


UN3029 1 of 1 21 April 2021	Electronic Staff Record Programme USER NOTICE	
Title	Support Arrangements for NHS Jobs Transition	
Purpose	This user notice is intended to describe support arrangements for the e-Recruitment Interface during the transition from the Current to New NHS Jobs service	
Intended Audience	All ESR Leads, Recruitment and HR Teams	

SUBJECT

Notification of Support Arrangements for NHS Jobs Transition and impact on the e-Recruitment Interface.

DETAIL

The NHS Jobs Service transition, where NHS organisations will migrate from the current to the new NHS Jobs service, is due to commence from early May 2021.

Whilst NHS organisations fully embed into the new system, the interface will continue to link both the current and new NHS Jobs service with ESR for a short period of time. This parallel running means that it will be possible to transfer vacancies, applicants and employment checks into and out of ESR within either system. This allows for recruiters to transfer shortlisted applicants into ESR, (before closing down the vacancy) on the current service, whilst creating new recruitment activities within the new service.

The NHS Jobs Implementation team will lead organisations through their migration processes.

ACTION REQUIRED

In the exceptional scenario where an issue occurs with a vacancy or applicant record transferred via the e Recruitment interface, it is important that users raise calls correctly on the ESR helpdesk. An organisation must describe in full which vacancy/applicant and e-Recruitment service the issue relates to. This will help our Support Team investigate and resolve any issues more quickly.

Your nominated help desk administrator can raise a call by logging into the ESR help desk. If they navigate to Report an Issue>AC>Interfaces>Interfaces / e-Recruitment this will present the correct form for them to raise a call with our Support team.

FURTHER INFORMATION

For details of the functional changes to the e-Recruitment interface see <https://www.esrnews.nhs.uk/september-2020/programme-news/esr-supporting-the-new-nhs-jobs-service> or go to <https://www.nhsbsa.nhs.uk/nhs-jobs-publications> for more information from the NHS Jobs Team.

NEXT UPDATE

N/A