

How to complete a home address check in NHS Jobs user guide

This guide gives you instructions for how to complete a home address check in the NHS Jobs service.

A home address is needed to complete the applicant's pre-employment information before they can start their new job.

On accepting a job offer, the applicant can add and change their home address.

You can add or change the home address on the applicant's behalf.

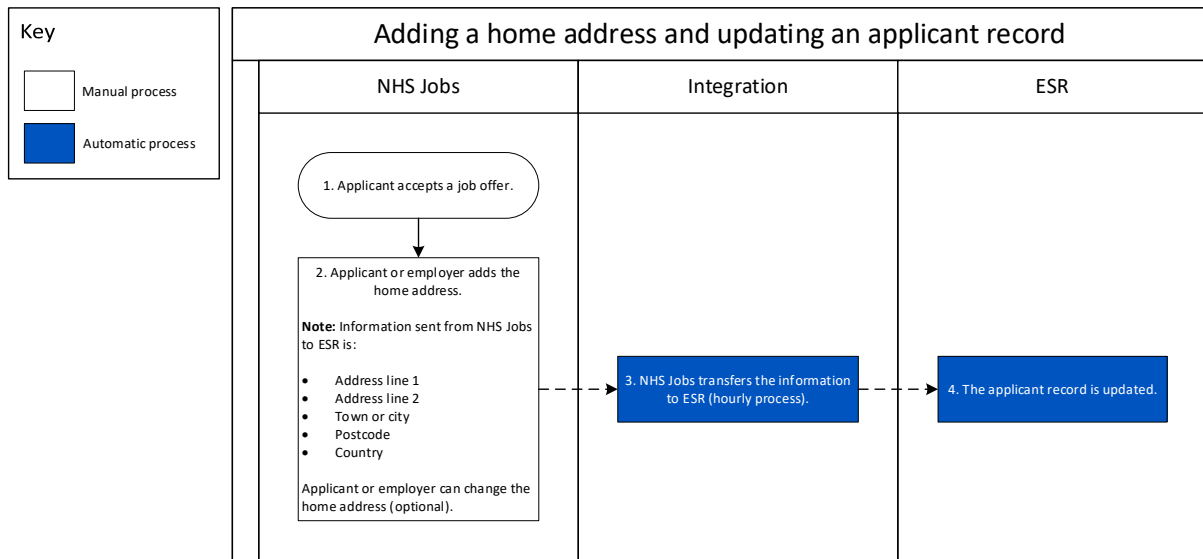
For users of NHS Jobs and Electronic Staff Record (ESR) integration, go to the '[Process flow diagram](#)' page.

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](#).

Contents

| | |
|---|--------------------|
| How to complete a home address check in NHS Jobs user guide | 1 |
| Process flow diagram | 3 |
| Pre-employment checks | 4 |
| Applicant's pre-employment checks | 5 |
| Check pre-employment checklist or withdraw offer | 6 |
| Home address | 7 |
| Check home address | 8 |
| Edit home address | 9 |
| Check the home address status in NHS Jobs | 10 |
| Check the home address details in ESR | 11 |

Process flow diagram



Go to the ['Pre-employment checks'](#) page.

Pre-employment checks

This page gives you instructions for how to access pre-employment checks.

Important: You must have an applicant who has accepted a conditional job offer and completed their pre-employment checks.

To access pre-employment checks, complete the following step:

1. Select the '[Pre-employment checks](#)' link.

The screenshot shows the NHS Business Services Authority Dashboard. At the top, there is a blue header with the NHS logo, 'Jobs', and user information: 'You're viewing [dropdown] Change' and 'Signed in as NHS BSA Training Sign Out'. Below the header, there is a toggle for 'Show tasks for all accounts' and a 'BETA' notice: 'Your feedback will help us to improve this service.'

The main content area is titled 'NHS Business Services Authority Dashboard'. It has two tabs: 'Tasks by stage' (selected) and 'Listings by user'. Below the tabs, there is a dropdown menu for 'Showing tasks for' set to 'All users'.

