NHS Volunteering

NHS Volunteering find and apply service Recruiter engagement event

March 2025

Sharon Battersby
Stakeholder Engagement Lead (NHSBSA)
sharon.battersby@nhsbsa.nhs.uk

Agenda

- Welcome
- Latest news
  - New and improved features
  - Improved location setting demo
  - What we’re working on now
- Product team
- Over to you
- Thanks and close

Latest news

NHS Volunteering news

- NHS England announcement.

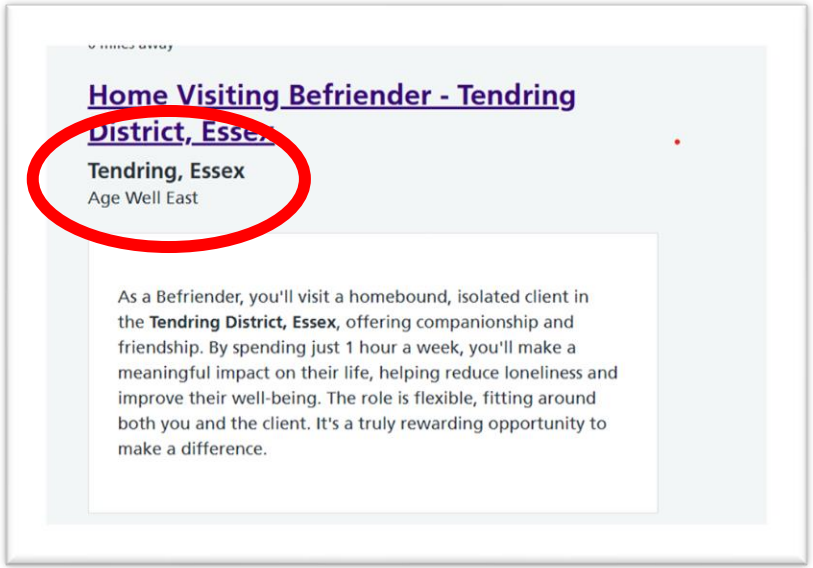
- Successful passed the Central Data and Digital Office (CDDO) assessment (now Government Digital Service: GDS) – now in public beta.

User research:

- Ongoing check in sessions with recently onboarded Trusts and Volunteering organisations.
- Talking to recruiters using the NHSV expression of interest form,
- Showing recruiters prototype designs for potential new features.

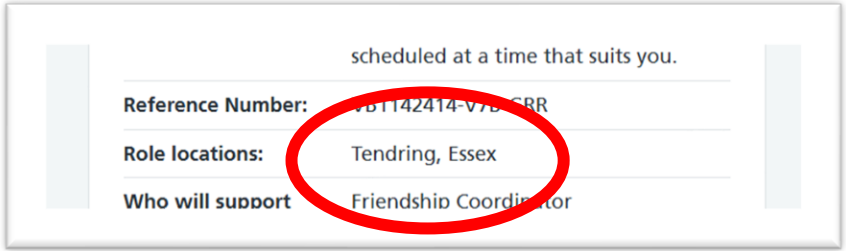
Recently on NHS Volunteering

New features and improvements



February

- Ability to 'set a broader location' for your listing so you can use area name and a single postcode to cover a wider radius for community-based roles (demo shortly).



Recently on NHS Volunteering: new and improved features

February release:

- Improvements to content
- Improvements to speed up admin ability to edit organisations' logos

March release:
Recruiters:

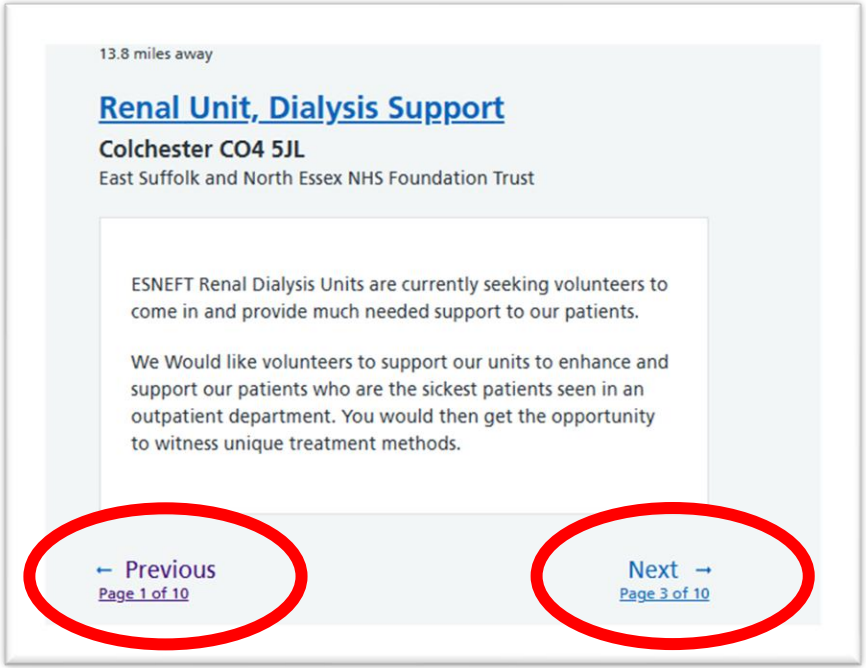
- **Multiple Application Submissions:** Implemented a change to prevent volunteers from accidentally submitting multiple applications by clicking the “Send Application” button multiple times in quick succession.
- **Opportunity Title Length:** Opportunity titles are now limited to a maximum of 100 characters.

