

How to reject applicant job offers in NHS Jobs user guide

This guide gives you instructions how to reject applicants job offers in NHS Jobs.

To do this, you will need to:

- have a job listing at the 'Ready to offer' recruitment stage.
- confirm if you want to add an email address for applicant feedback.
- select your applicants for rejection and email them.

To find out which roles can do this, go to 'Roles and permissions' in the employer dashboard.

Contents

How to reject applicant job offers in NHS Jobs user guide	1
 Ready to offer.....	3
 Select applicant to reject.....	4
 Send rejections to applicants	5
 Reject the applicant or offer the job	6
 Are you sure you want to reject applicant?.....	7
 Select the applicants you want to reject.....	8
 Are you sure you want to reject all applicants?.....	9
 Do you want to provide an email address for applicants to get feedback?	10
 Give an email address for applicant feedback.....	11
 Send email to unsuccessful applicants	12
 You have rejected the unsuccessful applicants	13
 You did not offer the job to any applicants	14

Ready to offer

This page gives you instructions for how to find a ready to offer job.

Important: You must have a job listing at the 'Ready to offer' recruitment stage.

To do this, complete the following step:

1. Select the '[Ready to offer](#)' link.

The screenshot shows the NHS Jobs Training Dashboard. At the top, it indicates the user is signed in as Alex Me and provides options to change or sign out. A toggle switch for 'Show tasks for all accounts' is visible. A yellow banner states: 'This is a training environment for employers - published adverts will not be visible to jobseekers.'

The main content area is titled 'NHS Jobs Training Dashboard' and features a 'Tasks by stage' section with a 'Listings by user' tab. Below this, a dropdown menu shows 'Showing tasks for All users'. A table lists recruitment stages with their respective counts and progress bars:

Stage	Count
Draft	10
Published	21
Shortlisting	0
Interviews	0
1 Ready to offer	5
Conditional offers	1
Pre-employment checks	0
Contracts	0
End recruitment	0

On the right side, there are several utility sections:

- What you can do:**
 - [Create a job listing](#)
 - [Search for a listing](#)
 - [Search for an applicant](#)
- Manage the account:**
 - [Manage users](#)
 - [At risk applicants](#)
 - [Accredited logos](#)
 - [Key performance indicators \(KPIs\)](#)
 - [Approval settings](#)
 - [Departments](#)
 - [Criminal convictions and cautions](#)
 - [Welsh listings](#)
 - [Moving applicants to other accounts](#)
- Documents and templates:**
 - [Overview of your organisation](#)
 - [Supporting information library](#)
 - [Contract templates](#)
 - [Offer letter templates](#)
- Help and information:**
 - [The employer hub](#)
 - [Roles and permissions](#)
 - [Contact your super users](#)
- Reporting:**
 - [Run a report](#)

The footer contains links for Privacy policy, Terms and conditions, Accessibility Statement, Cookies, and Help and guidance, along with the copyright notice: © Crown copyright.

Select applicant to reject

This page gives you instructions for how to select applicants to reject a job offer.

To do this, complete the following steps:

1. Select the 'Job title' link.
2. Select the '[Offer to another applicant](#)' link.

The screenshot shows the NHS Jobs Training Products interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. To the right, it says 'You're viewing NHS Jobs Training Products' with a 'Change' link, and 'Signed in as Alex Me' with a 'Sign Out' link. Below the header, there is a toggle for 'Show tasks for all accounts'. A 'BETA' badge with the text 'Your feedback will help us to improve this service.' is visible. The main content area is titled 'Ready to offer' and includes filters for 'Showing tasks for' (set to 'All users') and 'Showing tasks' (set to 'All'). Below this is a table of job offers:

Job title	Deadline	Task	What needs doing next
HR Administrator C1567-26-0002 INTERNAL	27 Jul 2026 ON TRACK	Offers in progress	Offer to another applicant
Example advert C1567-26-0001 INTERNAL	29 Jul 2026 ON TRACK	Offers in progress	Offer to another applicant
Example job advert C1567-26-0003 INTERNAL	29 Jul 2026 ON TRACK	Offers in progress	Offer to another applicant
Example advert C1567-26-0004 INTERNAL	30 Jul 2026 ON TRACK	Not offered	Manage job
Example job listing C1567-26-0005 INTERNAL	30 Jul 2026 ON TRACK	Offers in progress	Offer to another applicant

At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance'. The footer also includes '© Crown copyright'.

