February 2024

NHS
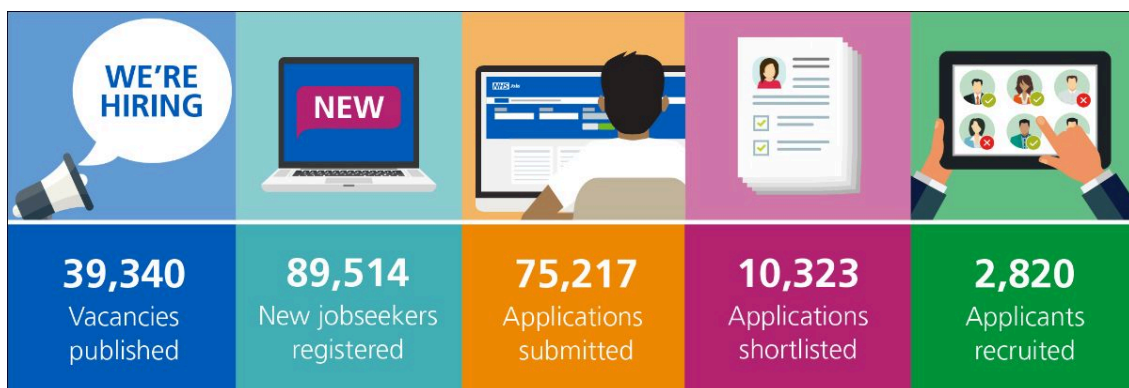**Business Services Authority**

Your NHS Jobs newsletter

NHS Jobs - A Workforce Service delivered by the NHSBSA

In this edition; training session recordings, NHS Jobs user roles and permissions, NHS jobs training sessions in March and NHS Jobs Stakeholder Engagement events...

Did you know?

In January 2024 there were...

WE'RE HIRING

NEW

39,340
Vacancies published

89,514
New jobseekers registered

75,217
Applications submitted

10,323
Applications shortlisted

2,820
Applicants recruited

...on NHS Jobs

Training Needs Assessment

The NHS Jobs Training and Support team have developed a new Training Needs Assessment (TNA) in the form of a short online survey. The TNA can be

completed by registered users who have identified gaps in their knowledge or experience of using the service.

The TNA takes less than five minutes to complete, and the information submitted will be reviewed and used to develop and schedule training solutions to prioritise your training needs, improve your understanding and promote continuous improvement and efficiency of the service for all four of our user roles.

The data will also help us review our current training methods, and any training needs we identify can be delivered in a format appropriate to your needs. This means we might offer you an online demo via Teams, face-to-face group training sessions at your workplace, sign-posting to our extensive library of video and user guide resources, and in the coming months we will also be releasing new e-learning packages via the Learning Hub and an online classroom tool.

To share your training needs, please complete the NHS Jobs TNA here: https://online1.snapsurveys.com/JobsTrainingNeeds

NHS Jobs user roles and permissions

To help you manage your account and recruitment workloads, NHS Jobs has four user role types for employer accounts:

- Super user

- Team manager

- Recruitment administrator

- Recruiting manager

Each user role type has different access and permissions.

To help you understand what tasks or actions your role can do in NHS Jobs, there is a Which tasks can each role do? page. This page can either be accessed by:

- a hyperlink when your super user is adding new users, or

- the Roles and permissions hyperlink on the Help and information panel on the right-hand side of your employer dashboard.

Help and information

[The employer hub](#)

[Roles and permissions](#)

▶ [Contact your super users](#)

These hyperlinks take you to a page that provides a detailed view of the tasks each user role can do.

The tasks are split by task type to make it easier for you to find specific tasks. When you expand each task section, there is a key at the top of each table which helps to make clear if a user role type is also impacted by their job listing role. Your user role type is also clearly identified at the top of the page, so you can easily find out which tasks apply to you.

Which tasks can each role do?

You are a Super user.

- ⊕ Search and view listings and applicants
- ⊕ Create and publish listings
- ⊕ Send for approval, approve and reject listings
- ⊕ Manage a listing when it is live
- ⊕ Scoring and shortlisting applications
- ⊕ Create and Manage interviews
- ⊕ Offers and checks
- ⊕ Contracts
- ⊕ Moving applicants between listings
- ⊕ End recruitment and removing a listing early
- ⊕ Manage the account, users, documents and KPIs

Go back

To ensure that your account stays secure, the number of users who can be assigned the super user role is restricted to seven per employer account. super users and team managers have similar permissions, however super users can do some additional tasks, including:

- Super users have increased access to applicant information before shortlisting.

- Super users can create, deactivate and make changes to user accounts.

- Super users can make changes to employer account level settings.

Did you know?

Users with access to two or more accounts can have different user roles in each organisation account. For example, they may be a Super user in one

account and a recruiting manager in another.

NHS Jobs training sessions in March

The next set of NHS Jobs training sessions for Primary Care organisations are running on 20 March, 1pm - 4.30pm and for Secondary Care organisations on 21 March, between 1pm - 4.30pm. The sessions will cover:

- Account management, documents and templates

- Create and publish a job listing

- Manage a job listing

- Score and shortlist applications

- Invite applicants to interview

- Make a job offer and complete pre-employment checks

- Issue a contract and end recruitment

They're free and useful for anyone who;

- is new to your team who will be using NHS Jobs as part of their role

- is learning about functionality they could make use of

- wants to make sure they are getting the most from the service.

