



Candidate Application Guide

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Contents

Welcome to NHS 24.....	3
The Candidate Process	3
Job Pack.....	4
Closing date.....	4
Shortlisting:	5
NHSScotland Online Application form	6
First-time candidate:	6
Returning candidate:	6
Personal details:	7
Other Details	7
Recruitment Advert Details	7
Education and Qualification details	7
Membership of Professional Regulatory Bodies	7
Employment	7
Equal Opportunities	8
References.....	9
Assessment/Supporting Statement Information	10
Criminal Records checks	10
Data Protection legislation	11
Declaration.....	11
Accuracy of Information provided	11
Contact information	12

Welcome to NHS 24

The Candidate Process

Thank you for your interest in working at NHS 24.

The role specific Job Pack attached to this vacancy contains useful information about NHS 24 and the position you are applying for. We encourage you to read both the Job Pack and this guide to enable you to make the most of your application.

Completion of the online application form is the first stage in the recruitment process, and if you are successful in being appointed to the post you have applied for, it will form the basis of your employment record.

Your application form plays a vital role in the recruitment and selection process. The information you provide us with in your application form will be used to decide whether you are shortlisted to be invited to attend an interview.



Please Note: only those candidates who can clearly demonstrate via their online application form how they meet the **essential criteria** for the post as specified in the Job Description will be considered for interview selection.

As the information held in the vacancy advert will no longer be visible once the advert has closed, for your future reference, please ensure that you retain a copy of:

- the Job Pack, which includes the Job Description for the vacancy and you will need this to help you prepare if you are selected for interview.
- the details of the job reference number for the post you are applying for – you will need this if contacting NHS 24 Recruitment Team.
- this Candidate Application Guide

By completing and submitting an application for the post, you wish to apply for you give your consent for NHS 24 to commence pre-employment checks, including reference checks, if you are successful in your application.

However, please note those Pre-employment checks will commence only once a formal conditional offer of employment is made.



Please remember to review your application prior to submission. Once submitted, you will not be able to add or amend any details. If you cancel your application at any stage of the process, you cannot re-apply for that vacancy.

Job Pack

The Job Pack for the post you are interested in tells you more about NHS 24 and the role you are considering applying for.

It also contains our shortlisting criteria, i.e. the essential criteria for the role and what is desirable, and what skills, knowledge and experience we require. You should refer to both when preparing to complete your application.



Please Note: applicants should read the Job Pack for the post prior to completing the online application form.

Closing date

NHS Scotland vacancies will close at **midnight on the closing date**. You will not be able to apply for a vacancy after the closing date has passed.

To ensure your application form is submitted in time make sure you are aware of the closing date for the post you are interested in applying for. This is shown on the Recruitment Advertisement (see example below) and the 'Recruitment Process' section of the vacancy Job Pack.

Lead Advanced Nurse Practitioner

NHS 24 HQ & Cardonald
Contact Centre

Salary: Band 8A (£45,446 - £51,883)
Closing date: 31/01/2020
Job Type: Nursing and Midwifery
Location: NHS 24 HQ & Cardonald Contact Centre
Hours per week: 37.5
Live date: 15/01/2020
: Not applicable
Employer (NHS Board): NHS 24
Department: TBC

More..

You will be notified of the outcome of your application once shortlisting has been completed.

Shortlisting:

Throughout the process, the candidate will be assessed on the criteria that are detailed within the Job Description for the post being recruited to.

Applications will be short-listed against the essential criteria from the Job Description. If multiple applicants meet the essential criteria for the role, the desirable criteria may also be used to short-list.

The short-listing panel will only see four sections of the online application form –

- Personal
- Education
- Employment
- Assessment/Supporting Statement Information.

The shortlisting process is anonymised which means the panel will not have access to some of the personal information you provided in your application, including your name.

This helps us ensure shortlisting is carried out with a fair and consistent approach, ensuring that the person specification is referred to and personal information such as name, address, age, gender etc. is anonymised to the hiring manager and interview panel members involved in selecting candidates for interview. This ensures the candidate's application is shortlisted based on their skills, knowledge, qualifications and experience.



Please Note: it is important that you detail all the relevant information to be considered via your online application form.

You will be advised of the outcome of your application only once the closing date has passed. You will receive an email communicating the outcome of your application at short listing.

NHSScotland Online Application form

- This is a standard electronic application form used to apply for jobs in NHS Scotland.
- When completing the online application form applicants should read the instructions in each section of the form.
- You are able to save your form at any time and come back to it to complete later if you wish. Just remember your password so you can log back into our eRecruitment system.
- Please note the application will timeout after 30 minutes of inactivity. Please save your application regularly.

