

# The roadmap to your NHS Jobs service

Working with employers and other stakeholders, we developed a completely new service to manage your full recruitment life cycles, from job posting to onboarding successful applicants. The service has additional features and enhancements, based on feedback from those who use it, while keeping the core functionality of the old service.

We have built and are iterating NHS Jobs based on feedback, to ensure we're delivering a service that's fit for purpose, future proof and meets your needs. To improve the user experience for employers and applicants, NHS Jobs is designed using an agile project structure. This means that new features and improvements are planned and developed in a continuous three-month cycle. This ensures we can react quickly to your feedback and develop features based on user needs and evolving technology.

The NHS Jobs roadmap conveys how the service is being developed on a quarterly basis. Showing employers that we are not only building an improved service, but reacting to their feedback and needs as we go.

## Done

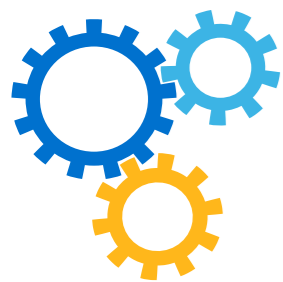
- Cloud migration
- Job alert notifications
- Accessibility improvements
- New socio-economic background questions
- 'Ready to offer' improvements
- Bulk rejection at offer stage
- Reject applicants previously chosen for offer

## Now

- Cloud enablement and optimisation
- Ongoing stabilisation and performance improvements
- Improvements to address finder
- Enable addition of addresses for British Overseas Territories

## Next

- Ongoing stabilisation and performance improvements
- Identity Access Management (IAM) and Multi Factor Authentication (MFA)
- Search improvements
- Interview journey improvements





# Stabilisation and performance improvements



Cloud migration completed on 20 May 2024



Improved fortnightly

Description	Benefit/Value
 As the NHS Jobs service and user base grows, we are continuously improving the platform to ensure stability and optimal performance for our users. This includes improvements to the service security, timeouts, databases, memory, processing ability and other technical improvements.	Improved employer user experience as there are fewer instances of errors, the service behaves as expected and the service is more consistent, helping users to conduct their recruitments in a more efficient and timely manner with accurate information.
 Migration to an improved, cloud-based service architecture and optimisation of this architecture.	Improved user experience as operational performance is improved, resulting in fewer instances of errors. Service security is also increased and there will be greater flexibility to scale the service, helping to deal with surges in demand.







# Reference pre-employment check improvements



Released 21 May 2020. Improved 4 March 2021 and 10 December 2021.



Further improvements planned

Description	Benefit/Value
 <p>We've added functionality for candidates and employers to exchange referee details, request and receive references.</p>	<p>New functionality which allows employers and candidates to use more of the NHS Jobs system for their recruitment journey.</p>
 <p>We've updated the content to clearly advise referees who wish to send a reference offline where to send the reference.</p>	<p>Clearer instructions on how to provide a reference offline.</p>
 <p>We've improved the references section of the pre-employment checks.</p> <p>The references section will now begin with a status of 'not started' instead of 'started'. The system can be updated to show if an applicant needs their references checked or not. When an employer selects 'no', the check will show as 'not required'.</p> <p>A new page at the start of the references section provides an overview of what an employer needs to know before they start.</p> <p>We've made the content on these pages clearer and improved the layout after user feedback.</p>	<p>A simpler and clearer section to ensure employers know what they need to add based on the applicant's checks for their job offer.</p>
 <p>We plan to introduce more tailored reference requests, dependent on referee type. For example, employment, education or personal reference.</p>	<p>Employers will receive more relevant information.</p>







# Contract templates



Released 24 September 2020.  
Improved 21 October 2021 and 28 January 2022.



Further improvements planned.

Description	Benefit/Value
 Employers are now able to generate and send a contract to their successful candidate via the NHS Jobs system.	Further elements of the recruitment process can be carried out in the system online.
 We've added the pay scheme and the associated pay band to the contract of employment that gets sent to the applicant.	Applicants can now see which pay scheme and band they'll start on.
 Customisable additional principle terms of employment can be added to contract templates.	Employers can tailor contracts to applicants more easily, for example, to include details like reckonable service or specific annual leave allowance.
 We will be adding the ability to edit addresses on a contract after it has been issued and accepted. This will include an improvement to allow a new address to be added, other than the organisation main address or address added to the vacancy creation journey.	Employers have more flexibility with their contracts and can more easily make changes to these documents.