People who have previously attended these sessions have shared positive feedback:

"I found the sessions informative."

"I was happy to raise any questions I had at the time."

You can book your place at NHS Jobs Employer Training Sessions | NHSBSA.

NHS Jobs Stakeholder Engagement events

The NHS Jobs Stakeholder Engagement event takes place via Teams on the last Thursday morning of every month and gives you an update on the progress of the NHS Jobs service.

During each session we will:

• update you on the latest news, statistics and progress of the NHS Jobs service

• signpost you to training and support

• listen to your feedback and answer any queries

The dates for the upcoming sessions are:

Thursday 29 February	11.00am	Link to register
Thursday 28 March	11.00am	Link to register
Thursday 25 April	11.00am	Link to register

To join these sessions, just register using the links and you will be sent a Teams link to attend.

Training & 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 can I do if I'm unable to log in to my NHS Jobs account?

If you are unable to login to your NHS Jobs account, ensure you are logging in on the correct webpage. As an employer, this is https://www.jobs.nhs.uk/employer/auth/login.

You can reset your password on the sign in page by selecting 'forgot your password'.

Further information on what to do if you are unable to login to your NHS Jobs account can be found on our Frequently Asked Question, What can I do if I'm unable to login to my NHS Jobs account?

There is also the user guide, How to sign into your account and reset your password in NHS Jobs, in the 'Access your account' section of our Help and support for employers page.

We also have videos regarding accessing your account on the NHS Jobs YouTube channel.

What details of a vacancy can be amended after the advert has been published?

An employer can amend certain parts of a vacancy after the advert has been published, including the job description and closing date.

A super user, or recruitment administrator can do this by going onto the published listing from the employer dashboard and selecting the 'Change' link within the section which they wish to amend.

Further information on what details of a vacancy can be amended after the advert has been published can be found on our Frequently Asked Question, [What details of a vacancy can be amended after the advert has been published?](#)

There is also the user guide sections 'Create and publish a job listing' and 'Manage a job listing' which can be found on our [Help and support for employers page.](#)

We also have videos regarding managing a job listing on the [NHS Jobs YouTube channel](#).

Training session recordings

In January and February, we delivered our monthly demonstrations of NHS Jobs.

For those who couldn't join us, we've recorded the sessions and they're available via the following links:

- One: [Managing an employer account](#)
- Two: [Creating and publishing a job listing](#)
- Three: [Managing a job listing](#)
- Four: [Scoring applications and shortlisting applicants](#)
- Five: [Invite applicants to interview](#)
- Six: [Making and managing a job offer and completing pre-employment checks](#)
- Seven: [Issue and manage a contract and end a recruitment process](#)

To find out when the next live session is, check out the '[Employer Training Session](#)' webpage and book your place

Bitesize videos

We've reviewed the existing 'Create and publish a job listing' video which was over 20 minutes long and decided to break it down into bitesize parts to make it

easier for you. The new links are as follows:

- One: [Create a job listing – Add the job title and reference number](#)
- Two: [Create a job listing – Add the details of the job](#)
- Three: [Create a job listing – Add the ESR Position](#) (only for users of NHS Jobs and ESR)
- Four: [Create a job listing – Add the job overview](#)
- Five: [Create a job listing – Add pre-application and additional questions](#)
- Six: [Create a job listing – Add the recruitment team](#)
- Seven: [Create a job listing – Add the Welsh translation](#) (only if you have this setting turned on)
- Eight: [Create a job listing – Publish the job listing](#)

Why not check out our '[NHS Jobs YouTube channel](#)' and subscribe to keep up to date with the latest videos and content.

Help & support

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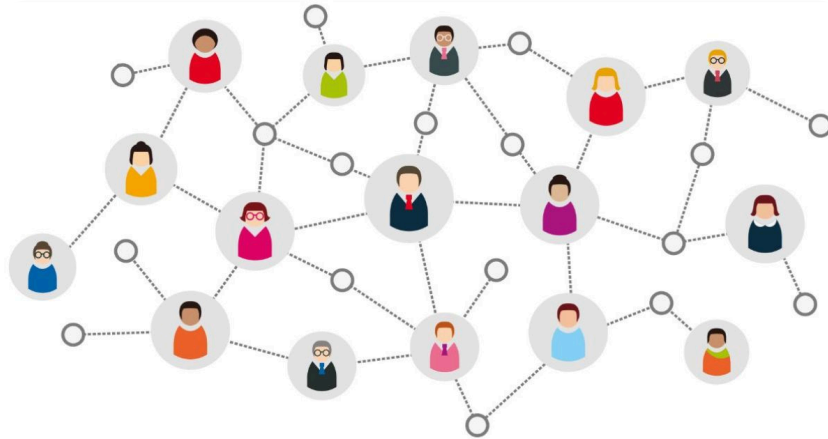
Thanks for reading

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