Send rejections to applicants

This page gives you instructions for how to send rejections to applicants.

Important: You will need to select the 'Ready to reject' tab to view the applicants ready for rejection.

To do this, complete the following steps:

1. Select the '[Send rejection to all applicants](#)' button.
2. Select the '[Choose which applicants to reject](#)' button.
3. Select the '[Applicant name](#)' link to view their details.

The screenshot shows the NHS Jobs 'Manage Offers' 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 Jobs Training Products' and 'Change'. Below that, it says 'Signed in as Alex Me' and 'Sign Out'. A 'BETA' notice is present: 'Your feedback will help us to improve this service.' Below the header, there's a 'Go back' link and 'Example job advert' text. The main heading is 'Manage Offers'. There are two tabs: 'Ready to offer (1)' and 'Ready to reject (1)'. The 'Ready to reject (1)' tab is active. Below the tabs, the section is titled 'Applicants who have been unsuccessful'. It states: 'These applicants have been unsuccessful and are ready to reject. You have the option to:'. There are two bullet points: 'reject all applicants' and 'choose which applicants you would like to reject.' Below this, it says: 'If you choose not to reject an applicant, you'll still be able to offer them the job if you want to at a later stage.' There is a list of applicants, with the first one being 'Joe Bloggs' with ID 'AR-260311-16325'. To the right of the main content, there is a 'What you can do' sidebar with two buttons: 'Send rejection to all applicants' (labeled with a yellow circle '1') and 'Choose which applicants to reject' (labeled with a yellow circle '2'). At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance'. The footer also includes '© Crown copyright'.

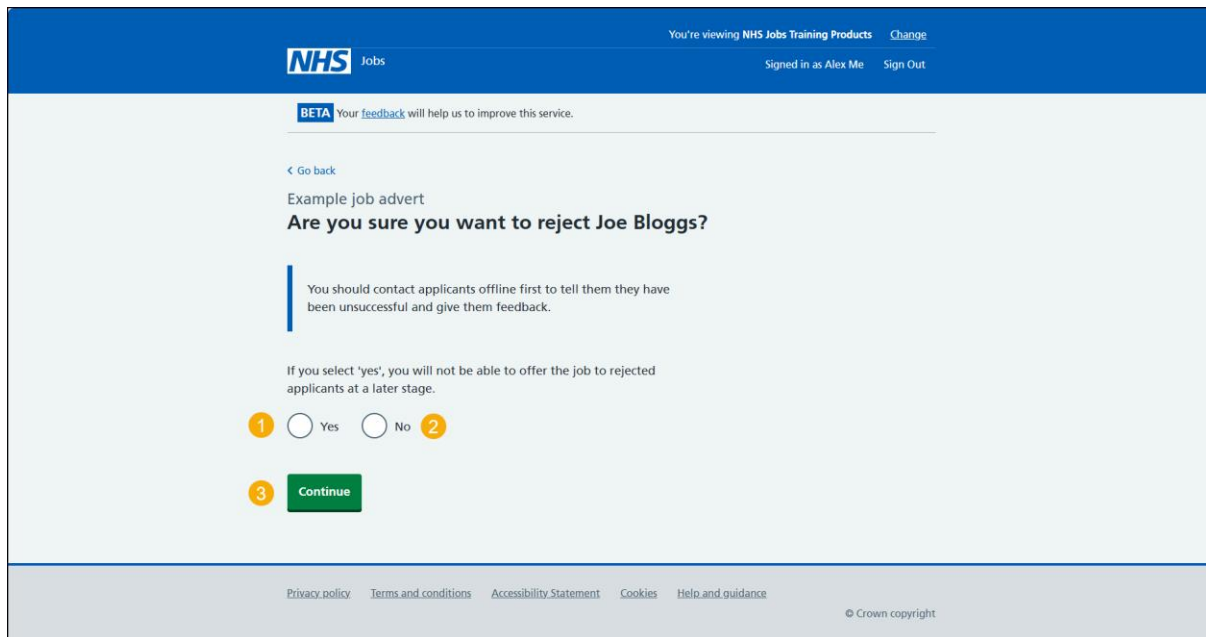
Are you sure you want to reject applicant?

