

Offer Letters and Contracts

Candidate Guidance

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Summary

NHS Jobs has introduced an ‘**Offer letters and contracts**’ feature which allows organisations to send offer letters and/or contracts to applicants through the site.

This guide is intended to explain what you might expect to receive and see in your NHS Jobs account, if an organisation creates an offer letter or contract for you through NHS Jobs.

How will I know if I have an offer letter or contract?

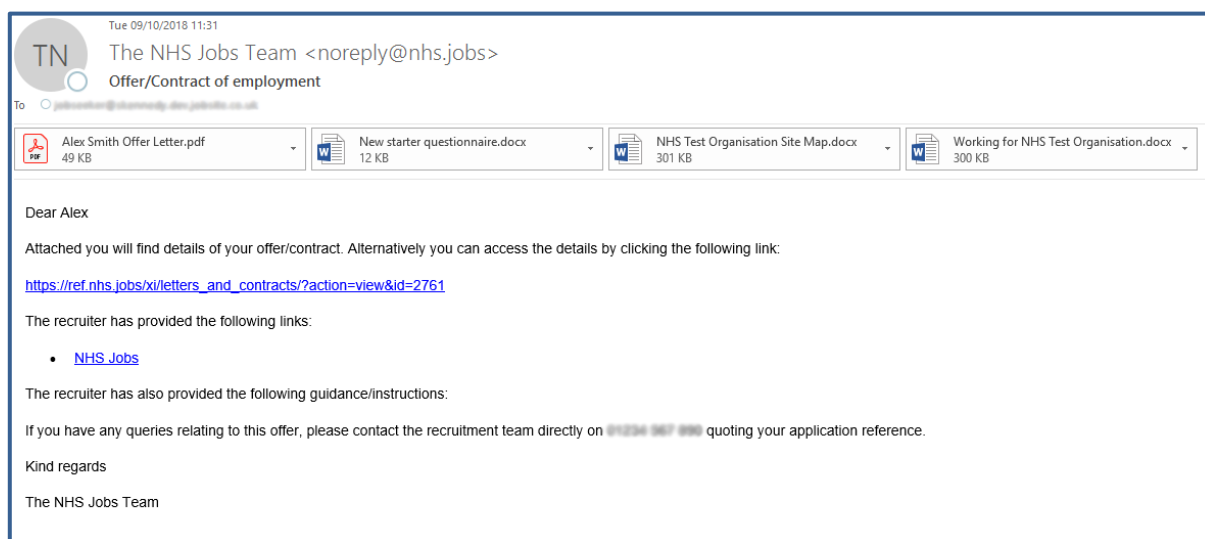
The most likely way you will know if you have an offer letter or contract is an email notification, either from NHS Jobs (see below) or direct from the recruiter.

After logging into your NHS Jobs account, you may also notice a 'notification' in the header band of your account, or you may notice a link on the 'My Applications' page of your account.

Email

If a recruiter sends you an offer letter or contract through NHS Jobs, an email will be sent to the registered email address of your NHS Jobs account. The email will be from from 'The NHS Jobs Team' noreply@nhs.jobs with the subject '**Offer/Contract of employment**'.

An example of how the email may look is shown below - please note that the exact content of the email will depend on what the recruiting organisation chooses to send:



The email will include:

- the offer letter or contract document as an attachment (this may be a .pdf or .docx document)
- a link allowing you to access the offer details in your NHS Jobs account (you will be required to log into your NHS Jobs account to access this page)

The email may also include any of the following, depending on what the recruiter has chosen to send you:

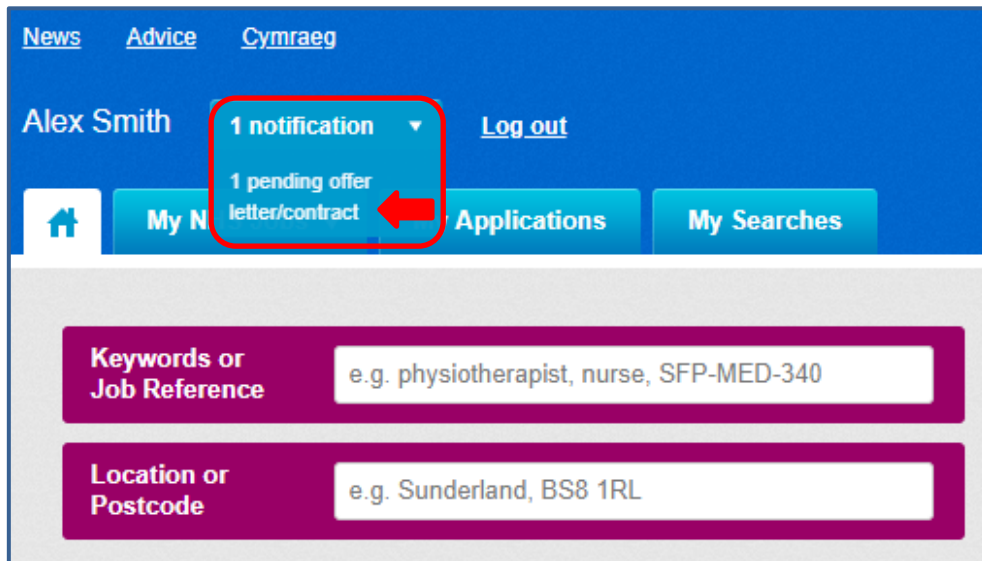
- supporting documents (these will be sent as email attachments)
- supporting links (these will be included in the body of the email)
- additional guidance/instructions (these will be included in the body of the email)

Clicking on the link in the email will navigate you directly to the 'My Letters and Contracts' area of your NHS Jobs account (once you have logged in).

Please note that a recruiting organisation may choose to make the offer details available to you through NHS Jobs, but email you from their local email system rather than through NHS Jobs.

Notifications tab

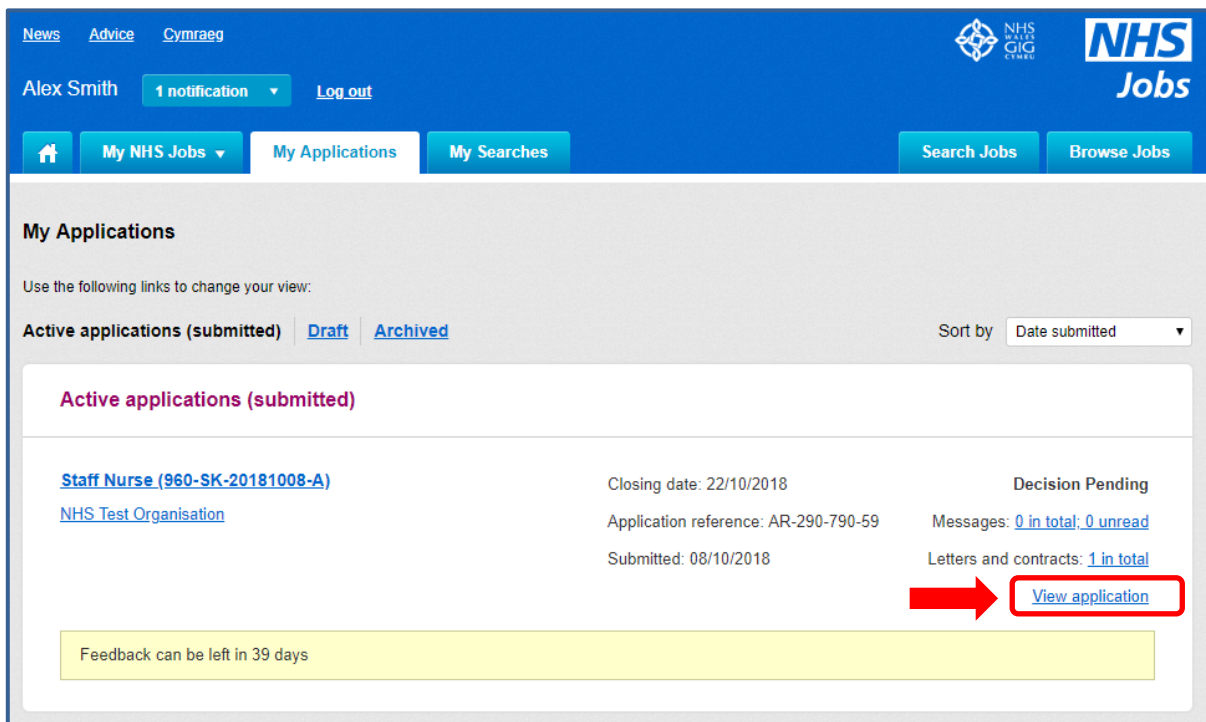
If an offer letter or contract has been made available to you by a recruiting organisation, a notification will be shown in the header band of your NHS Jobs account, as highlighted below:



Clicking on the 'pending offer letter/contract' notification will navigate you to the 'My Letters and Contracts' page of your NHS Jobs account.

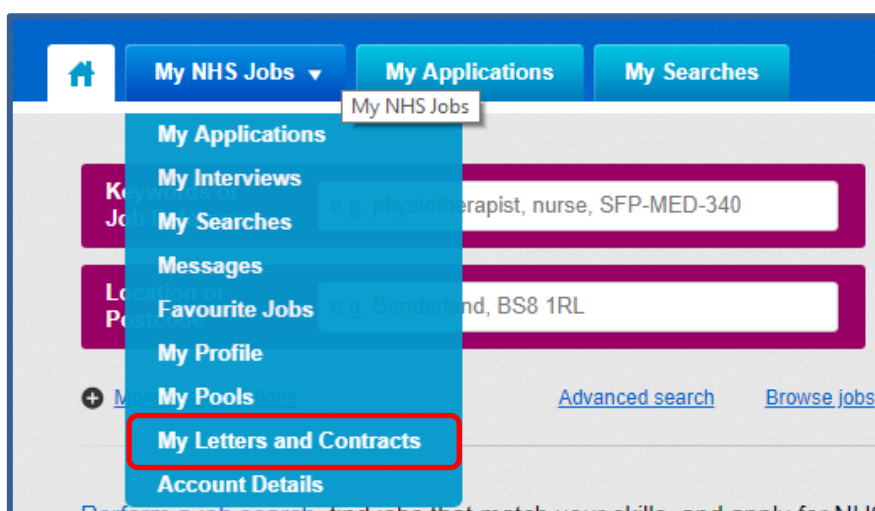
My Applications

From the 'My Applications' page of your account, you will also see a link for any letters or contracts that have been created for you in relation to that application, as highlighted below:

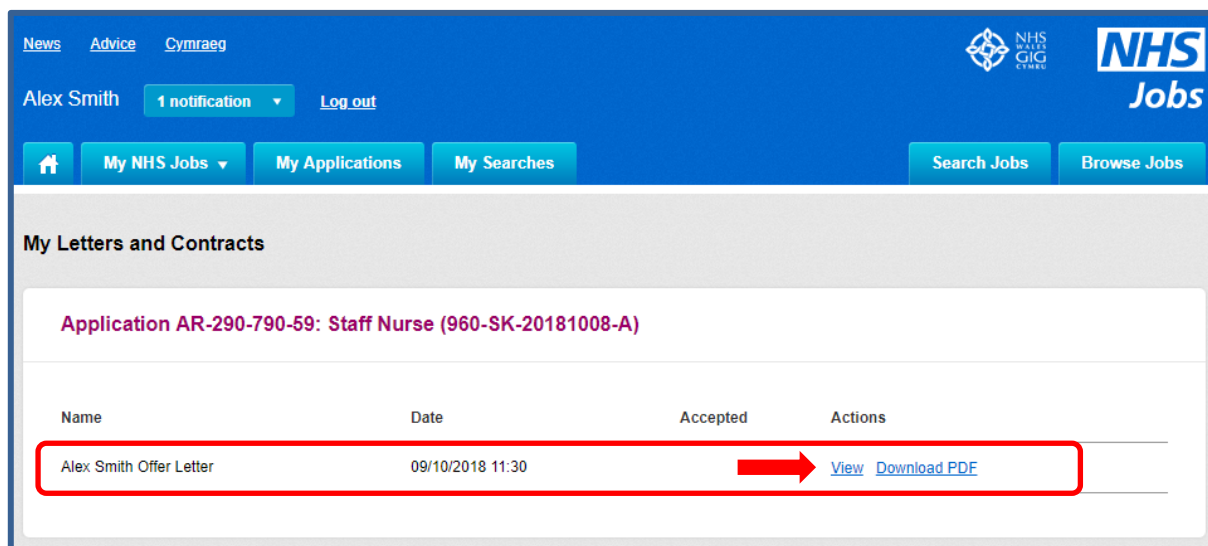


My Letters and Contracts

The email link, the notification, and the 'Letters and contracts' link alongside an application will all navigate you to the 'My Letters and Contracts' page of your NHS Jobs account. You can also reach this page by selecting 'My Letters and Contracts' from the 'My NHS Jobs' menu within your account, as indicated below:



The information on the 'My Letters and Contracts' page will look like this:



Name: this will be the name of the letter or contract document that has been created by the recruiting organisation. In the example above 'Alex Smith Offer Letter'.

Date: this is the date the offer letter or contract document was published and made available to you by the recruiting organisation.

Accepted: this will show a date and time stamp if you accept the offer letter or contract online. More information on this in the 'Responding to an offer letter or contract' section below.

Actions:

View: this provides you with access to the full offer letter and contract information, including any supporting documents, supporting links, and additional guidance/instructions that the recruiter has provided.

Download PDF: this link enabled you to download the actual offer letter or contract document in a PDF format.

To view the offer or contract details in full, click on the 'View' link as indicated by the arrow in the above image.

View Document

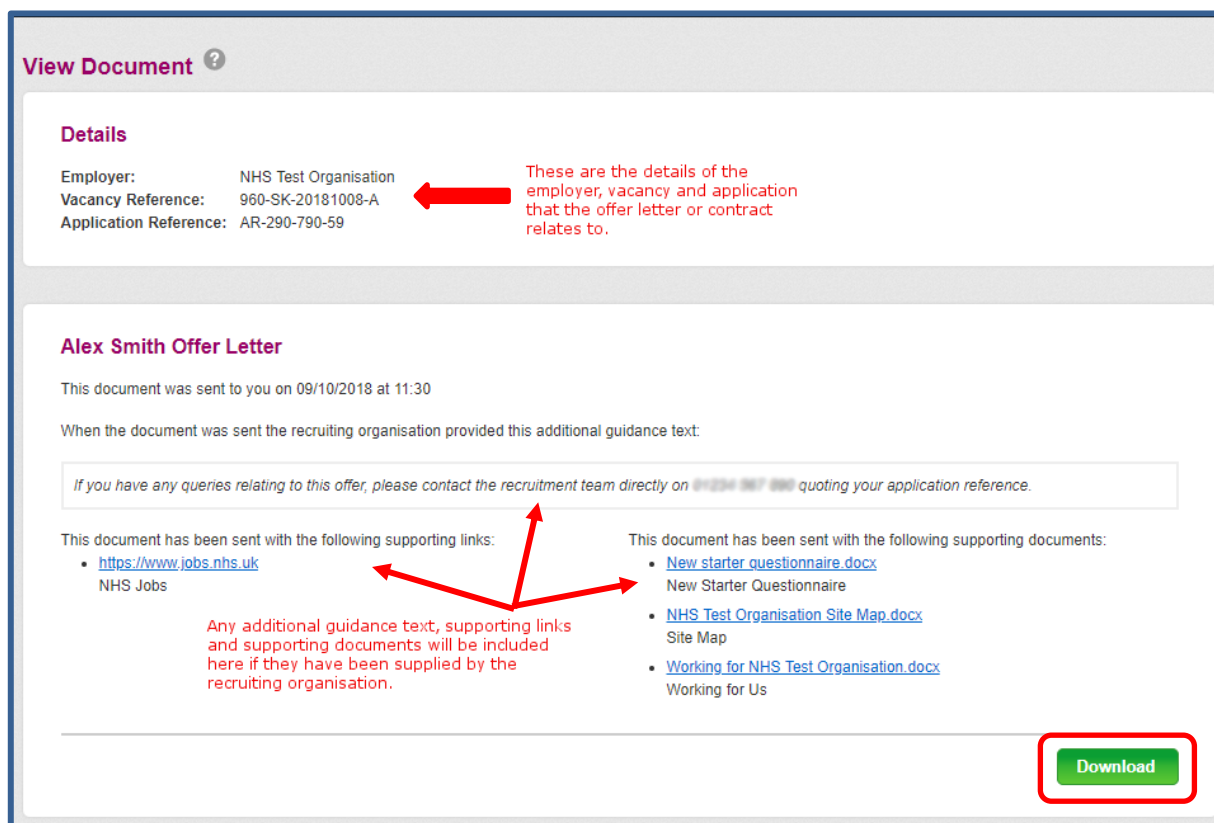
The 'View Document' page will provide the following details:

Details: of the employer, vacancy and application the offer letter or contract relates to.

Name of the document: in the example below, the document is called 'Alex Smith Offer Letter'. The document can be downloaded using the 'Download' button highlighted in the bottom-right corner.

Additional guidance text, supporting links, supporting documents: if any of these have been provided by the recruiter, they will be displayed on the document screen.

Download: use the download button to download a copy of the actual offer letter or contract document.



View Document ?

Details

Employer: NHS Test Organisation
 Vacancy Reference: 960-SK-20181008-A
 Application Reference: AR-290-790-59

These are the details of the employer, vacancy and application that the offer letter or contract relates to.

Alex Smith Offer Letter

This document was sent to you on 09/10/2018 at 11:30

When the document was sent the recruiting organisation provided this additional guidance text:

If you have any queries relating to this offer, please contact the recruitment team directly on 01224 397 888 quoting your application reference.

This document has been sent with the following supporting links:

- <https://www.jobs.nhs.uk>
NHS Jobs

This document has been sent with the following supporting documents:

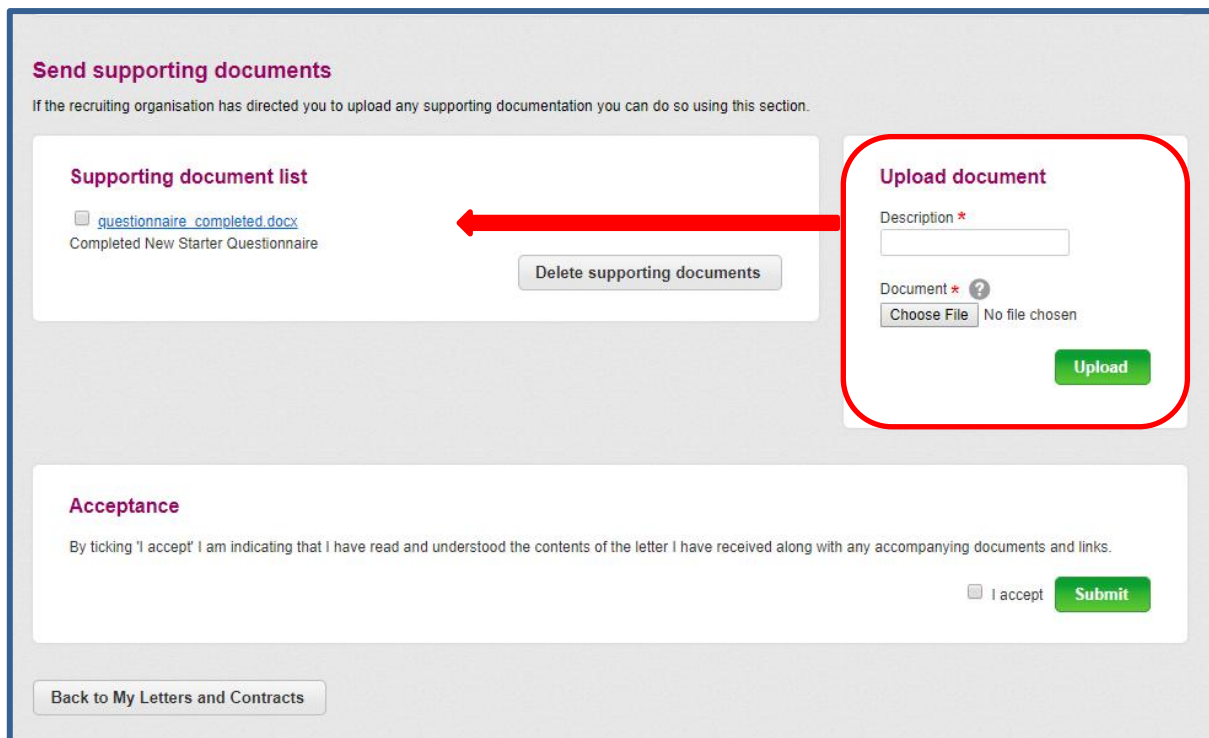
- [New starter questionnaire.docx](#)
New Starter Questionnaire
- [NHS Test Organisation Site Map.docx](#)
Site Map
- [Working for NHS Test Organisation.docx](#)
Working for Us

