

## How to manage a job offer in NHS Jobs user guide

This guide gives you instructions for how to manage a job offer in the NHS Jobs service.

Once you've made a job offer to an applicant, you can choose one of the following options:

- reject the job offer on behalf of the applicant
- edit and resend the job offer
- wait for the applicant to respond to the offer

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](#).

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## Conditional offers

This page gives you instructions for how to manage a conditional offer.

**Important:** To manage a job offer, you must have made the applicant a conditional offer.

To manage a conditional offer, complete the following step:

1. Select the '[Conditional offers](#)' link.

The screenshot shows the NHS Jobs dashboard for NHSBSA Lee UAT. The user is signed in as Lee Mapes. The dashboard displays recruitment stages with counts and progress bars. A yellow circle with the number '1' highlights the 'Conditional offers' row. The sidebar on the right contains sections for 'What you can do' and 'Manage the account'.

Stage	Count	Progress
<a href="#">Draft</a>	11	Progress bar (mostly green)
<a href="#">Published</a>	5	Progress bar (mostly green)
<a href="#">Shortlisting</a>	26 - on track 24, overdue 2	Progress bar (mostly green, small red)
<a href="#">Interviews</a>	15 - on track 14, overdue 1	Progress bar (mostly green, small red)
<a href="#">Ready to offer</a>	10 - on track 9, overdue 1	Progress bar (mostly green, small red)
<b>1</b> <a href="#">Conditional offers</a>	14 - on track 4, overdue 10	Progress bar (mostly red)
<a href="#">Pre-employment checks</a>	0	Progress bar (empty)
<a href="#">Contracts</a>	6	Progress bar (mostly green)
<a href="#">End recruitment</a>	0	Progress bar (empty)

**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](#)

## Manage conditional offers

This page gives you instructions for how to manage a conditional offer.

**Important:** In this example, you've made a job offer to the applicant.

Find the applicant and complete the following steps:

1. Select the 'Showing tasks for' dropdown to filter tasks for each user (optional).
2. Select the 'Showing tasks' dropdown to filter the tasks shown (optional).
3. Select the 'Applicant' link to view the applicant's details (optional).
4. Select the 'Job title' link to view the job details (optional).
5. Select the '[Respond for the applicant](#)' link.

You're viewing Training Account 365
Signed in as Lee Mapes [Sign Out](#)

[< Go back](#)

Training Account 365

### Conditional offers

Showing tasks for

1

Showing tasks

2

#### Conditional offers

Applicant	Job title	Deadline	Task	What needs doing next
3 <a href="#">Lee Mapes</a> AR-220223-00018	4 <a href="#">Admin Assistant Test</a> A0365-22-6694 <span style="border: 1px solid black; padding: 2px;">INTERNAL</span>	26 Jan 2023 <span style="background-color: #d4edda; padding: 2px;">ON TRACK</span>	Offer sent	5 <a href="#">Respond for the applicant</a>

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## What has the applicant asked you to do with the conditional offer?

This page gives you instructions for how to confirm what the applicant has asked you to do with the conditional offer.

**Important:** This would usually be the outcome of an email or telephone conversation with them.

To confirm what the applicant has asked you to do with the conditional offer, complete the following steps:

1. Select the 'View the details of the conditional offer' link.
2. Select an answer:
  - '[Reject the offer](#)' (optional).
  - '[Edit and resend offer](#)' (optional).
3. Select the 'Continue' button.

The screenshot shows the NHS Jobs portal 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 Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there's a 'BETA' notice: 'Your feedback will help us to improve this service.' A '< Go back' link is visible. The main heading is 'What has the applicant asked you to do with the conditional offer?'. Below this, a sub-heading explains: 'This would usually be the outcome of an email or telephone conversation with them.' A numbered step '1' points to a link: 'View the details of the conditional offer'. This link leads to a table of applicant details:

Applicant name	Liam MA
Telephone number	
Job title	Training and Support Officer
Job location	Goldcrest Way Newcastle Upon Tyne NE158NY
Contract type	Permanent
Working pattern	Full-time
Number of hours or sessions a week	37.5 hours a week
Pay Scheme	Agenda for Change
Band	Band 5
Pay	£24,907 - 30,615 a year
Contact	Joe Bloggs
Contact role	
Contact email	<a href="mailto:joebloggs@nhs.net">joebloggs@nhs.net</a>
Contact phone	

Below the table, there are three options for action:

- 2  Reject the offer
- Edit and resend the offer
- 3

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'. A copyright notice '© Crown copyright' is also present.