First-time candidate:

As a candidate, you will be required to create a user profile before completing your application. Please answer all questions as accurately as possible and clearly indicate how your skills match those required as outlined in the Job Description or Role Profile.

Returning candidate:

If you are a returning candidate, you will be asked if you wish to copy your application from a previous post, or create a new one. Where you copy a previous application, select the application you wish to copy from and then edit/update the information for this vacancy before submitting your revise online application form.



Please Note: Our primary communication to candidates will be made via the email address provided on the application form. If you successfully progress to Preferred Candidate status, we will also contact you by telephone so please ensure you provide us with your telephone number.

- If you are not able to enter information on all the sections, for example Education details. To show that you have not missed a section by mistake you can enter not applicable or N/A.
- Once you have submitted an application you will receive an automatic response to the email address you provided.
- NHS 24 is unable to accept written applications; all applications must be submitted electronically via our online Application Form.

If you are unable to complete online application forms due to a disability, please contact the NHS 24 Recruitment Team to discuss your requirements.

Personal details:

- Insert your surname, forename, title and full home address.
- Please note our primary method of communication will be email. This section should be fully completed so we know who you are and how to contact you.

If you successfully progress to Preferred Candidate status, we will also contact you by telephone so please ensure you provide us with your telephone number.

Other Details

NHS 24 has a legal obligation to ensure that it does not employ any worker who has not been granted the relevant permission to work in the UK. This permission is without exception granted by the UK Border Agency.

We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category.

Further guidance on current immigration rules is available on the Home Office website at <http://ukba.homeoffice.gov.uk/workingintheuk/>

Recruitment Advert Details

Please indicate where you saw the advertisement for the post you are applying for as this will help us to monitor our methods of recruitment and selection.

Education and Qualification details

- This section is about your qualifications gained or currently working towards.
- This section should include, school, college and/or university qualifications as well as any other qualifications, training or continued professional development (CPD).
- In accordance with the Equality Act (2010), it is no longer necessary to detail the dates these qualifications were gained.



Please Note: save each individual qualification before moving to the next section.

Membership of Professional Regulatory Bodies

Some posts in the NHS require that you have membership of a specified Professional Body. Please include the name and type of membership you hold, along with your registration number and renewal/expiry date.

Employment

- Please complete each part of this section fully, starting with your current/most recent employer and work back through your employment history.
- Please also include any part-time or temporary jobs.
- This section will help us build an accurate picture about the type of work and responsibilities you are currently or have been previously involved in.
- Please give the job title, the job grade, the date of starting on this grade, and the full name and address of your present/previous employer. Please also note if this is your current employer.
- **Role Purpose/Summary of Responsibilities** - tell us about the main duties and responsibilities of your current job.
- If you have not previously been employed, please use the “Present or Most Recent Post” section to detail what you have been doing (i.e. full time student/parent/carer).
- Please note that you can list unpaid work including work placements and volunteer work in your employment history.



Please Note: save each individual period of employment before moving to the next section.

Equal Opportunities

NHS Scotland Job Interview Guarantee (JIG) Scheme

NHS 24 is a Disability Confident Employer committed to good practice in employing disabled people. NHS Scotland operates a Job Interview Guarantee (JIG) scheme which means if you have a disability, and meet the essential criteria outlined within the job description for the post you are applying for, by opting into the scheme, you will be guaranteed an interview.

Please state whether you have a physical/mental health condition that has a **substantial** effect on your ability to carry out day-to-day activities and has lasted, or is expected to last for **12 months or more**.



Please inform us if you will require any special arrangements for the interview e.g. Wheelchair access, induction loop, etc.

Equalities Monitoring

This part of the form is optional and the information you provide in this section exercises no part of the selection process. It is treated in confidence and only a limited number of people within our NHS 24 Human Resources function can access this information for the purpose of recording and compliance monitoring, to ensure our workforce is balanced and represents the best candidates from all parts of society regardless of age, disability,

gender reassignment, marriage or civil partnership, pregnancy or maternity status, race, religion or belief, sex, sexual orientation and/or socio-economic status.

References

- References will only be taken up if we propose to offer you the job which will be after the interview.
- This offer is referred to as a Conditional Offer of Employment and the successful candidate referred to as the **Preferred Candidate**.
- We recommend that either before or shortly after completing your application form you contact your referee to advise that you have provided their details as your referee and if you are successful they will be receiving a reference request from NHS 24.



