Your NHS Jobs newsletter

Welcome to the May edition of the NHS Jobs newsletter!

We had a fantastic response to the first newsletter with lots of people signing up to receive future editions.

If you want to continue to receive the newsletter, you have to subscribe! So don't forget to click on the link (right) to sign up.

Read on to find out more about what we're doing to develop the service even further, as well as some interesting facts about NHS Jobs – the official digital recruitment service for the NHS in England and Wales.

Click here to subscribe to future copies of this newsletter!

Did you know?

Some of the statistics we get from the NHS Jobs site are staggering and really show the volume of people using our service. For example, did you know…?

3,400+ organisations – NHS Jobs is centrally provided across the NHS

2,625,706 jobseekers visited the site in April 2018

95% of users are based in the UK

130,000+ users logged in from overseas

55.73% of users logged in on a tablet or mobile device

337, applicatio received Jobs in A

The future service – moving from Discovery into Alpha

We finished the Discovery stage of the project to create a new system for NHS Jobs at the end of April. We are now moving into Alpha which will last for around 5 months in line with Government Digital Service (GDS) guidelines. Click here to for a reminder about what the different stages of an agile project are.

We had a lot of success over our 10 week Discovery, including:

- Completed 35+ qualitative research sessions, including those with specific Access Needs.
- Received over 1350 responses to our online survey.
- Researched the technology options and approach with a view to identify the future target architecture.
- Identified over 200 potential features that were a combination of fixing current pain points, to features aligned to new user needs.
- Created a Target Operating Model (TOM) and Strategic Outline Case (SOC) for the future NHS Jobs Service.

We identified and collated a number of user needs across the wide customer base from candidates right up to recruitment services, but there is a clear theme that *'one size doesn't fit all'* and that greater and more flexible configuration needs to be at the heart of the future service. At the end of the Alpha phase of the project, we will:

- be able to walk users through a full user

Our objectives:

Reduce the time to hire, creating savings across the NHS.

Provide an excellent user experience, so NHS organisations will only need to use 3rd party suppliers to supplement recruitment technology if they choose to.

Help to attract the best candidates for roles by pulling them into the recruitment journey.

Make the candidate experience more engaging so they feel in control of their recruitment journey.

journey from raising a role to a signed contract using a 'working' system with limited functionality.

- have validated our thinking with users.
- validate configuration feasibility - testing if our approach is technically viable, manageable and cost-effective - have a more educated view of the overall service model.
- have a Beta plan, an updated TOM and have updated the SOC into an Outline Business Case.
- have passed GDS Alpha assessment.

As the project progresses we will keep you updated through this newsletter! But if there's anything specific you want to find out more about, contact the team who will be happy to help – just email nhsbsa.jobs3@nhs.net.

New NHS Jobs site – your help needed

Are you responsible for recruiting NHS staff or are you looking for a new job within the NHS?

The team at NHS Jobs are developing a new website and would like your help to test it.

This is a unique opportunity to input into how the new site will work and your feedback will be invaluable to the digital team.

Just click here to sign up, find out more and get involved.

Enhancements to the current service

As well as developing the new version of NHS Jobs, we're also developing and enhancing the current service. Much of this work is based on user feedback.

During the month of June further enhancements will be made available for you to use:

- We'll include a 'part time' value to 'Job type'.
- You'll be able to create a customisable checklist for recruiting managers to complete and return to the relevant recruitment officers when. successful candidates have been identified.
- You'll be able to create and send electronic contract / offer emails (including attachments).
- Candidates will have the ability to insert an electronic signature and return their offer including attachments if required.

Keep an eye on the Latest News section of the NHS Jobs site for more information.

Cumbria – getting the most out of NHS Jobs recruitment

Cumbria Partnership NHS Foundation Trust employs around 4,000 staff and serves a rural population of some half a million people in the most north-westerly county of England. Covering an area of 2,600 square miles, Cumbria is also one of the most sparsely populated counties of the UK, posing unique challenges in recruitment.