# National Workforce Dataset improvements



Most recently updated 14 August 2025. These values are continuously updated in line with ESR.



Further improvements planned.

Description	Benefit/Value
 <p>Updates have been made to area of work values based on updated National Workforce Dataset (NWD) values to ensure consistency.</p> <p>The Applicant Tracking System (ATS) and Employee Staff Record (ESR) Application Programming Interfaces (APIs) have also been updated to prevent failures.</p>	<p>Continuous improvements made to improve the service for users.</p>
 <p>The Secretary of State has requested that data relating to socio-economic background of NHS applicants are added to the National Workforce Dataset. NHS Jobs are adding three questions relating to socio-economic background to the applicant profile and application forms to allow employers to collect this data.</p>	<p>The ability to collect and report on socio-economic background information is needed for those recruited into the NHS, to inform whether communities are disproportionately missed in NHS recruitment and inform any future government initiatives to ensure equity in recruitment.</p>
 <p>NHS Jobs reports will be improved to allow employers to easily report on the new socio-economic data they have collected.</p>	<p>The ability for employers to self manage the reporting of their socio-economic background information is needed to help them understand whether communities are disproportionately missed in recruitment at an organisation level and inform any future initiatives to ensure equity in their recruitment.</p>



# Offer journey improvements



Improved 8 July 2021, 16 September 2021 and 13 January 2026.



Further improvements planned.

Description	Benefit/Value
<p>We've added two new statuses to the Ready to offer stage called 'Ready to start offer' and 'Not offered'.</p> <p>We've added a new page to the job offer journey. On the new page, employers can select all their successful applicants at once. On the next page they will start to make the offers.</p> <p>Employers can still return and offer the job to any applicants they do not select on this new page.</p> <p>Employers can also choose not to offer the job to anyone, or they can reject applicants individually.</p>	<p>This new page means that employers can:</p> <ul style="list-style-type: none"> <li>• select more than one applicant to offer the job to</li> <li>• choose not to offer the job to any of the applicants</li> <li>• provide an email address for unsuccessful applicants to get feedback</li> </ul> <p>This gives employers more options and flexibility when creating and sending job offers.</p>
<p>We've made the content clearer and more concise in the offer journey based on user feedback. We've added the wording 'pro-rata' after the pay if the employer offers a job that is not full-time.</p>	<p>User needs are being addressed to make this journey easier to follow. Adding the 'pro-rata' label also ensures that users know the salary shown will reduce based on the hours worked.</p>
<p>We have made improvements to offer navigation in the 'Ready to offer' stage of the dashboard for employers. This includes the ability for employers to reject applicants in bulk after interview.</p>	<p>The service is easier to navigate from ready to offer stage onwards and bulk recruitments are easier to manage. This will also reduce live support issues around duplicate records created at or after offer stage for candidates who already have an offer started or sent.</p>
<p>We have added the ability to reject an applicant in the 'Ready to offer' tab. This allows employers to reject applicants who may have been selected for offer in error or are no longer eligible to be offered the job for another reason.</p>	<p>Employers can more easily manage offers and rejections, reducing time and resource needed by employers to complete recruitment activity within NHS Jobs.</p>
<p>We will be adding the ability to edit addresses on an offer after it has been issued and accepted. This will include an improvement to allow a new address to be added, other than the organisation main address or address added to the vacancy creation journey.</p>	<p>Employers have more flexibility with their offers and can more easily make changes to these documents.</p>









# Accessibility improvements



Improved 22 July 2021, 19 August 2021 and 16 September 2021.



Further improvements planned.

