to the applicant

This page shows confirmation you've sent the job offer to the applicant.

Important: The applicant should read and respond to your email and accept or reject the job offer.

To view the applicants offered the job, complete the following steps:

1. Select the 'View the applicants offered the job' button.

The screenshot shows the NHS Jobs portal interface. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS Training and Support' with a 'Change' link on the right. Below the header, there is a 'Signed in as Liam.M1' and a 'Sign Out' link. A 'BETA' notice states 'Your feedback will help us to improve this service.' The main content area features a white box with the text: 'Training and Support Officer job offer sent to Liam MA for NHS Training and Support'. Below this, a section titled 'What happens next' explains that the applicant should read and respond to the email. A green button with a yellow circle containing the number '1' is labeled 'View the applicants offered the job'. At the bottom, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice '© Crown copyright'.

You've edited and resent the job offer and reached the end of this user guide.

Manage job offer page

This page shows applicants who have been offered the job.

To action the next steps, complete the following:

1. Select 'Respond to rejection' link to acknowledge the rejection and decide next steps.
2. Select 'Respond for the applicant' link to manage the response where an offer has been sent.

This is a training environment for employers - published adverts will not be visible to jobseekers.

[< Go back](#)

Testing saved applications

Manage Offers

Offered (2)

Applicants who have been offered the job

Applicant	Status	What needs doing next
 AR-251014-07049	OFFER REJECTED	Respond to rejection 1
 AR-251014-07050	OFFER SENT	Respond for the applicant 2

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Tip: If you don't want to do any of the options, select the '< Go back' link.

Why your conditional offer was rejected and what to do about it?

This page explains why a conditional offer was rejected by an applicant and guides you on what to do next.

To action the next steps, complete the following:

1. Select 'make changes and resend it'. Choose this option if the issue can be resolved e.g. changing start date, hours or the conditions.
2. Select 'offer the job to a different applicant'. Choose this option if the changes are not possible or the applicant no longer wishes to proceed.
3. Click continue to confirm your selection and move to the next stage.
4. Or select 'back to applicants under offer' to return to the list of applicants.

You're viewing [redacted] account [Change](#)

NHS Jobs Signed in as [redacted] [Sign Out](#)

This is a training environment for employers - published adverts will not be visible to jobseekers.

[Go back](#)

Offer the job

Why your conditional offer was rejected and what to do about it

Testing saved applications

[redacted] training account, 1 Street, Town

Job reference: **A5010-25-0029**
Application reference: **AR-251014-07049**
Applicant name: [redacted]

The applicant rejected the offer and commented:

test test test test test test test test

What to do next

Make changes and resend it **1**

Offer the job to a different applicant **2**

Continue **3**

[Back to applicants under offer](#) **4**

Reject the conditional offer

This page gives you instructions for how to reject the conditional offer.

Important: You'll only see this page if you're rejecting the conditional offer. Describe why the applicant rejected the offer.

To reject the conditional offer, complete the following steps:

1. In the **Reject reason** box, enter the details.
2. Select the '[Save and continue](#)' button.

NHS Jobs

You're viewing **NHS Training and Support** [Change](#)

Signed in as **Liam.M1** [Sign Out](#)

BETA Your [feedback](#) will help us to improve this service.

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Reject the conditional offer

Describe why the applicant rejected the offer

1

2 [Save and continue](#)

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Job offer rejected on behalf of the applicant

This page shows confirmation you've rejected the job offer on behalf of the applicant.

To do a task, complete the following steps:

1. Select the 'View who you've offered the job to' button (optional).
2. Select the 'Back to all interviewed applicants' link (optional).
3. Select the 'Go back to your dashboard' link (optional).

The screenshot shows the NHS Jobs interface. At the top, there's a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam.M1' with a 'Sign Out' link. Below the header, there's a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' The main content area has a white box with the heading 'Job offer rejected' and the job title 'Training and Support Officer, NHS Training and Support'. Below this, it says 'You've rejected this job offer on behalf of the applicant.' There are three numbered steps: 1. A green button labeled 'View who you've offered the job to'. 2. A blue link labeled 'Back to all interviewed applicants'. 3. A blue link labeled 'Go back to your dashboard'. At the bottom, there's a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice '© Crown copyright'.

Tip: To find out how to make an offer to another applicant, go to the '**How to make a job offer in NHS Jobs**' user guide or video from the '**Make and manage a job offer**' section of the '[Help and support for employers](#)' webpage. To find out how to end the recruitment, go to the '**How to end a recruitment in NHS Jobs**' user guide or video from the '**End a recruitment**' section of the '[Help and support for employers](#)' webpage.

You've rejected the job offer on behalf of the applicant and reached the end of this user guide.