This page gives you instructions for how to confirm you want to reject the applicant.

Important: You will only see this page if you have selected reject applicant.

To do this, complete the following steps:

1. Select the ['Yes'](#) option.
or
2. Select the ['No'](#) option.
3. Select the 'Continue' button.



The screenshot shows the NHS Jobs application interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS Jobs Training Products' with a 'Change' link, and 'Signed in as Alex Me' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A '< Go back' link is visible. The main content area is titled 'Example job advert' and 'Are you sure you want to reject Joe Bloggs?'. Below this, there is a vertical bar and text: 'You should contact applicants offline first to tell them they have been unsuccessful and give them feedback.' Further down, it says: 'If you select 'yes', you will not be able to offer the job to rejected applicants at a later stage.' There are two radio button options: '1 Yes' and '2 No'. Below these is a green 'Continue' button with a '3' next to it. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', followed by '© Crown copyright'.

Select the applicants you want to reject

This page gives you instructions for how to select the applicants you want to reject.

Important: You can select one or more applicants to reject.

To do this, complete the following steps:

1. Select the rejected applicant boxes.
2. Select the ['Continue'](#) button.

The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS Jobs Training Products' with a 'Change' link, and 'Signed in as Alex Me' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A '< Go back' link is present. The main heading is 'Example job advert' followed by 'Select the applicants you want to reject'. Below this, there are three paragraphs of instructions: 'Select all applicants that you do not want to offer the job to.', 'These applicants will be sent an individual email letting them know they have been unsuccessful with their application.', and 'Once you reject the applicants you will not be able to return and offer them the job at a later stage.' A table with two columns, 'Select' and 'Applicant', is shown. The 'Applicant' column contains the name 'Joe Bloggs' and the ID 'AR-260320-16346'. In the 'Select' column, there is a checkbox with a '1' in a yellow circle next to it. Below the table, there is a '2' in a yellow circle next to a green 'Continue' button. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', along with the copyright notice '© Crown copyright'.

Are you sure you want to reject all applicants?

This page gives you instructions for how to confirm you want to reject all applicants.

Important: You will see this page if you selected choose not to offer this job to any applicants.

To do this, complete the following steps:

1. Select the ['Yes'](#) option.
or
2. Select the ['No'](#) option.
3. Select the 'Continue' button.

The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS Jobs Training Products' with a 'Change' link, and 'Signed in as Alex Me' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A '< Go back' link is visible. The main content area is titled 'Example job advert' and 'Are you sure you want to reject all the unsuccessful applicants?'. Below this, there is a vertical bar and text: 'You should contact applicants offline first to tell them they have been unsuccessful and give them feedback.' Another line of text states: 'If you select 'yes', you will not be able to offer the job to rejected applicants at a later stage.' There are two radio button options: 'Yes' (marked with a '1' in a yellow circle) and 'No' (marked with a '2' in a yellow circle). Below these is a green 'Continue' button (marked with a '3' in a yellow circle). At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', along with a copyright notice: '© Crown copyright'.

Do you want to provide an email address for applicants to get feedback?

