NHS
Business Services Authority



Your Application: Guidance and Support

Thank you for choosing the NHS Business Services Authority (NHSBSA) as the place to grow your career. By joining us, you'll contribute to delivering business service excellence to the NHS, helping people live longer, healthier lives. We're delighted that you have found a role that excites you.

As an organisation we put our people first, including prospective candidates. We want to make sure your experience of applying to a role with us is as seamless as possible, and as such we have created this guide to help you along the way.

For any additional support or information, please don't hesitate to contact the Recruiting Manager whose information can be found on each vacancy listing, our Talent Acquisition Team at ***talentacquisitionteam@nhsbsa.nhs.uk***, or HR Shared Services (0191 203 5008). We look forward to connecting with you.

Want to hear more about the NHSBSA? You can find us here:

- **Careers site**
- **Facebook**
- **Glassdoor**
- **X (formerly Twitter)**
- **Sign up for the latest news and jobs**
- **LinkedIn**

The ‘need to know’ bits

- Before completing your application form, please make sure to read the Job Description and Person Specification fully. This will help you to tailor your application and give you the best chance of success.
- During shortlisting, you will be assessed on how well your skills and experience match the criteria listed in the Person Specification, so make sure you demonstrate as much as possible how you meet this. Don’t worry if you don’t meet all criteria, here at the NHSBSA we value all experience and backgrounds.
- Include as much relevant information as possible using all sections of the form: if you need to use all of the character limit, please do so! We really value transferrable skills, so don’t leave anything out.
- When completing the ‘Supporting Information’ section, you may wish to use the criteria in the Person Specification as headings to help you structure your response.
- Some fields are marked with an asterisk (*). These fields are mandatory and must be completed, as the system won’t allow you to submit without it.
- You will have the opportunity to use a previously completed application form when starting a new application. Although this can save time, we encourage you to tailor your application for each role, especially the supporting information.
- Some roles will allow you to upload a CV alongside the application form. In this case, you should remove any potential identifiers such as name, address, educational institutions etc., as this helps us to fulfil our commitment to removing unconscious bias throughout the recruitment process.
- Unfortunately, any applications received after the closing date will only be accepted if there are extenuating circumstances, at the discretion of the Recruiting Manager.



Getting started with your application

Prior to completing your application, you will be asked to provide information about your current employment and immigration status. Here at the NHSBSA, we welcome applications from candidates of all backgrounds and circumstances, including those who require sponsorship. However, appointment will be dependent upon meeting eligibility criteria, so please make sure to select the statement which most closely applies to you.

If you have recently applied for a job with us, the system might have retained your recent applications, and will give you the choice of using an existing application or starting afresh. If you decide to use a recent application, please check all information is still correct and amended to be relevant to the new role for which you are applying.

To apply, you will need to access each section of the application form and fill in the relevant information. To start a section, press '**Start Section**', use the '**Open**' button to access each section and ensure to '**Mark Section as Complete**' to save your responses.

Using generative AI

We understand that using Generative AI (GenAI) can be a useful and supportive tool when completing your application. However, we've noticed an increase in over-reliance on GenAI tools, which can negatively impact applications by removing candidates' individuality, making it much harder to get a true sense of who you are and your authentic experience.

If you do use GenAI, it should enhance your application by proofreading or refining wording, not to create your supporting information entirely.

Application questions: your chance to shine!

Educational and Professional Qualifications

In this section, we want to hear all about your qualifications, especially those listed in the essential and desirable criteria. Should you be successful, please note we may ask to see evidence such as certificates. There is space for you to add up to 11 qualifications, so if you have more than this, please include the ones which are most relevant to the role.

Relevant Training Courses

This section is space for you to tell us about any relevant training courses you have attended including any which didn't lead to a formal qualification, or you have completed as part of your Continuous Professional Development. You can add up to 7 courses including any you are currently completing. If you have more than 7, please choose the most relevant to the role.