Recently on NHS Volunteering

New features and improvements

March - Volunteers:

- **Volunteer Search Results Pagination:** Search results are now paginated.



Recently on NHS Volunteering

Demonstration of location improvements.

- How to create and publish a volunteering opportunity (see pages 14-24 for step-by-step instructions.)

Next on NHS Volunteering

Work in progress:

- Pagination for recruiters (dashboard)
- Filtering options for recruiters (open, closed, draft)
- Tagging options for recruiters
- Filter options for volunteers
- Improvements to formatting (copy and paste issue)

NHS Volunteering product team

NHS Volunteering

Morag Kidd, Ogor Ikhaobomeh
(Workforce Product Owners)

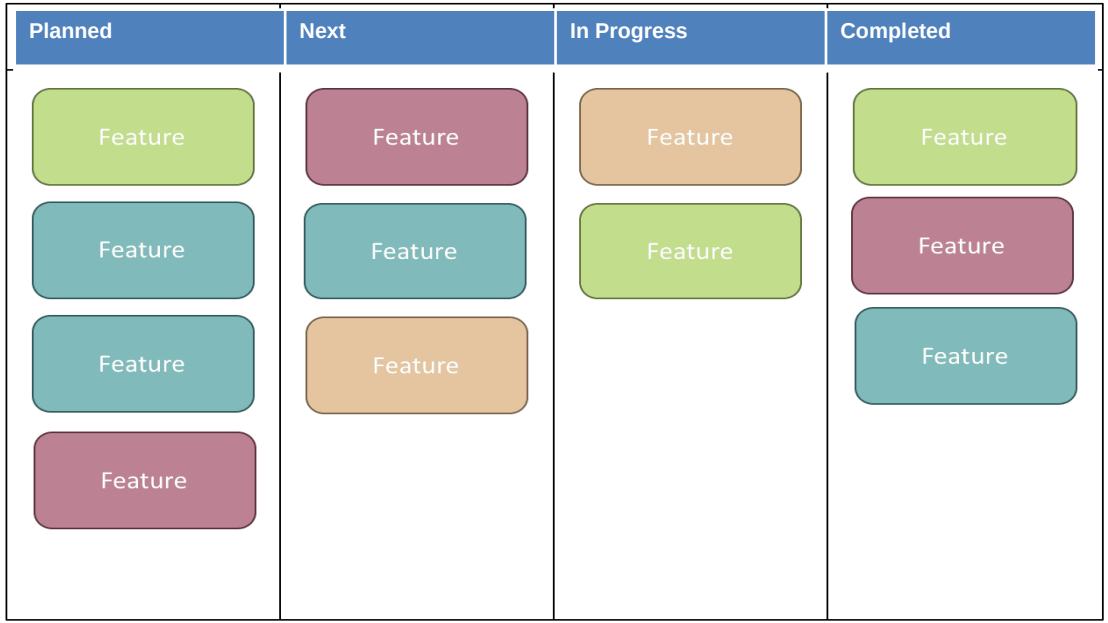
March 2025

Product roadmap - Overview

NHS Volunteering

Why do we need a Product Roadmap

- Shared source of truth that aligns the vision, direction, priorities and progress of a product overtime
- A plan of action that aligns a service around the short, medium and long term goals

