

Non-Clinical Recruitment Guide for Hiring Managers



Professionals

This guide is a quick overview of our recruitment process and will provide an insight on how NHS Professionals will work with you to support your requirements.

Introduction – Who are NHS Professionals?

NHS Professionals was created to service the temporary recruitment needs of the NHS family. NHS Professionals run the largest NHS flexible staff bank, placing workers into Trusts / Clients to meet their short, medium and long-term needs.

We are not a commercial recruitment agency and instead are owned by the Department of Health and Social Care. Our aim is to deliver a quality, safe and regulated recruitment service to our NHS Trusts/ clients at a reduced cost - we reinvest any surplus we make directly back into the wider healthcare economy.



About our service – Non-Clinical Recruitment

Estates and Facilities Professionals are a vital part of creating and maintaining efficient healthcare environments that facilitate high-quality patient care. Whether you need support to fill ad hoc shifts, require continuity of service or are scaling up, we'll undertake all recruitment and

compliance work on your behalf, growing the number of workers available in line with your requirements.

Our Estates and Facilities Professionals cover all specialisms and levels. Our team can adapt to your needs even in rapidly changing circumstances.

What does our recruitment process look like?

Confirmation and Aftercare

Once the candidate is ready, your consultant will confirm start dates and book shifts. Hiring managers should provide reporting details and your consultant will ensure this is relayed to the candidate. They will contact you on the first day to confirm everything is ok and provide any additional support.

Onboarding

If a successful candidate is not currently registered, we will begin the onboarding process immediately. Our in-house compliance team will work to complete the onboarding as quickly as possible.

If it is an agency worker, we will work with the agency to get their details on the system and ensure rate cards are in place.

Interviews

When a suitable candidate is confirmed, your consultant will arrange the interview(s) if required, face to face, on Teams or via phone call and confirm with all parties required.



Identifying your requirements

Once the placement has been received, your consultant will contact you the same day to discuss and confirm your requirements (or the next day if received after 4pm up to 11am). At this point they will request interview slots in the managers diary.

Sourcing Candidates

Your consultant will immediately explore the following sources:

- Resource Pool / Bank
- Active CV sourcing on Job boards,
- Advertising across multiple platforms

CVs

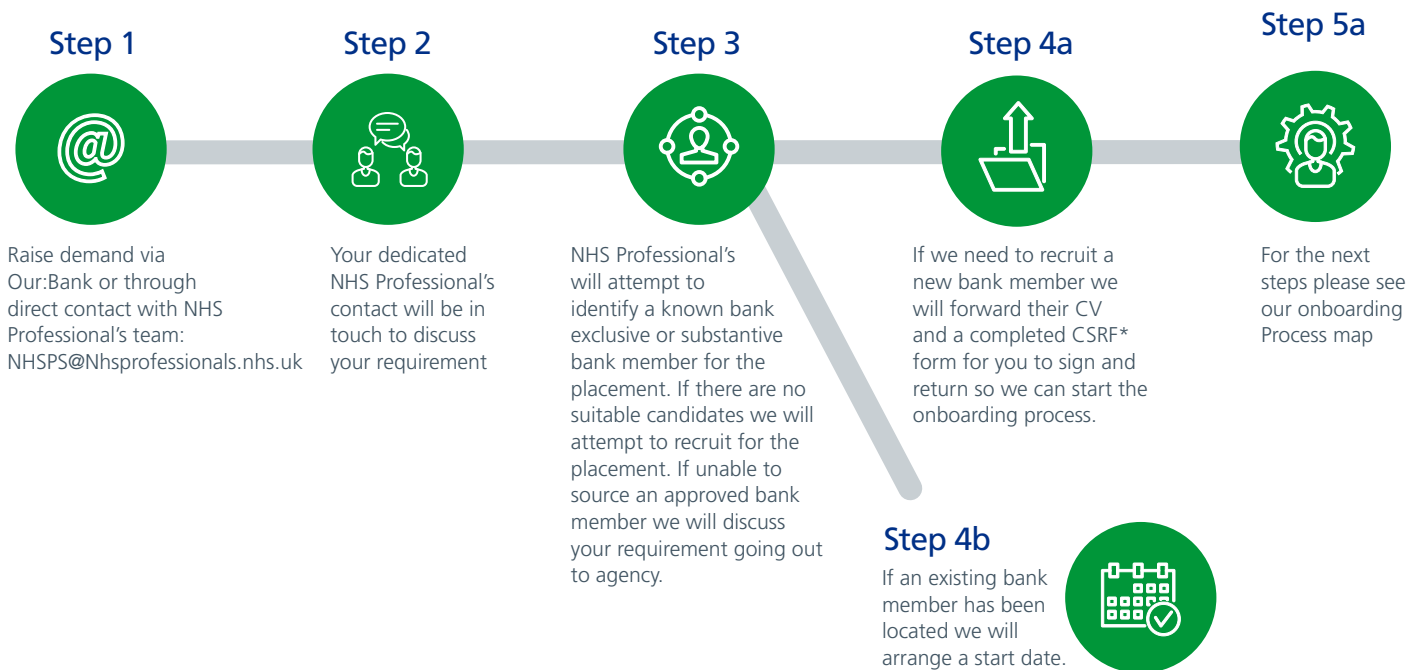
Your consultant will work to send suitable CVs within 48 hours of the role briefing, with key highlights on why the candidate(s) meet your requirements. We would expect to receive feedback within 24 hours from the hiring manager. If they are unable to find a suitable CV in this timeframe, the consultant will discuss options with you and make suggestions if they are unable to source a candidate from the bank and look to go out to approved agencies.