Membership of Professional Bodies

Here, use the drop-down box to select your membership status for any professional body relevant to the role for which you are applying. The Job Description will tell you if a specific membership is required, but if no membership is listed and you have no other relevant membership relating to the post, select 'not required for this post'.

NHS Service

This section is applicable if you are currently or have previously worked for the NHS in any trust or organisation. If not applicable to you, you can leave blank and move onto the next section. Employment History.

Employment History

This is where you will have the opportunity to share with us all the experience you can bring to the role. Please start with your most recent employment, and share all relevant duties, responsibilities, key achievements, and skills. You can then work backwards using the 'add another' button, and remember to include all work history including training schemes etc. We recognise that you might have lots of successes to celebrate and want you to have the chance to share all of this with us. You can use bullet-points here to help include as much information as possible.

Gaps in Employment

Please provide a brief overview of the reasons for any gaps in employment. Please be assured this won't negatively impact your application.

Supporting Information

This is where you have the chance to shine and show off your personality to the Recruiting Manager! Here, you can showcase your skills (direct and transferrable), abilities, and experience and how they relate to the role you are applying for. Please provide as much relevant detail as possible, and you may also wish to include relevant skills and experience gained outside the workplace such as at home, socially or within the community.

It is important to make sure that your statement is aligned to the role you are applying for, so the Recruiting Manager can shortlist your application effectively. To support you, use the person specification to lay out your additional information and how you meet each section. You may wish to use each heading as your guide and make sure that you are demonstrating to the Recruiting Manager that you have read the Job Description and researched the NHSBSA. This is your opportunity to show you want the role, that you have done your preparation/research and demonstrate your suitability.

Top Tip: you may find it easier to draft this section in an application such as Word in the first instance to help you monitor word count (1500 words including spaces) and refine your answer fully before populating this section.

Further Questions

Please use the drop-down boxes to answer the questions in this section. References are to be provided in the next section of the application, so you may wish to leave this section until the end.

Armed Forces

Here at the NHSBSA, we work closely with our Armed Forces Network and the information provided in this section is used for monitoring purposes .

Referees

If your application is successful, we want to make sure you can start your journey with us as soon as possible. To help us do this, please provide the appropriate information in relation to your references and ensure that you have your referees' permission before adding them.

Your referees must include:

- Your current or most recent employer
- Details of your employers covering at least the last three years.
- If you are a student, contact details of a teacher/lecturer/tutor at your school, college, or university.
- If you have been unemployed and not in full time education, please provide contact details of a person of standing within the community such as a Health Care Professional, Teacher, Solicitor etc who is able to provide a character reference.

It is important to provide up to date email addresses as reference requests will be sent via email. If you don't want us to approach your referees before your interview, please indicate this by ticking the box provided.

Please note that in line with guidelines from the Department of Health and Social Care, if you are successful at interview, your appointment will be subject to us receiving satisfactory references.

Unfortunately, we cannot accept references from family or friends.

Relationships to employees or members of the NHSBSA

Please disclose any relationships here and note that false or incorrect information you give as part of your application may result in an offer of employment being withdrawn, or if in post, dismissal.

Equal Opportunities

Wellbeing, diversity, and inclusion are the heart of our organisation. This section will be detached from your application form, won't be used as part of the selection process, and won't be seen by anybody who is interviewing you. The information collected is used solely for monitoring purposes in

an anonymised format to assist us in analysing the profile of candidates who apply, are shortlisted for and appointed to each vacancy. By doing things this way, we can make sure that we are complying with the Equality Act 2010.

Declaration

That's it! You are ready to submit your application form. Simply complete the declaration and submit your application. Remember to keep an eye out for emails from us, as this is how you will hear about the outcome of your application.

Data Protection Legislation

We will use the information that you provide within your application to carry out the tasks we need to process your application in relation to the job you are applying for.

Your application form will be kept on our records for 12 months from the closing date of the vacancy in accordance with the retention period for the Applicant Tracking System. Please see our Privacy Policy for further information.

We are people connected to care.