Any additional guidance text, supporting links and supporting documents will be included here if they have been supplied by the recruiting organisation.

Download

Responding to an offer letter or contract

At the bottom of the page, you may respond to the offer or contract document.



Send supporting documents

If the recruiting organisation has directed you to upload any supporting documentation you can do so using this section.


Supporting document list

- [questionnaire_completed.docx](#)
Completed New Starter Questionnaire

Delete supporting documents

Upload document

Description *

Document * 

Choose File No file chosen

Upload

Acceptance

By ticking 'I accept' I am indicating that I have read and understood the contents of the letter I have received along with any accompanying documents and links.

I accept **Submit**

Back to My Letters and Contracts

Supporting Documents

The recruiter may request that you provide them with supporting documentation. Up to ten supporting documents can be uploaded from the 'Upload document' section highlighted above. Any documents that you upload will be shown in the 'Supporting document list' on the left.

When uploading a document, you must provide a description of the document and attach the document itself. To attach the document, use the 'Choose File' button and locate the document on your local device or network. Note that the button may be labelled differently, for example as 'Browse', depending on the browser you are using.

The following document types will be accepted, up to a maximum file size of 5MB per document: PDF, Word, JPEG, PNG.

Acceptance

You are able to indicate that you have read and understood the contents of the letter or contract, along with any accompanying documents and links, that the recruiting organisation has sent you.

To indicate your acceptance, tick the 'I accept' box highlighted below, and 'Submit'.

Send supporting documents

If the recruiting organisation has directed you to upload any supporting documentation you can do so using this section.

Supporting document list

[questionnaire_completed.docx](#)
Completed New Starter Questionnaire

[Delete supporting documents](#)

Upload document

Description *

Document * ?

[Choose File](#) No file chosen

[Upload](#)

Acceptance

By ticking 'I accept' I am indicating that I have read and understood the contents of the letter I have received along with any accompanying documents and links.

I accept [Submit](#)

[Back to My Letters and Contracts](#)

Once the offer letter or contract has been accepted, your account will indicate that you accepted the contents and show a date and time stamp, as indicated below:

Acceptance

You accepted that you read and understood the contents of the letter you received along with any accompanying documents and links on 10/10/2018 at 09:39.

Questions about an offer letter or contract

The recruiting organisation is responsible for the content of any letter or contract documents, additional guidance text and any supporting documents and links that are made available to you through NHS Jobs.

If you have any questions about the content, you should contact the recruiting organisation directly. It is expected that recruiting organisations will provide contact details within the information they send to you, however, you may also find contact details for the organisation from the 'My Applications' area of your NHS Jobs account.

Data Retention

Offer letters and contracts are associated with applications, and, in accordance with the data storage policy of NHS Jobs, will be removed when the application they relate to is removed. Should you wish to retain copies of any offer letter or contract information you are sent through NHS Jobs, you should save them locally within 400 days (approximately 13 months) of the advertisement's closing date as this is the minimum length of time the data will be retained for.