Please Note: Email addresses for all referees are crucial and you will be unable to submit your application without this information.

- Your referees must include your present (or most recent) employer. Please identify the person in your organisation (this is normally your direct line manager) who is authorised to confirm your employment and the details given in your application.
- Please also identify a second referee who may have close knowledge of your skills, knowledge and abilities, and who may offer opinion on your suitability for the post you are applying for (e.g. supervisor or previous employer).



Please Note: the details you provide should cover the last **3 years of your employment history** and you should **not** use family members or friends.

- If you do not have 3 years of employment history please provide other suitable character referees such as someone of standing in the community who has known you for at least 3 years (for instance a teacher, doctor, lawyer, police officer, MP etc.).
- If you have been in full-time education in the last three years, please provide a teacher or lecturer or the academic institution for confirmation.
- If you have any gaps in employment over 3 months, please provide referee details to cover this period.
- If you are returning to work after an extended period and have difficulty in providing us with details of your last employer(s), please let us know. If you require advice on this please contact NHS 24's Recruitment team
- If you have had no previous employment or have been self-employed you should provide details of two personal referees as outlined above and where applicable evidence to confirm your status (i.e. letter from Jobcentre Plus, academic record or evidence from HM Revenue & Customs) if you are shortlisted for interview.

- Please note if you are offered the post which you have applied for we will be unable to confirm an offer of employment until we have received satisfactory references.

Assessment/Supporting Statement Information

Please answer all three questions in this section of the application form as this will allow you an opportunity to detail how your skills, qualities and experience make you a suitable candidate for the job. The last question is to detail any further information which would aid us in shortlisting your application which you haven't already told us.

You may find it helpful to prepare your answers to this section in a separate document and copy and paste your answers into the on-line form.

If you already work for NHS 24, please ensure you fully complete this section and do not assume that those dealing with your application will know anything about you or your abilities.

Criminal Records checks

Changes to Disclosure and Rehabilitation Regime

In September 2015, the Scottish Government made changes about what conviction information needs to be disclosed. The rules are complicated, so it is important you read the guidance below as part of making your application.

NHS Scotland is exempt from the 1974 Rehabilitation of Offenders Act (Exclusions & Exceptions) (Scotland) Order 2003. As part of any offer of employment candidates will be subject to one of the following:

- **For posts in regulated work** – Protection of Vulnerable Groups Scheme membership
- **For all other posts which are subject to a criminal conviction record check** – A Police Act check
- **For posts not subject to a criminal conviction record check** – A self-declaration

For more information on which category this post falls under please refer to the job pack, job description or person specification.

For more information on the rules visit:

<https://www.mygov.scot/convictions-higherdisclosures/?via=http://www.disclosurescotland.co.uk/SummaryoftheChanges.htm>

For more information on offences which **must always** be disclosed:

<https://www.mygov.scot/disclosuretypes/?via=http://www.disclosurescotland.co.uk/documents/HigherLevelDisclosure--revisedAlwaysDiscloseList--8February2016.pdf>

For more information on offences which are to be disclosed subject to rules:

<https://www.mygov.scot/disclosuretypes/?via=http://www.disclosurescotland.co.uk/documents/HigherLevelDisclosure--revisedRulesList--8February2016.pdf>

Data Protection legislation

Your data will be stored by Jobtrain, the supplier of the on line job application system to NHS Scotland, and will be used by the NHS 24's Recruitment team and authorised NHS 24 personnel involved in relevant stages of the recruitment process for the purpose of managing your application and for statistical and audit purposes. We will only use your details for that purpose and they will be retained, archived and deleted in line with our retention policy.

Your details will not be passed to any other third party organisations.

Declaration

Please read and agree to the declaration on the last section of the application form.

This section will also highlight any parts of the form which have not been completed. You can edit these sections on this page.

Accuracy of Information provided

The information that you provide to NHS 24, on your application form must be accurate and complete. If NHS 24 subsequently discovers that any information provided is inaccurate or incorrect then NHS 24 reserves the right to withdraw an offer of appointment or, if the discovery is made subsequent to appointment, take disciplinary action up and to including dismissal.

Contact information

For further information or clarification of the NHS 24 recruitment process contact:

NHS 24 HR Business Support - Recruitment

Caledonia House
Fifty Pitches Road
Cardonald Park
GLASGOW
G51 4EB

Tel: 0141 337 4501

Email: recruitment24@nhs24.scot.nhs.uk



Please Note: If you experience difficulties with accessing or using JobTrain, please contact:

nhsscotland@helpmeapply.co.uk