Description	Benefit/Value
 <p>We've addressed several accessibility issues in the service, in line with Government Digital Service standards and Web Content Accessibility Guidelines.</p>	<p>These changes ensure that the service is accessible for all our users. They also ensure we are compliant with the standards set for online Government services.</p>
 <p>The cookies banner has moved to the top of the page, so that it is the first thing users see when they reach this page. It also ensures screen readers read this out first and users can decide if they want to have this enabled or not.</p>	<p>The banner is in the most suitable place for users when first arriving at this site.</p>
 <p>We continuously review the service for accessibility improvement opportunities in line with changing standards and to address any items raised by our users.</p>	<p>The service is easier to use for a wider range of users, and is compliant with government standards.</p>
 <p>We have several service ambitions to investigate other options to ensure that our service is accessible for users with different accessibility needs:</p> <ul style="list-style-type: none"> <li>• <b>Multiple languages:</b> Explore options to expand on Welsh translation work to cater for other languages</li> <li>• <b>Sign language:</b> Investigate options for British Sign Language translations to be embedded within NHS Jobs and other methods of application for candidates whose first language is sign language.</li> <li>• <b>Job description enhancer:</b> Introduction of an integrated writing platform to support hiring managers with powerful language and prevention of any unconscious bias text</li> <li>• <b>Review the service for improvements to support applicants with speech, language and communication difficulties</b> i.e. stammers, Apraxia, Dysarthria: This could include improvements in advert, application and interview to ensure expectations are clear if interview includes activities like phone screenings or verbal roleplays which can be challenging for these applicants.</li> <li>• <b>Review the service for improvements to support neurodiverse applicants</b> e.g. autism, ADHD, dyslexia etc: This could include improvements such as dyslexia overlays, application parsing (e.g. a plugin to support application spelling and grammar for dyslexic applicants), or the ability to share interview questions in advance of interviews.</li> </ul>	<p>Users with different access needs can easily use the service and applicants are enabled to have a better recruitment experience.</p>



# Role specific application questions



Released 2 September 2021.



Further improvements planned

Description	Benefit/Value
<p>We've added the option to include new additional application questions. These are specific questions for medical, dental, nursing and driving roles. Employers can choose which questions they want to include for each role when creating a job listing.</p> <p>Currently answers to these questions do not save for applicants to use for future applications. This is something we are looking to develop in the future.</p>	<p>Addresses the employer need to include additional application questions for medical, dental, nursing and driving roles.</p> <p>Applicants are able to provide extra detail for medical, dental, nursing and driving roles.</p>
<p>We plan to release more application questions for allied health profession and psychologist roles in the future.</p>	<p>Applicants are able to provide extra detail for allied health profession and psychologist roles.</p>







# Manage users



Released 21 October 2021.



Further planned improvements

Description	Benefit/Value
 <p>Improvements have been made to the 'Manage users' section of the employer dashboard. From this page, you can:</p> <ul style="list-style-type: none"><li>• add a new user to your account</li><li>• search for a user by name or email address and view their details</li><li>• filter your search results using 'role' and 'status' criteria</li></ul>	<p>The employer can search for a user by name or email address and apply filters including 'Role' type and 'Status' of the user.</p>
 <p>We plan to further improve how users are managed, including adding a flag when the only super user is deactivated, and the ability to change a deactivated user's role type before they are reactivated.</p>	<p>Employers can manage their users more easily, including verifying their access levels before enabling it.</p>







# Job listing location improvements



Released 4 November 2021. Improved 10 March 2022.



Further improvements planned

Description	Benefit/Value
 <p>Based on feedback we've increased the following field lengths to 125 characters:</p> <ul style="list-style-type: none"><li>• Organisation name (was 70 characters)</li><li>• Address line 1 (was 36 characters)</li><li>• Address line 2 (was 30 characters)</li></ul>	Employer names and addresses can now accurately reflect their correct details.
 <p>We have improved the way employers manage addresses while creating a job advert. The main address can now be updated on a live advert.</p>	The process of managing addresses in listings is more intuitive which saves time and effort.
 <p>The employer name is now displayed as part of the address on job listings.</p>	Job listings more accurately reflect the full address.
 <p>Enable British Overseas Territories locations to be added to job listings</p>	Employers based in British Overseas Territories will be able to advertise their jobs and applicants will be able to easily search for and find them.





# Reporting



Released 13 December 2021. Improved 13 April 2022, 3 May 2022, 30 May 2022 and 27 May 2025.



Further improvements planned

Description	Benefit/Value
 <p>Super users and recruitment administrators can now run several different report types. Employers can create reports for:</p> <ul style="list-style-type: none"><li>• <b>Application and listing data report</b></li><li>• <b>Equal opportunities report</b></li><li>• <b>Equal opportunities for applications in progress report</b></li><li>• <b>Equal opportunities for a specific job report</b></li><li>• <b>Vacancy numbers report</b></li><li>• <b>Time taken to hire report</b></li><li>• <b>Vacancy bulletin report</b></li></ul>	<p>Super users and recruitment administrators now have access to create reports.</p>
 <p>Employers can filter the equal opportunities report by department and easily run multiple reports at once.</p>	<p>Employers have more options to tailor their reports and can more easily access the recruitment data they need.</p>
 <p>Addition of a new 'Not Requested' value in the equal opportunities reports.</p>	<p>Employers can report equal opportunities data accurately and ensure that it is clearly reflected when they have added an applicant to a recruitment and not requested this data.</p>
 <p>Reports will include more information around pre-employment checks, recruitment end dates, contracted hours and sessions.</p>	<p>Employers can report on more information in their recruitment campaigns.</p>