This page gives you instructions for how to confirm if you want to provide an email address for unsuccessful applicants to get feedback.

Important: Unsuccessful applicants may want to contact you to get feedback about their interview.

To do this, complete the following steps:

1. Select the ['Yes'](#) option.
or
2. Select the ['No'](#) option.
3. Select the 'Continue' button.

The screenshot shows the NHS Jobs application interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS Jobs Training Products' with a 'Change' link, and 'Signed in as Alex Me' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A '< Go back' link is visible. The main content area displays 'Example job advert' followed by the question: 'Do you want to provide an email address for unsuccessful applicants to contact for feedback?'. Below the question, there is a sub-heading: 'Unsuccessful applicants may want to contact you to ask for feedback about their interview.' There are two radio button options: 'Yes' (with a '1' in a yellow circle next to it) and 'No' (with a '2' in a yellow circle next to it). Below these options is a green button labeled '3 Save and continue'. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', along with the text '© Crown copyright'.

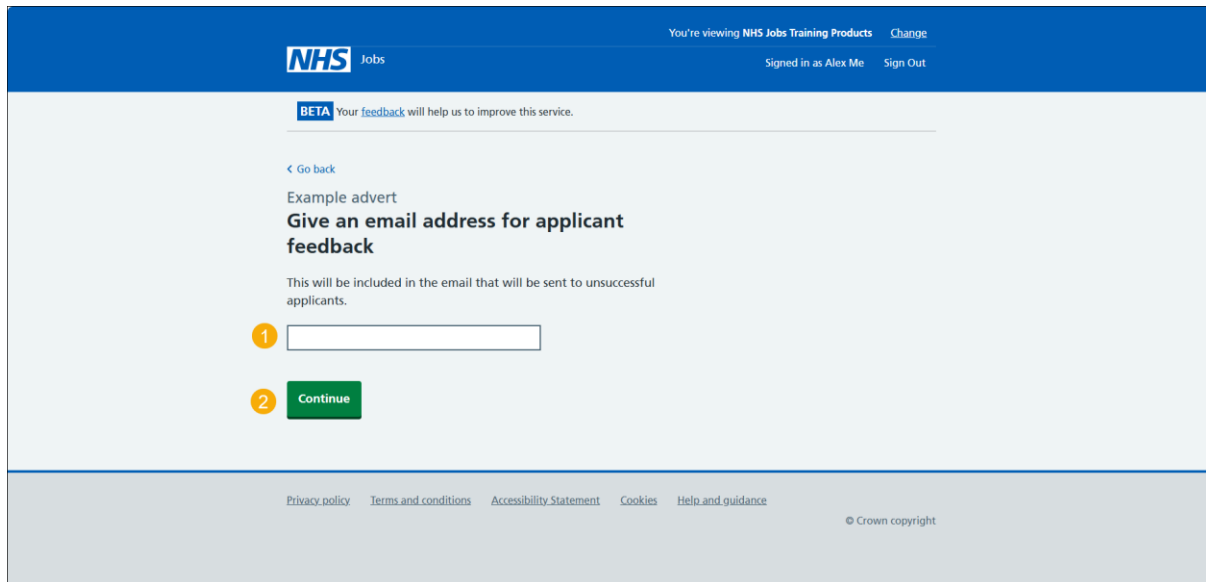
Give an email address for applicant feedback

This page gives you instructions for how to add an email address for applicant feedback.

Important: This will be included in the email that will be sent to unsuccessful applicants.

To do this, complete the following steps:

1. In the **Email address** box, enter the details.
2. Select the '[Continue](#)' button.



The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS Jobs Training Products' with a 'Change' link, and 'Signed in as Alex Me' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main content area is titled 'Example advert' and 'Give an email address for applicant feedback'. Below this, it states: 'This will be included in the email that will be sent to unsuccessful applicants.' There is a text input field with a '1' in a yellow circle next to it. Below the input field is a green 'Continue' button with a '2' in a yellow circle next to it. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', along with a copyright notice: '© Crown copyright'.

