

AI toolkit for job seekers

Using AI in your application:
what's okay and what's not

Created by The South West London Recruitment Hub



AI in the recruitment process

We see real advantages in using AI, but **our hiring will always be led by people**. At every stage, a real person reviews applications and makes decisions to make sure we're welcoming the best people into the NHS.

AI tools like ChatGPT, Claude, Copilot and others can be really useful for candidates – whether that's helping you organise your thoughts, polish an application, or build confidence before an interview. Used well, they can make the process feel less stressful.

That said, what matters most to us is getting to know you – your skills, your experience, and your potential. Whether or not you use AI is completely your choice, and it won't affect how your application is assessed. If you do use these tools, we simply encourage you to do so thoughtfully, as a way to **enhance (not replace) your own voice**.

How to use this toolkit

This toolkit is designed to help you:

- Understand how AI can support your application and interview prep.
- Learn what's acceptable and what isn't when it comes to using AI.
- Build confidence in telling your story in your own words.

Use it as a step-by-step guide throughout your recruitment process – from drafting your application, to preparing for tasks, and right through to your interview.

Our stance on AI in the recruitment process

We know you may choose to use AI tools when applying for roles, and **we can't (and shouldn't) completely stop that**. Instead, our focus is on ensuring the recruitment process remains **fair, transparent, and focused on genuine skills and experience**.

Our hiring process is, and will always be, people led.



We welcome thoughtful use of AI to polish, refine, and build confidence.



We don't allow AI use during live interviews - we want the conversation to be with you, not a tool.



We don't want AI to invent experiences, examples, or skills you don't have.

Using AI to support your job application

A good rule of thumb: **Refine, don't replace.**



You could use AI to:

- **Help articulate your own thoughts and examples**
Write down how you'd normally respond, then ask AI to improve clarity or flow. Proofread and edit the result to make sure it still sounds like you.
- **Extract key skills from the job description**
Copy relevant sections into AI, ask it to highlight skills, then reflect on how you've demonstrated them.

What matters most is that the content reflects your authentic experiences, creativity, and individuality.

Preparing for your interview

If you've been invited to an interview, it means your application stood out and we're genuinely looking forward to meeting you.

The interview is your chance to shine beyond what's on paper. We want to **hear about your experiences, how you approach challenges, and what motivates you** to join the NHS. Remember, it's a two-way conversation. It's also your chance to learn about the role and team too.

You could use AI to prepare by:



Generating example interview questions from the job description.



Structuring answers around your key skills and experiences.



Practising responses to common questions (e.g., strengths, weaknesses, "tell us about yourself").



AI can help you structure your responses using the STAR method.



Think of AI as a practice partner. On the day, your personality, energy, and experience are what matter most.

AI in virtual interviews

During virtual interviews, AI isn't allowed (we're here to chat with you).

Depending on the role, you may be asked to complete a take-home task, a live scenario, or a call with the team.

Interviews are our chance to see how well your skills and experiences align with the role and your chance to show us the best of what you can do.

We want the conversation to feel natural and conversational so we can **get to know you**.



When it comes to AI:



Use it to help structure/
refine your **draft answers**.



Don't use it to generate
answers during a live interview.

Reminder:

Misusing AI could mean misrepresenting your skills – which risks either missing out on the right role or landing in one that's not the right fit.
Showcasing your authentic strengths is what will set you apart.

Final thoughts



- Use AI as a guide, not a replacement.
- Be open and authentic.
- Let your individuality shine.

We look forward to getting to know the real you and seeing how you could make a difference in the NHS.

Reminder:

AI can be a powerful tool – helping you feel more confident, prepared, and organised. But at the end of the day, it's **your own voice, experiences, and passion that will make the biggest impact.**

If you have any questions, please get in touch.

Email: krft.askrecruitment@nhs.net

Tel: 0208 296 4045