## Stored documents and links



Released 13 January 2022



Further improvements planned

Description	Benefit/Value
 <b>Supporting documents, Contract templates and Offer letter templates</b> have been moved to a new <b>Documents and templates</b> panel on the employer dashboard.	The employer dashboard is clearer and easier to manage for users.
 Employers can save a combination of additional documents or links to their account and attach them to their job listings.	Employers can easily attach the same documents to multiple job listings.
 Improvements will be made to stored offer documents to include links to external websites.	Employers will be able to include all relevant information with offer letters that they send to applicants.
 Employers will be able to store and attach additional documents to contracts.	Employers will be able to include all relevant information with contracts that they send to applicants.









# Interview journey improvements



Improved 28 March 2022 and 30 May 2022.



Further improvements planned.

Description	Benefit/Value
 The ability to send an invite to an interview without a physical interview location.	Employers can invite applicants to online interviews.
 Prior to interview, employers can download an interview schedule in addition to the applications.	Employers can more effectively plan and prepare for interview.
 Employers can record in the service where an applicant did not attend their booked interview.	Employers can see clearly and keep an audit trail if applicants do not attend their interview.
 We will be making several improvements to the interview journey, including: <ul style="list-style-type: none"> <li>• increasing the number of applicants who can be assigned to an assessment centre slot from 20 to 200</li> <li>• improvements to managing interview slots</li> <li>• increased flexibility when managing applicants who have been removed or withdrawn from the interview journey</li> <li>• adding a preview of the interview invite for employers</li> <li>• Surfacing logistics information to employers and applicants within the service</li> </ul>	Employers will have an improved and more consistent interview creation journey and management journey.
 Employers will be able to conduct multiple rounds of interviews, including with different panels and in different locations and the ability to assign interview slots in different ways.	Employers will have more options to allow them to conduct more than one round of interviews in the NHS Jobs service.
 Employers will be able to bypass the interview journey in the NHS Jobs service.	Employers who have already arranged or conducted their interviews outside of the service will be able to proceed with their recruitment without needing to send interview invitations through the service.






# Transfer applications between job listings



Released 5 July 2022. Improved 19 December 2022.



Further improvements planned.

Description	Benefit/Value
 We have added functionality which allows employers to transfer an applicant to a different listing in their organisation's NHS Jobs account.	Employers can retain quality candidates who they identify are suitable for a role other than the one they applied for.
 We have added functionality which allows employers to transfer an applicant to a different listing in another organisation's NHS Jobs account.	Employers can share quality candidates who they identify are suitable for a role other than the one they applied for. This functionality also supports centralised recruitment initiatives.
 The links to ESR will become available for this functionality for ESR linking organisations, such as automatically terminating an application if an applicant is moved to another listing after they were offered the job	ESR linking organisations can effectively use this functionality, streamlining their recruitment.






# Edit address



Released 23 March 2023.



Further improvements planned

Description	Benefit/Value
 We have improved the functionality at contracts stage to allow employers to add addresses which were not on the job advert.	Employers have more flexibility with their contracts and can more easily make changes to these documents.
 We will be improving the functionality wherever an employer adds or changes an address to be more user friendly.	Employers can more easily make edits to addresses supplied by address lookup functionality.
 We will be improving the functionality at offer stage to allow employers to add addresses which were not on the job advert.	Employers will have more flexibility with their offers and will be able to more easily make changes to these documents.





# Applicant profile



Released 15 May 2023.



Further improvements planned.

