

How to respond to a rejected job listing approval in NHS Jobs user guide

This guide gives you instructions for how to respond to a rejected job listing approval in the NHS Job service.

You'll need to choose one of the following options:

- Make changes to the listing, add a summary of what you've changed and resend it for approval
- Withdraw the listing and end the recruitment

If your listing is approved, you can publish it to jobseekers to apply once all approvers have approved it.

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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Approvals

This page gives you instructions for how to access a job listing for approval.

Important: The employer dashboard view is of a 'Super user' role. In this example, there's 1 job listing to review.

To access a job listing for approval, complete the following step:

1. Select the '[Approvals](#)' link.

The screenshot shows the NHS Jobs dashboard. 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 [redacted] Change' and 'Signed in as [redacted] Sign Out'. Below the header, there is a toggle switch for 'Show tasks for all accounts' which is currently turned off. The main content area is divided into two columns. The left column is titled 'Dashboard' and has two tabs: 'Tasks by stage' and 'Listings by user'. Below the tabs, there is a dropdown menu for 'Showing tasks for' set to 'All users'. The main content area displays a table of tasks:

Task Stage	Count	Progress
Draft	7 - on track 5, overdue 2	<div style="width: 71%;"><div style="width: 50%;"></div></div>
1 Approvals	1	<div style="width: 10%;"><div style="width: 10%;"></div></div>
Published	1	<div style="width: 10%;"><div style="width: 10%;"></div></div>

The 'Approvals' row is highlighted with a yellow circle and the number 1. The right column is titled 'What you can do' and contains three buttons: 'Create a job listing', 'Search for a listing', and 'Search for an applicant'. Below this is a section titled 'Manage the account' with several links: 'Manage users', 'At risk applicants', 'Accredited logos', 'Key performance indicators (KPIs)', and 'Approval settings'.

View rejection reason

This page gives you instructions for how to view the rejection reason.

To view the rejection reason, complete the following step:

1. Select the '[View rejection reason](#)' link.

The screenshot shows the NHS Jobs 'Approvals' page. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing [redacted] Change' and 'Signed in as [redacted] Sign Out'. Below the header, there is a toggle for 'Show tasks for all accounts' which is currently turned off. The main content area has a '< Go back' link and a 'Showing tasks for' dropdown menu set to 'All users'. Below that is a 'Showing tasks' dropdown menu set to 'All'. The main heading is 'Approvals'. Below this is a table with the following columns: 'Job title', 'Deadline', 'Approval not started', 'Task', and 'What needs doing next'. There is one row in the table:

Job title	Deadline	Approval not started	Task	What needs doing next
Training and Support Officer Z0002-22-6437 INTERNAL	03 Nov 2022 ON TRACK		Approval rejected	View rejection reason 1

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'. On the right side of the footer, it says '© Crown copyright'.

Why the listing was rejected and what to do about it

This page gives you instructions for how to check why the listing was rejected and what to do about it.

Important: The original rejection reason is shown. If you make changes to the job listing, you can resend it for approval. If you withdraw it, the recruitment is ended.

To make changes or withdraw the listing, complete the following steps:

1. Select an answer:
 - [‘Make changes to it’](#)
 - [‘Withdraw it’](#)
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. To the right, there are links for 'You're viewing' and 'Signed in as', both with dropdown menus and 'Change' or 'Sign Out' options. Below the header, the main content area has a 'Go back' link and a 'Manage approvals' section. The title of the page is 'Why the listing was rejected and what to do about it'. Below the title, it says '(Service Improvement and Support Assistant) rejected the listing by commenting:'. A vertical blue bar highlights the rejection reason: 'Further changes need made to the job overview and person specification.' Underneath, there is a 'What to do next' section with two radio button options: '1 Make changes to it' (which is selected) and '2 Withdraw it'. Below these options 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 'How to create and publish jobs', followed by the copyright notice '© Crown copyright'.

Change job listing details

This page gives you instructions for how to change your job listing details.