The dashboard displays a list of task categories with their counts, track status, and overdue days, along with progress bars:

| Task Category | Count | Track Status | Overdue Days |
|--|-------|--------------|--------------|
| Draft | 386 | on track 22 | overdue 364 |
| Approvals | 3 | on track 1 | overdue 2 |
| Published | 4 | | |
| Shortlisting | 8 | on track 1 | overdue 7 |
| Interviews | 1 | on track 0 | overdue 1 |
| Ready to offer | 42 | on track 16 | overdue 26 |
| Conditional offers | 22 | on track 5 | overdue 17 |
| 1 Pre-employment checks | 24 | on track 4 | overdue 20 |
| Contracts | 57 | on track 11 | overdue 46 |
| End recruitment | 7 | on track 4 | overdue 3 |

On the right side of the dashboard, there are several 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](#)
 - [Welsh listings](#)
- Documents and templates:**
 - [Overview of your organisation](#)
 - [Supporting documents](#)
 - [Contract templates](#)
 - [Offer letter templates](#)
- Help and information:**
 - [The employer hub](#)
 - [Roles and permissions](#)
 - [Contact your super users](#)
- Reporting:**
 - [Run a report](#)

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

Applicant's pre-employment checks

This page gives you instructions for how to find the applicant and start their pre-employment checks.

Important: In this example, the **Outstanding checks** section shows the 'Home address' check is outstanding.

Find the applicant and complete the following step:

1. Select the 'Applicant' link to view the applicant's details (optional).
2. Select the 'Job title' link to view the job details (optional).
3. Select the '[View checks or withdraw offer](#)' link.

The screenshot shows the NHS BSA Training 'Pre-employment checks' page. At the top, it says 'You're viewing NHS BSA Training' and 'Signed in as Liam M1'. Below that, there's a 'BETA' notice and a 'Show tasks for all accounts' toggle. The main content area has a 'Go back' link and the title 'Pre-employment checks'. A dropdown menu shows 'Showing tasks for All users'. Below this is a table with the following columns: Applicant, Job title, Deadline, Outstanding checks, and What needs doing next.

| Applicant | Job title | Deadline | Outstanding checks | What needs doing next |
|--|--|--------------------------------|---|---|
| Liam MA AR-210128-00006 | Learning Consultant T2020-21-4641 | 01 Apr 2022 ON TRACK | References Home address Identity check Right to work in the UK Qualifications Professional registrations DBS HPANs Health assessment | View checks or withdraw offer |

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'.

Check pre-employment checklist or withdraw offer

This page gives you instructions for how to confirm if you want to check the pre-employment checklist or withdraw the job offer.

To confirm if you want to check the pre-employment checklist or withdraw the job offer, complete the following steps:

1. Select an answer:
 - [‘Check pre-employment checklist’](#)
 - ‘Withdraw offer’
2. Select the ‘Continue’ 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 right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam M1' 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 navigation link '< Go back' is visible. The main content area displays 'Pre-employment checks' and a large heading: 'The conditional offer has been accepted by Liam MA'. Below this, it asks 'Would you like to' and provides two radio button options: '1 Check pre-employment checklist' and '2 Withdraw offer'. A green 'Continue' button is positioned below the second option. 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', along with a copyright notice: '© Crown copyright'.

If you've withdrawn the applicant's job offer, you've reached the end of this user guide.

Home address

This page gives you instructions for how to start a home address check.

Important: In this example, the status is **COMPLETED** as the applicant's added their home address.

To start a home address check, complete the following step:

1. Select the '[Home address](#)' 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 side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam M1' 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 heading is 'Pre-employment checklist for Liam MA'. Below this, there is a message: 'The applicant accepted your conditional job offer. They now need to give pre-employment information before they can start their new job.' The checklist is divided into two sections: 'References' and 'Identity'. Under 'References', there is a link 'References' and a 'COMPLETED' status. Under 'Identity', there are three items: 'Home address' (marked with a yellow circle containing the number '1' and a 'COMPLETED' status), 'Identity check' (marked with a 'NOT STARTED' status), and 'Inter Authority Transfer (IAT)' (marked with a 'COMPLETED' status).