Description	Benefit/Value
 <p>We have added a profile management area for applicants. Applicants can save and change their name, job history, qualifications, training courses and answers to equality and diversity questions.</p>	<p>Applicants can easily save and reuse parts of their applications, reducing time to apply.</p>
 <p>We have added a new contact preference. Applicants can now receive notifications by email and text message only.</p>	<p>The NHS Jobs service and recruitment process is accessible for applicants with diverse user needs.</p>
 <p>We will be adding more options for applicants to save in their applicant profile, such as commonly used questions around driving, nursing, medical and dental jobs.</p>	<p>The information will pre-populate applications and pre-employment checks, reducing time to apply and time to hire.</p>
 <p>We will be adding more inclusive options in the applicant profile and applications, including new fields such as:</p> <ul style="list-style-type: none"><li>• non-anglicised names</li><li>• preferred name</li><li>• title</li><li>• pronouns</li><li>• preferred pronoun</li></ul>	<p>Applicants can ensure that they feel they are being accurately portrayed in the recruitment process. Employers are also better prepared to engage with applicants in an appropriate and inclusive way that is respectful of their individual identities.</p>








# Candidate listing search



Released 29 June 2023. Improved 5 July, 31 July, 10 August 2023, 14 August 2024, 17 September 2024 and 14 January 2025.





Further improvements planned.

Description	Benefit/Value
 <p>We have moved the candidate listing search from the current NHS Jobs service to the new NHS Jobs service. This includes functionality which allows applicants to save job listings and searches.</p>	<p>Applicants have a more intuitive interface to search for jobs, and applicants searching for specific listings are no longer required to add the current service VPD to the reference number. This also reduced clicks for applicants as they no longer need to be re-directed to a different service to apply for jobs.</p>
 <p>We have added the date that a listing was posted to the listing snapshot on the candidate listing search service results page.</p>	<p>Improved user experience as this change allows users to easily identify when a listing was posted without having to open the advert. This also answers direct user feedback to support users who are visit NHS Jobs to look for new vacancies daily.</p>
 <p>We have added a new 'staff group' filter to the candidate listing search service.</p>	<p>Improved user experience as this change allows users to refine their results in a way which is more suitable for them and to further refine the results they generate when searching for jobs. This also answers direct user feedback to support users who are unsure of the appropriate key words to search for.</p>
 <p>We have provided applicants with the ability to receive daily and/or weekly job alerts by email for their saved searches.</p>	<p>Improved user experience as this change allows applicants to receive notifications about relevant jobs. This will allow them to easily find the job and submit an application at a time that is convenient for them. This also ensures jobs are more visible to appropriate candidates.</p>
 <p>We are continuing to improve the search service to provide applicants with more filter options and refine the results they return, including improvements to the location and keyword search fields.</p>	<p>Applicants will continue to see more relevant results, allowing them to easily find and apply for jobs.</p>

# Identity Access Management and Multi Factor Authentication



Planned feature.

Description	Benefit/Value
 We will be improving how users create and manage their accounts in NHS Jobs.	Improved account security and self management of any access problems.
 We will be introducing multi factor authentication for user accounts.	Helps users protect their data more effectively.











# Welsh language improvements



Released 9 July 2020, 24 June 2021 and 30 September 2021



Further improvements planned.

Description	Benefit/Value
 Applicants can toggle the static service content from English to Welsh.	The service is accessible for Welsh language applicants.
 Super Users on an employer account now have a new Welsh listings organisation setting in the <b>Manage the account</b> menu. This option allows Super Users to activate the ability for vacancies to be advertised in both English and Welsh for applicants who use the Welsh toggle when searching and applying for jobs. Recruiters can then decide on an individual vacancy basis if they want to add a translation of their advert.	Welsh users can easily raise adverts and conduct recruitment which is fully inclusive and accessible to Welsh language speakers.
 The 3 <sup>rd</sup> party ATS API has been changed to support the transfer of Welsh language from a 3 <sup>rd</sup> party ATS into NHS Jobs.	This made the job posting journey simpler and reduced time to post jobs, as employers no longer need to manually add Welsh language translations from a 3 <sup>rd</sup> party ATS.
 We are continuously reviewing and adding new or missing translations with each release into the NHS Jobs service.	The service is more consistent and accessible for Welsh language users.
 Addition of a hidden language tag which will allow browsers and search engines to automatically identify the language toggled on the page. This will allow browsers to automatically understand which language is shown on the page, and therefore more easily translate any missing translations, or translations not provided by employers.	This will optimise NHS Jobs for search engines and make NHS Jobs more accessible for non-English speakers. This will benefit both Welsh translations and other languages.
 The ability to re-use previously posted job listings which included a Welsh language translation.	This will make the job posting journey simpler and reduce the amount of time it takes to re-post previous jobs for Welsh language users.
 Welsh language emails and SMS.	The service will be more consistent and accessible for Welsh language applicants.
 Add an English or Welsh language preference to applications and the applicant profile.	This will make it easier for Welsh employers to identify Welsh language applicants.