Important: You'll only see this page if you're making changes to the job listing and resending it for approval.

To change your job listing details, complete the following step:

1. Select a link.

The screenshot shows the NHS Jobs interface for an 'Administration Manager' job listing. The page is titled 'Administration Manager job listing' and includes a 'BETA' notice. The status is 'APPROVAL REJECTED' with reference number 'A0201-22-9601'. The job listing is complete (12 of 12 sections). The progress bar shows the following sections and their completion status:

- Add the job title**
 - [Job title and reference number](#) COMPLETED
- Add the details of the job**
 - [About the job and pay](#) COMPLETED
 - [Location](#) COMPLETED
 - [Contact details and closing date](#) COMPLETED
- Add the job overview, job description and person specification**
 - 1** [Job overview](#) COMPLETED
 - [Job description](#) COMPLETED
 - [Person specification](#) COMPLETED
 - [Supporting information](#) COMPLETED
- Add pre-application and additional application questions**
 - [Pre-application questions](#) COMPLETED
 - [Additional application questions](#) COMPLETED
- Add the internal documents**
 - [Internal documents](#) COMPLETED
- Add the recruitment team**
 - [Recruitment team](#) COMPLETED

Tip: This screenshot only shows the job details section of the 'Check your advert' page.

Go to the '[What have you changed in the job listing and why?](#)' page.

What have you changed in the job listing and why?

This page gives you instructions for how to add what you've changed in the job listing and why.

To add your reason and resend the listing for approval, complete the following steps:

1. In the **blank** box, enter the details.
2. Select the '[Resend for approval](#)' button.

What have you changed in the listing and why?
When the listing is re-sent for approval, your notes will be sent with it too.
They will be a reminder of why it was originally rejected.

1

As you're reusing information to create a new listing, make sure you review all the information carefully.

Edit the job listing before resending it for approval. You can also [preview the job advert \(opens in a new tab\)](#)

2 [Resend for approval](#)

[Save and come back later](#)

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

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Tip: This box and button is shown at the bottom of the 'Job listing' page.