**Tip:** If you don't want to do any of the options, select the '< Go back' link.

If you're waiting for the applicant to respond, you've reached the end of this user guide

## Check the details of the offer

This page gives you instructions for how to check the details of the offer.

**Important:** You'll only see this page if you're editing and resending the conditional offer to the applicant.

To check, change and confirm the details of the offer, complete the following steps:

1. Select a 'Change' link.
2. Select the 'Continue' button.

You're viewing **NHS Training and Support** [Change](#)
Signed in as **Liam M1** [Sign Out](#)

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

[Go back](#)

Offer the job

### Check the details of the offer

Applicant name	Liam MA	
Telephone number		
Job title	Training and Support Officer	
Job location	Goldcrest Way Newcastle Upon Tyne NE158NY	<a href="#">Change</a> <span style="background-color: #ffc107; border-radius: 50%; padding: 2px 5px;">1</span>
Contract type	Permanent	<a href="#">Change</a>
Working pattern	Full-time	<a href="#">Change</a>
Number of hours or sessions a week	37.5 Hours a week	<a href="#">Change</a>
Pay Scheme	Agenda for Change	
Band	Band 5	
Pay	£24,907 - £30,615 a year	<a href="#">Change</a>
Send offer	Use a template in the NHS Jobs online service	<a href="#">Change</a>
Offer letter template	NHS Jobs	<a href="#">Change</a>
Supporting documents	No documents selected	<a href="#">Change</a>
Contact	Joe Bloggs joeblogs@nhs.net	<a href="#">Change</a>

2
Continue

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 [Cookies](#) | 
 [How to create and publish jobs](#)

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**Tip:** To find out how to change the job offer, go to the '**How to make a job offer in NHS Jobs**' user guide or video from the '**Make a job offer**' section of the '[Help and support for employers](#)' webpage.

## Email your job offer to the applicant

This page gives you instructions for how to email your job offer to the applicant.

**Important:** Once the applicant receives the email, they will follow the link, sign into their NHS Jobs account, and then read and e-sign their documents.

To email your job offer to the applicant, complete the following steps:

1. Select the 'preview the offer letter' link.
2. Select the 'download the offer letter' link.
3. Select the '[Send offer to applicant](#)' button.

The screenshot shows the NHS Jobs interface for offering a job. At the top, it says 'You're viewing NHS Training and Support' and 'Signed in as Liam M1'. The main heading is 'Offer the job' and 'Email your job offer to Liam MA'. Below this, it states 'You'll send an automated email offering the job:' and shows a preview of the email content. The email content includes a greeting 'Dear Liam MA', a confirmation of the conditional offer for the Training and Support Officer job, and a recommendation to not give notice on the current job until pre-employment checks are complete. It also includes a section 'What happens next' explaining that the applicant will need to provide referees and sign in to their NHS Jobs account. A 'sign-in' link is provided. Another 'What happens next' section explains that the applicant will follow the link in the email to sign in and e-sign documents. At the bottom of the preview, there are links to 'preview the offer letter (PDF, 4 KB)' and 'download the offer letter (PDF, 4 KB)', with numbered callouts 1 and 2. A green button labeled 'Send offer to applicant' is highlighted with a numbered callout 3. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice '© Crown copyright'.