Regular Updates

Thereafter your consultant will aim to update you once a week (at minimum) with progress, detailing action taken thus far and what they will do to source going forward.

I have a placement, what are the first steps?

We have included our recruitment process map below to help visualise the steps required to support a successful recruitment journey with us.



* CSRF - Competency Statement and Reference Form (CSRF) "the Introduction Form".
Competency Statement and Reference Form

What placement information will I need to provide to support with sourcing?

To help support us with sourcing the correct candidate for your role we ask that you provide as much information as possible regarding the placement to ensure we understand your requirements.

There are some key details which should always be provided during our initial placement call these are:

- Working hours & shift pattern
- Location (Including post code)
- Cost code
- Specific location information such as if it will involve lone working
- If applicable any essential skills required for the role.

Require urgent ad hoc support with shifts?

If you need urgent short term support to cover unforeseen sickness or holidays please book your available hours via Our:Bank and email NHSPS@nhsprofessionals.nhs.uk or call **0203 006 8113** so we can reach out to our bank to support your requirement

What is the CSRF form that I've been asked to complete?

When a suitable candidate has been agreed to support your placement, you will need to complete and return the CSRF. We have provided an example located on the right.

Once returned we will attach this form to the candidate's application to join NHSPProfessionals to authorise the application.

Please ensure this form is completed correctly and returned promptly to prevent any delays to the onboarding process.

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Assignment Description	Code
Admin & Clerical	
Office Administrator	OSB
Office Team Leader	OSC
Receptionist	REC
Estates & Facilities	
Caretaker	EMWB
Catering Assistant	FSAB
Catering Team Leader	FSAC
Chef	CHSB
Domestic Assistant (Inc. Mobile)	DMH
Domestic Working Supervisor	DMS
Domestic Team Leader (Inc. Mobile)	DMD
Gardener	GARB
General Assistant / Facilities Assistant	GENB
General Assistant / Facilities Assistant (Higher)	GENC
Security Officer	SCOB
Support Services Team Leader	FMC

Area of Work	Code
General	00

How do I know which assignment code is required?

Please find the list below of all the assignment codes used with NHS Professionals Property Service's.

If you are still unsure about the assignment code then please contact your recruitment consultant who will be able to advise the correct code to use on the form.

Once we have received the CSRF form this will complete the recruitment process and our new bank member will start their onboarding journey with us.

For more information about this process please see our onboarding process guide available on our

NHS Professionals Property Service's Website.

Competency Statement and Reference Form (CSRF) ("the Introduction Form")

Competency Statement and Reference Form – Bank Introduced Flexible Worker

By completing this form, you are confirming that you believe the named individual is experienced and competent in the areas listed below and is suitable to work at the Trust via NHS Professionals.

Nominating Manager's Details	
Name:	Position:
Client: NHS Property Service's	Contact Phone Number:
Email Address:	
Do you consent to NHS Professionals supplying the worker as a Bank Introduced* Flexible Worker to your Trust?	Yes
Flexible Worker Details and Competency to Work	
Worker Name:	
Please confirm the NHS Professionals Assignment Code(s) that the Worker is competent to work at?	
Assignment Code	
Assignment Code	
Declaration:	
I understand that	
4. Any information given will be covered by the Rehabilitation of Offenders Act 1974 and the Data Protection Act and will be completely confidential.	
5. In certain circumstances, NHS Professionals may wish to discuss the contents of the above Statement of Competency and Consent form with the worker in question.	
6. Please sign and date below to confirm your understanding that the contents of this form may be shared with the individual concerned.	
7.	
Signature:	
Date:	
Print Name:	

*As defined in the Bank Introduced Flexible Worker Change Control Notice or relevant Contractual Clause

NHS Professionals Property Service's Team:

NHSPS Team Email:

NHSPS@NHSProfessionals.nhs.uk

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NHS Professionals Head Office Teams:

24/7 National Service Centre

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