That's why their recruitment managers know that delays in recruitment can cause potential staff to get drawn to other health jobs, such as in Scotland or Newcastle, or even to industries outside health and care.

Streamlining the recruitment process under NHS Jobs, to take full advantage of the online service, has brought huge savings of time and money for the trust.

"Generally Band 5 staff nurses, mental health nurses, nurse practitioner and community nurse posts take, on average, longer to fill," explains Victoria McDade, resourcing and training lead at the foundation trust.

"We fully utilise NHS Jobs and have seen huge savings in our time to approve vacancies," she continued. *"Previously, approval time had been on average six weeks and this has been reduced to, on average, seven calendar days."*

The team did away with spreadsheets and other recording systems, encouraging their recruiting managers to track progress of their recruitment drives using their own NHS Jobs accounts, cutting down calls to the team and putting the control back into the manager's hands.

Victoria adds that managers across the Trust are particularly impressed with the ability to track the progress of recruitment: *"Managers can see real life information, from candidate invitations being picked up to checking over a candidate's reference history and setting up induction sessions. Managers also like the flexibility to print or download documents themselves and feel more in control of their recruitment."*

> *"Approval time has been reduced to, on average, seven calendar days."*

In another time-saving measure, the trust has also updated their offer letter templates so the recruiting team has more time to focus on other areas of the recruitment process. All offers and contracts are now issued electronically, saving over £5,000 per year on postage and associated costs.

Streamlined shortlisting and interview arrangements, pre-appointment checks and more joined up and thorough checks, post-appointment, has reduced the time from publishing a job advert to getting someone into post to between 58 and 78 days.

The recruiters aren't the only ones benefitting. Candidates can submit and check the progress of their applications online and self-select an interview slot of their choice once shortlisted – all outside 'office hours'. Feedback received by the trust shows that 96% of new starters found NHS Jobs 'really useful'.

> "Managers like the flexibility to print or download documents themselves and feel more in control of their recruitment."

Attitudes to online recruitment in the health sector are changing. This trust's willingness to engage combined with a more flexible approach – which saves time and has a wider candidate reach – offers the potential to deliver significant cost savings.

In an environment where the challenges are not just to attract staff familiar with the healthcare sector, but also to attract workers from other sectors and to reduce the costs involved in recruitment, a speedy streamlined process is a huge advantage.

"You have to build a process around these job boards systems – it's not just a matter of saying here's a system go and use it," says Victoria. *"We have fantastic processes to support the use of NHS Jobs and when it's used to its full potential I struggle to understand why other trusts would feel the need to pay for additional systems."*


We want to hear from you!

The annual NHS Jobs survey is running **until Friday 8 June** – have you taken this opportunity to have your say yet?

Your views will help to shape our service and the decisions we make, particularly on future system developments and how you want us to communicate and engage with you.

Can you spare 5 minutes to complete our survey? We'll be sharing the results in a future newsletter, so it's really important that as many of you take part as possible.

Click on the link here to get started.

Please complete our annual survey, we appreciate all feedback

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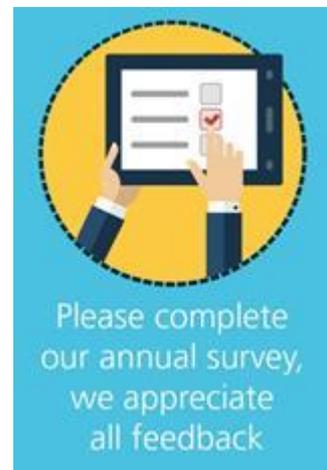
Have you read our latest blog?

The latest post on our blog is about the end of the Discovery phase for the next version of the NHS Jobs system, and is written by our Service Manager David Roberts.

You can also catch up on previous blogs to find out more about the processes we're following to create a new service, based on user needs.

Read the blog here.

Thanks for reading!

Don't forget to **subscribe** to the newsletter to make sure you receive future editions!

And remember to follow us on Twitter – search for @NHS_Jobs today.