**Tip:** The offer letter document is previewed and downloaded in a portable document format (PDF).

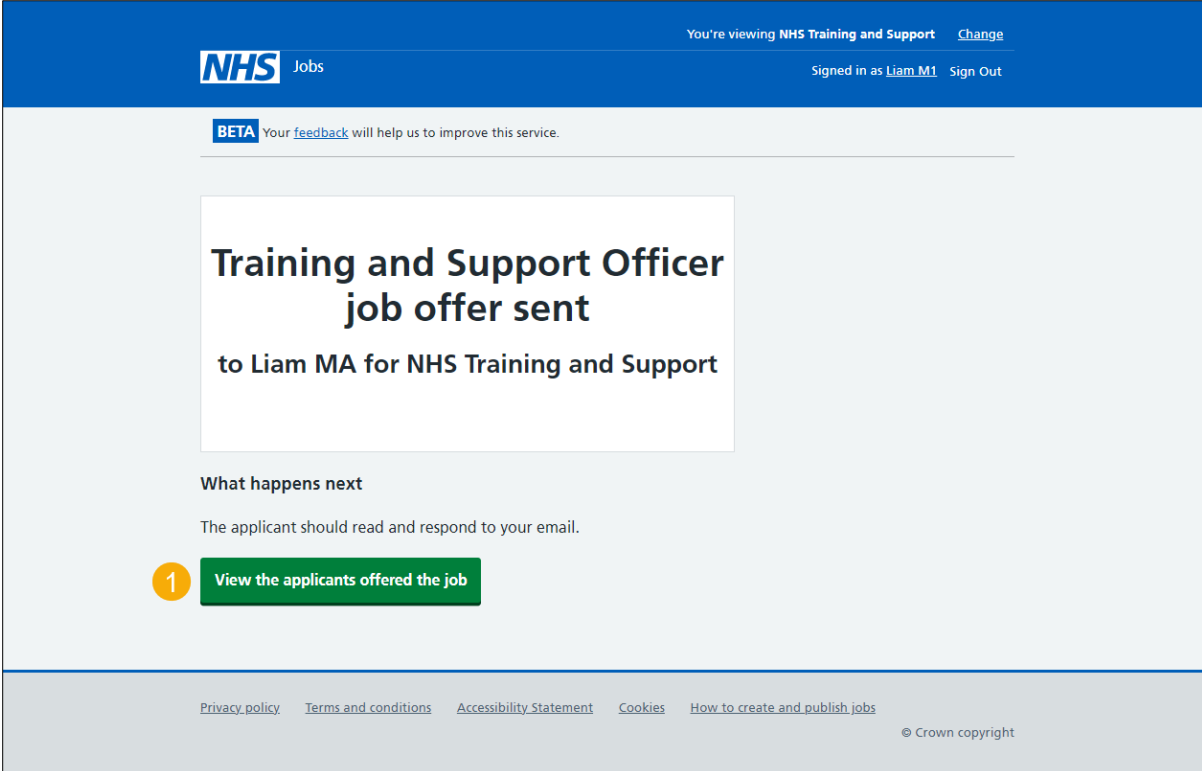
## Job offer sent to the applicant

This page shows confirmation you've sent the job offer to the applicant.

**Important:** The applicant should read and respond to your email and accept or reject the job offer.

To view the applicants offered the job, complete the following steps:

1. Select the 'View the applicants offered the job' 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 left, and 'You're viewing NHS Training and Support' with a 'Change' link on the right. Below the header, it says 'Signed in as Liam.M1' with a 'Sign Out' link. A 'BETA' badge is present with the text 'Your feedback will help us to improve this service.' The main content area features a white box with the text: 'Training and Support Officer job offer sent to Liam MA for NHS Training and Support'. Below this, it says 'What happens next' and 'The applicant should read and respond to your email.' A green button with a yellow circle containing the number '1' is labeled 'View the applicants offered the job'. At the bottom, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice '© Crown copyright'.

You've edited and resent the job offer and reached the end of this user guide.



## Reject the conditional offer

This page gives you instructions for how to reject the conditional offer.

**Important:** You'll only see this page if you're rejecting the conditional offer. Describe why the applicant rejected the offer.

To reject the conditional offer, complete the following steps:

1. In the **Reject reason** box, enter the details.
2. Select the ['Save and continue'](#) button.

**NHS** Jobs

You're viewing **NHS Training and Support** [Change](#)

Signed in as **Liam.M1** [Sign Out](#)

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

[Go back](#)

### Reject the conditional offer

Describe why the applicant rejected the offer

1

2 **Save and continue**

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

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## Job offer rejected on behalf of the applicant

This page shows confirmation you've rejected the job offer on behalf of the applicant.

To do a task, complete the following steps:

1. Select the 'View who you've offered the job to' button (optional).
2. Select the 'Back to all interviewed applicants' link (optional).
3. Select the 'Go back to your dashboard' link (optional).

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, it says 'You're viewing NHS Training and Support' 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.' The main content area features a white box with the heading 'Job offer rejected' and the job title 'Training and Support Officer, NHS Training and Support'. Below this, it states 'You've rejected this job offer on behalf of the applicant.' There are three numbered steps: 1. A green button labeled 'View who you've offered the job to'. 2. A blue link labeled 'Back to all interviewed applicants'. 3. A blue link labeled 'Go back to your dashboard'. At the bottom, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice '© Crown copyright'.

**Tip:** To find out how to make an offer to another applicant, go to the '**How to make a job offer in NHS Jobs**' user guide or video from the '**Make a job offer**' section of the '[Help and support for employers](#)' webpage. To find out how to end the recruitment, go to the '**How to end a recruitment in NHS Jobs**' user guide or video from the '**End a recruitment**' section of the '[Help and support for employers](#)' webpage.

You've rejected the job offer on behalf of the applicant and reached the end of this user guide.