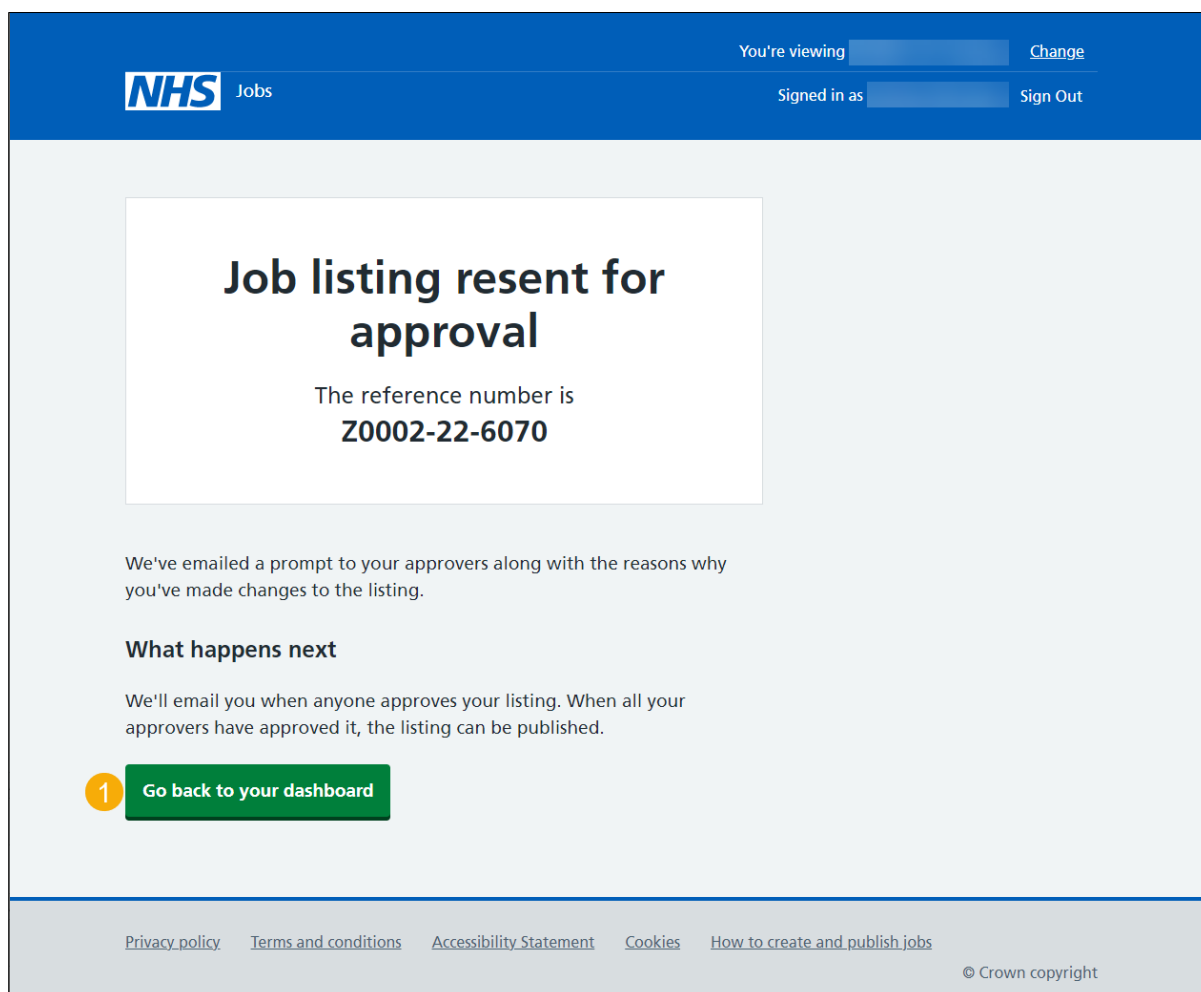
Job listing resent for approval

This page shows confirmation you've resent the job listing for approval.

Important: Your approvers receive an email along with the reasons why you've made changes to the listing. You'll receive an email when anyone approves your listing. When all your approvers have approved it, the listing can be published.

To go back to your dashboard, complete the following step:

1. Select the 'Go back to your dashboard' button.



The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' on the left, and user information on the right: 'You're viewing' followed by a dropdown menu and a 'Change' link, and 'Signed in as' followed by a dropdown menu and a 'Sign Out' link. The main content area has a light blue background. In the center, there is a white box with the heading 'Job listing resent for approval' and the text 'The reference number is Z0002-22-6070'. Below this, there is a paragraph: 'We've emailed a prompt to your approvers along with the reasons why you've made changes to the listing.' This is followed by a section titled 'What happens next' with the text: 'We'll email you when anyone approves your listing. When all your approvers have approved it, the listing can be published.' At the bottom of this section is a green button with a white '1' in a yellow circle and the text 'Go back to your dashboard'. The footer of the page is a light grey bar containing links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with the text '© Crown copyright'.

You've resent the job listing for approval and reached the end of this user guide.

Withdraw job listing

This page gives you instructions for how to confirm if you're sure you want to withdraw the job listing.

Important: You'll only see this page if you're withdrawing the job listing to end the recruitment.

To confirm if you're sure you want to withdraw the job listing, complete the following steps:

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

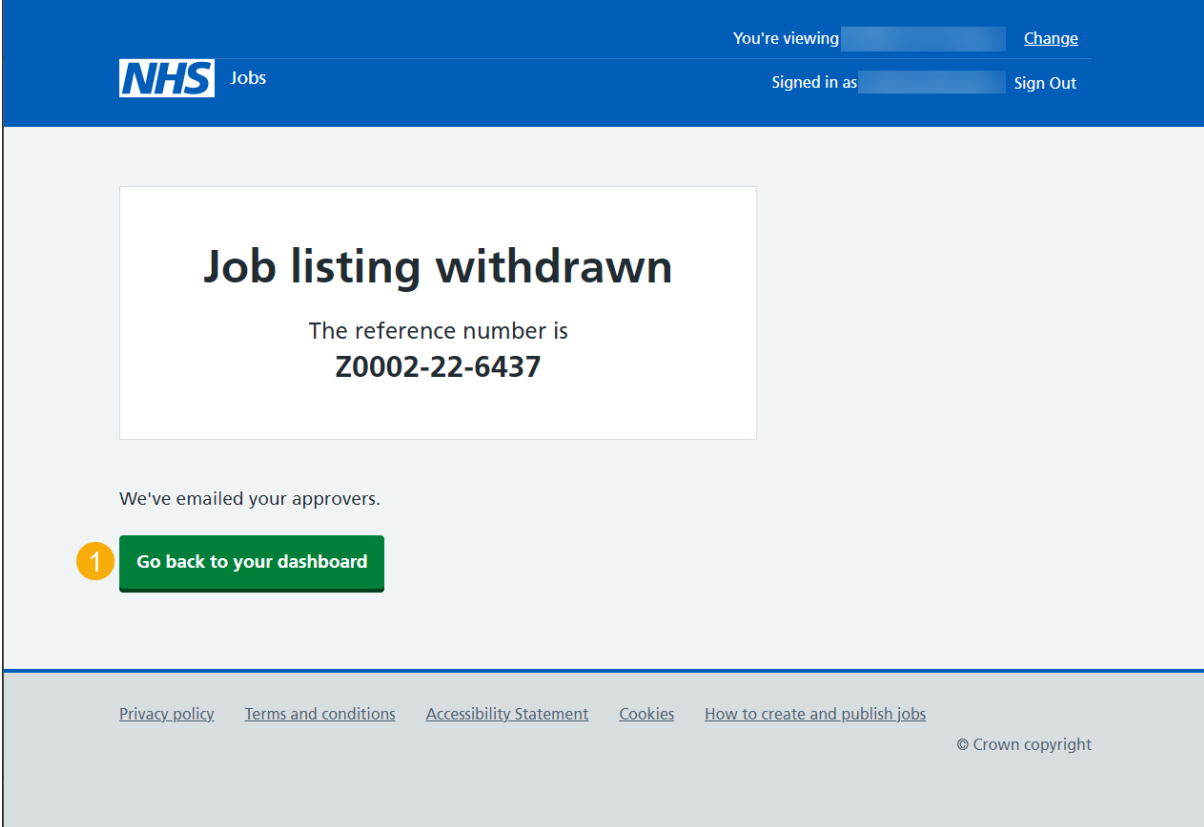
The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing' followed by a dropdown menu and a 'Change' link. Below that, it says 'Signed in as' followed by another dropdown menu and a 'Sign Out' link. The main content area has a light blue background. It starts with a '< Go back' link. Below that is the text 'Manage approvals'. The main heading is 'Are you sure you want to withdraw the job listing?'. Underneath this heading are two radio button options: '1 Yes' and 'No'. The 'Yes' option is selected. Below the radio buttons is a green 'Save' 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 'How to create and publish jobs'. On the far right of the footer, it says '© Crown copyright'.

Job listing withdrawn

This page shows confirmation you've withdrawn the job listing.

To go back to your dashboard, complete the following step:

1. Select 'Go back to your dashboard' button.



The screenshot shows the NHS Jobs website interface. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left. On the right, it says 'You're viewing' followed by a dropdown menu and a 'Change' link, and 'Signed in as' followed by another dropdown menu and a 'Sign Out' link. The main content area is light grey and contains a white box with the heading 'Job listing withdrawn' and the text 'The reference number is Z0002-22-6437'. Below this, it says 'We've emailed your approvers.' and a green button with a yellow circle containing the number '1' and the text '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'.

You've withdrawn the job listing and reached the end of this user guide.