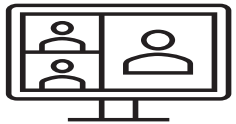


Feedback Management

Product Roadmap

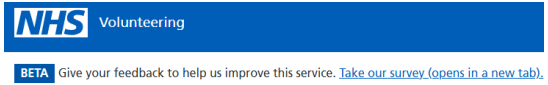
- User Research

- Stakeholder Engagement / Step-Through Sessions



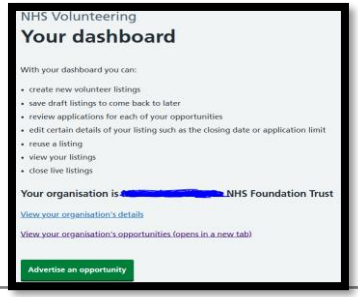
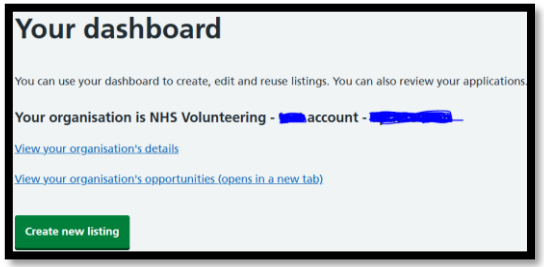
- Strategic/ Business/ Legislative/Technology/ Product Directive

- Feedback Survey/ CSAT

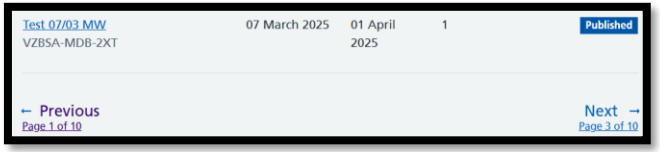
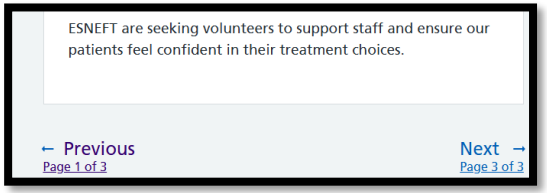


- Top-level Service Strategy

Releases/Improvements within Q4 2024/2025

Description	Benefit/Value
• Content changes (Volunteer & Recruiter)	Improvement to the tone of voice, provides clarity of content that will benefit the users as seen during the usability testing research sessions
• Set Broader Location (Recruiter)	New Feature to enable Organisations to create Opportunities that are not location-specific **NOW**
• Dashboard Improvement (Recruiter) **WAS** 	Improvement to dashboard to make it more succinct and manageable **NOW** 

Releases/Improvements within Q4 2024/2025

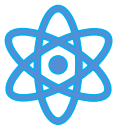
Description	Benefit/Value
• Dashboard Pagination (Recruiter)	Provides ease for navigating the long list of volunteering opportunities on the recruiter dashboard **NOW** 
• Search Result Pagination (Volunteer)	Enhancement to make the search results easier to understand for volunteers rather than scrolling through a very long list of Volunteering results **NOW** 
• Text Field Improvement (Recruiter)	Text field within the create an opportunity journey was expanded based on user research with users
• Search Engine Optimisation (SEO)	The NHS Volunteering service was optimised to rank higher on search engines (google, internet explorer…) this will take a few months to see how the services performs
• Technical Improvement, bug fixes	Further technical upgrades to keep our service compliant with the latest standards.

Planned for Q1 2025/2026

New features

Continuous Improvement

Description	Benefit/Value
• User Management (Recruiter)	We are making several self-service improvement on the Organisation to promote ease of adding or managing NHS Volunteering Organisation user account
• Search Improvement (Volunteer)	Based on learning from User research, improvements are made to the way Volunteers can better refine their search criteria by using Filters and well as the opportunity Tags
• Print Improvement (Recruiter)	This makes the 'Print' function visible on the appropriate page
• Update to the Homepage Image (Volunteer)	Changes to the image/s on the Volunteering homepage
• Navigation Improvement (Volunteer)	Change the position of 'View opportunity types' on the volunteer homepage
• Dashboard Improvement (Recruiter)	Introduce tabs on the dashboard based on the status of the Volunteering opportunities created



Description	Benefit/Value
• Extend Service scope (Discovery)	As more users engage and onboard the service, there is a need to learn more about what the service needs to evolve into to keep meeting user needs. Are there new status/es to be added to the service?

NHS Volunteering

Any questions?

Over to you

Help and guidance

Knowledge base:	https://nhsbsa-live.powerappsportals.com/knowledgebase/category/?articlecategory=NHS%20Volunteering&id=CAT-05626&parentid=
Help and support for recruiters:	www.nhsbsa.nhs.uk/help-and-support-recruiters
Help and support for volunteers:	www.nhsbsa.nhs.uk/help-and-support-volunteers
NHS Volunteering website:	https://volunteering.england.nhs.uk/volunteer

Thank you

nhsvolunteering@nhsbsa.nhs.uk

www.nhsbsa.nhs.uk

@NHSBSA

NHS Business Services Authority