Send email to unsuccessful applicants

This page gives you instructions for how to send an email to unsuccessful applicants.

Important: If you have not contacted any applicants offline to let them know they have been unsuccessful you should do that first.

To do this, complete the following step:

1. Select the '[Send rejection](#)' button.

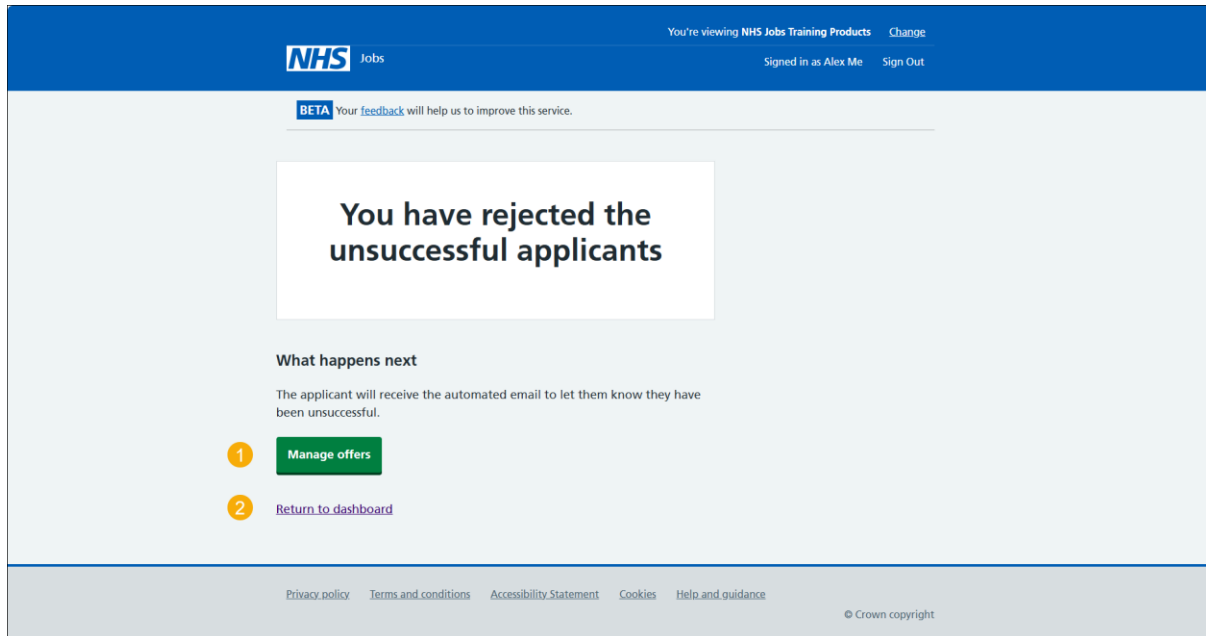
The screenshot shows the NHS Jobs interface. At the top, there's a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Jobs Training Products' and 'Change', and 'Signed in as Alex Me' with a 'Sign Out' link. Below the header, there's a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main content area is titled 'Example advert' and 'Send email to unsuccessful applicants'. It contains a paragraph: 'If you have not yet contacted them offline to let them know they have been unsuccessful you should do that first.' Below this is a vertical blue bar containing the email template text: 'Dear [applicant full name], Thank you for taking the time to interview for the Example advert job at NHS Jobs Training Products. On this occasion, you've been unsuccessful. The employer will not be continuing with your application. If the employer has not provided you with feedback yet, you can contact test@test.com. We wish you well in your job search. Kind regards, The NHS Jobs Team'. At the bottom of this section is a green button labeled 'Send rejection' with a yellow circle containing the number '1' to its left. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', along with the text '© Crown copyright'.

You have rejected the unsuccessful applicants

This page shows confirmation that you have rejected the unsuccessful applicants.