Check home address

This page gives you instructions for how to check the home address.

Important: You must check the applicant's home address against any documentation they've given.

To check, edit and confirm the home address, complete the following steps:

1. Select an answer:
 - ['Yes'](#)
 - ['No'](#)
2. Select the 'Continue' button.

The screenshot shows a web page for checking a home address. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam.M1' 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 heading is 'Pre-employment checks' followed by 'Liam MA's home address'. Below this, there is a table of information:

| | |
|----------------|-----------------|
| Date received | 26 January 2022 |
| Address line 1 | 111 My House |
| Address line 2 | |
| Town or city | Morpeth |
| County | |
| Postcode | |
| Country | United Kingdom |

Below the table, there is a section titled 'Edit this information?' with two radio buttons: 'Yes' and 'No'. The 'Yes' button is selected. Below this, there is a green 'Continue' button with a '2' in a yellow circle next to it. 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 text is '© Crown copyright'.

Edit home address

This page gives you instructions for how to edit the home address.

Important: You'll only see this page if you're editing the applicant's home address.

To edit the address, complete the following steps:

1. In the **Address line 1** box, enter the details.
2. In the **Address line 2** box, enter the details (optional).
3. In the **Town or city** box, enter the details.
4. In the **County** box, enter the details (optional).
5. In the **Postcode** box, enter the details (optional).
6. In the **Country** box, select an answer from the drop down menu.
7. Select the ['Save and continue'](#) button.

You're viewing [NHS BSA Training](#) [Change](#)

NHS Jobs Signed in as [Liam M1](#) [Sign Out](#)

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

[Go back](#)

Pre-employment checks

Enter Liam MA's home address

Address line 1

1

Address line 2 (Optional)

2

Town or city

3

County (Optional)

4

Postcode (Optional)

5

Country

6

7

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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Check the home address status in NHS Jobs

This page gives you instructions for how to check the home address status in NHS Jobs.

Important: In this example, the status is **COMPLETED** as you've completed the applicant's home address check. You need to complete all sections of the pre-employment checklist before you can issue a contract.

To go to another pre-employment check, complete the following steps:

1. Select a pre-employment link.

The screenshot shows the NHS Jobs interface for a pre-employment checklist. At the top, it says 'You're viewing NHS BSA Training' and 'Signed in as Liam M1'. The main heading is 'Pre-employment checklist for Liam MA'. Below this, there's a 'References' section with a 'COMPLETED' status. The 'Identity' section has three items: 'Home address' (COMPLETED), 'Identity check' (NOT STARTED), and 'Inter Authority Transfer (IAT)' (COMPLETED). The 'Home address' item is highlighted with a red box and a yellow circle with the number 1.

Tip: To find out how to complete a pre-employment check, go to a user guide or video from the '**Complete a pre-employment check**' section of the '[Help and support for employers](#)' webpage.

For users of NHS Jobs and ESR integration, go to the '[Check home address details in ESR](#)' page.

You've completed the home address check in NHS Jobs and reached the end of this user guide.

Check the home address details in ESR

This page gives you instructions for how to check the home address details in ESR.

Important: This information is found in the applicant record within the 'Extra Person Information' section of ESR and can be checked with the correct ESR roles and permissions.

1. The applicant's home address details are shown.

The screenshot shows the Oracle Applications interface for 'Enter HR Personal Information - Combined'. The 'Address' window is open, showing the following details:

- Name:** Last, First, Title, Prefix, Suffix, Middle
- Gender:** Male
- Style:** United Kingdom
- Address:** United Kingdom|1 Kings Road||Sheffield||S1 1DG|United Kingdom
- Details:**
 - Type:** Home
 - Primary:**
 - Date From:** 10-MAY-2005
 - Date To:** []
- Effective Dates:** From 21-MAY-2007 To [] Latest Start Date []
- Buttons:** Address, Contact, Assignment, Special Information, Others...

Tip: For more information about ESR, go to the ['ESR User Manual'](#).

You've checked the home address details in ESR and reached the end of this user guide.