To go to the next stage of the recruitment, complete the following steps:

1. Select the 'Manage offers' button.
2. Select the 'Return to dashboard' link.



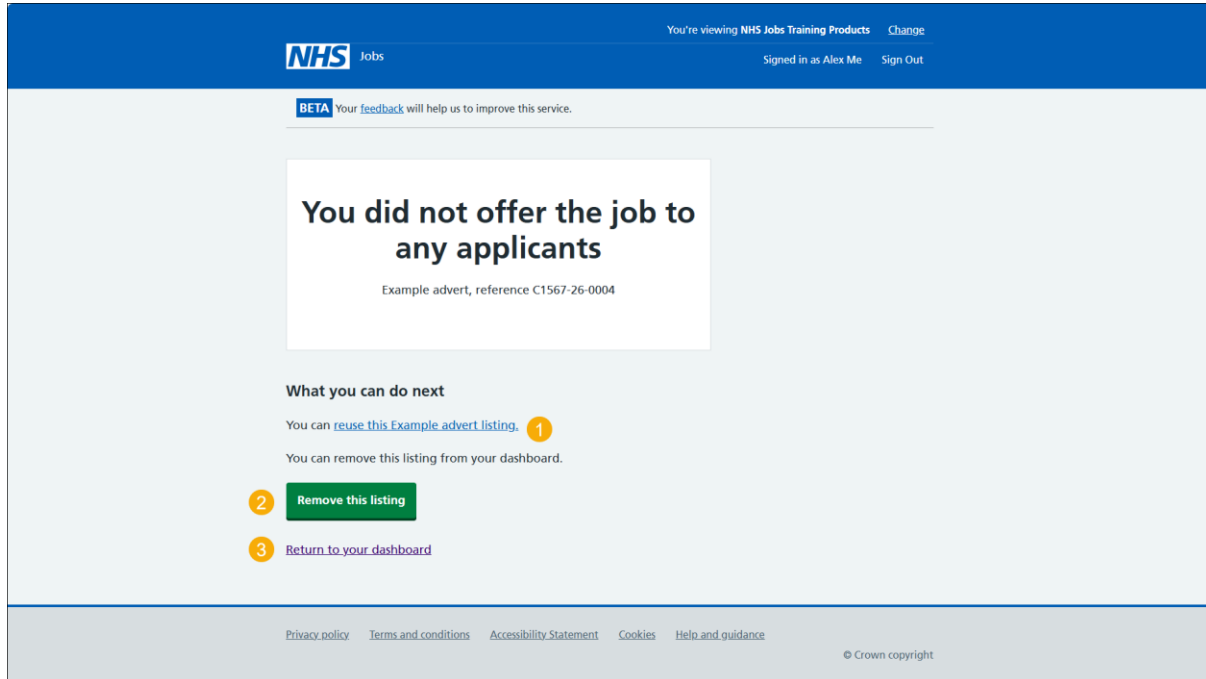
You have reached the end of this user guide.

You did not offer the job to any applicants

This page shows confirmation you did not offer the job to any applicants.

To go to the next stage of the recruitment, complete the following steps:

1. Select the 'Reuse this listing' link.
2. Select the 'Remove this listing' button.
3. Select the 'Return to your dashboard' link.



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 right, it says 'You're viewing NHS Jobs Training Products' with a 'Change' link, and 'Signed in as Alex Me' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' The main content area features a white box with the heading 'You did not offer the job to any applicants' and the subtext 'Example advert, reference C1567-26-0004'. Below this, a section titled 'What you can do next' provides three options: 1. 'You can [reuse this Example advert listing.](#)' with a yellow circle containing the number 1. 2. 'You can remove this listing from your dashboard.' with a green button labeled 'Remove this listing' and a yellow circle containing the number 2. 3. '[Return to your dashboard](#)' with a yellow circle containing the number 3. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', along with the text '© Crown copyright'.

You have reached the end of this user guide.