

Non-Clinical Substantive Onboarding Process Guide

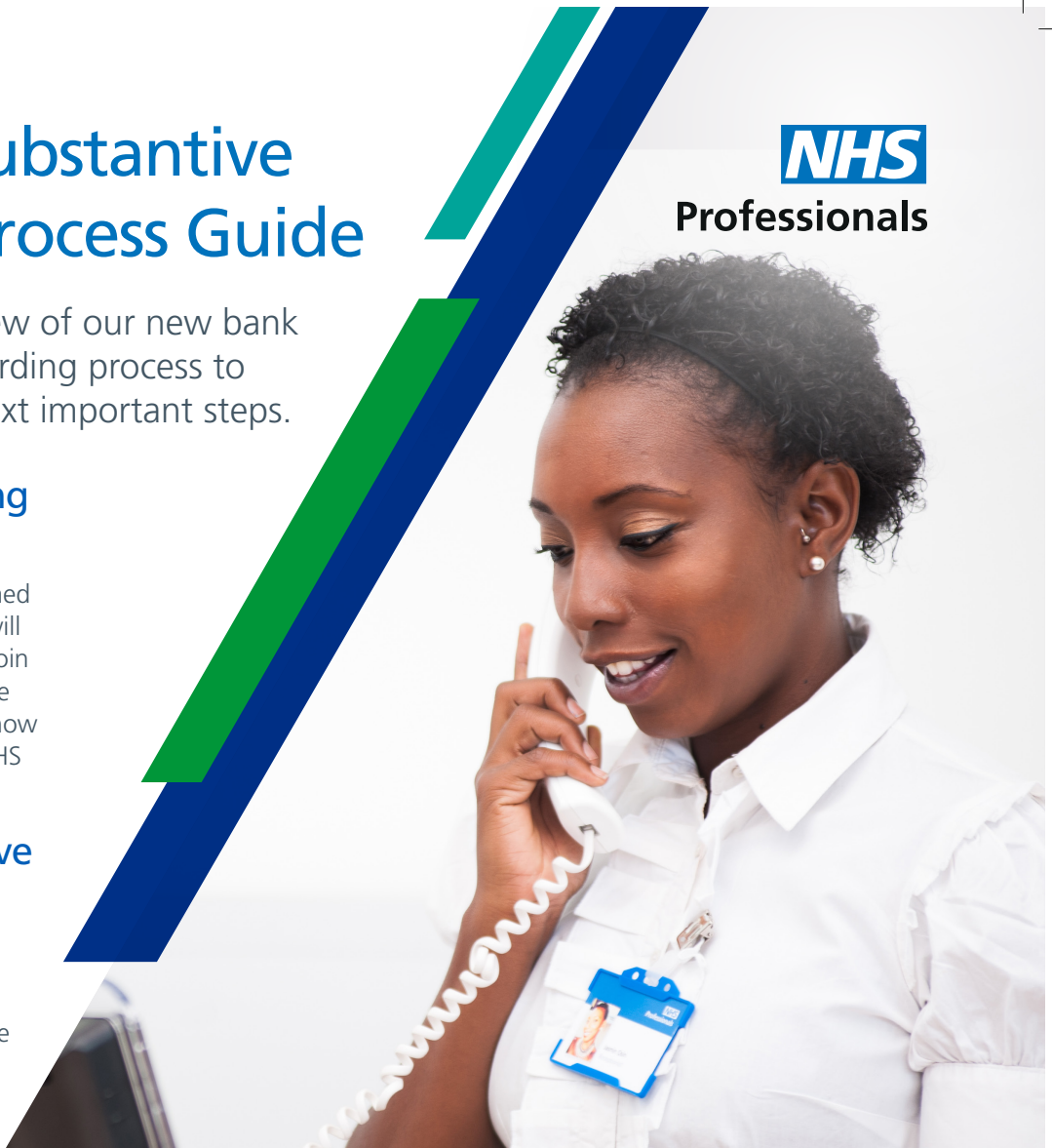
This guide is a quick overview of our new bank member Substantive onboarding process to support you through the next important steps.

When will the onboarding process begin?

Once your Hiring Manager has confirmed that they are happy to proceed, they will need to authorise your application to join NHS Professionals. You will then receive joining instructions via email advising how to complete your application to join NHS Professionals.

What does our substantive onboarding process look like?

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



What does our substantive onboarding process look like?

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

NHSP Property Service's - Placement Success Map

Substantive Bank Onboarding Process



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

I have received my joining instructions but I'm unsure where to go to complete my application?

Our application can only be accessed via our website, please follow the instructions provided in your joining email it is usually a quick 10-minute application to complete. We do also have an application support guide where we will include a link to below:

NHSP Applicant User Guide

If you do require any additional support or have any questions regarding your application you can feel free to email or call us – useful contact details are available at the end of this guide.

HMRC Declaration

When you are completing your application, please remember to select NHS Professionals as your second job, failure to declare this will mean that HMRC won't be notified, and you may be contacted at a future date to rectify this.

I've been asked to provide documents on Trust I.D?

Once your application has been authorised you will be sent a link via email from 'Trust I.D'. This is a secure platform where you can attach your documents, this way they securely come through to your application. We will request for your right to work document and your recent payslip confirming your substantive role.

I have submitted my documents, but I have been asked to upload additional documents?

The documents submitted need to be clear and we require all corners of the document to be visible to be able to proceed.

Please find the Trust I.D user guide below which explains in detail how the documents need to be uploaded.

NHSP: Trust ID Guide

My documents have been accepted, why do I need to attend an I.D appointment?

Applicants will be asked to attend an I.D appointment. It is essential that applicants take the documents that have been pre-approved via Trust I.D.

Government regulations specify that documents need to be verified in person before anyone starts employment.

Your face to face I.D appointment will be booked through your dedicated recruitment team who will advise on where and when your documents will need to be checked.

I've attended my I.D appointment, can I start picking up shifts now?

No, it is important to ensure that you are compliant before starting with NHS Professionals. Once your documents have been authorised, they are reviewed by our compliance team and then your application is transferred onto our system.

If you start before these checks are carried out, we will be unable to add the shifts onto our system.

Once you have been transferred onto our system you will receive a welcome email confirming this has been complete. This email will contain your mybank username advising that you are now able to access NHSP bank shifts.

I have received my welcome email; do I need to complete anything else?

As you are supporting with extra hours you will not need to complete additional checks through NHS Professionals.

Your DBS, Occupational Health and Training will be organised by your substantive employer.

NHS Professionals Property Service's Team:

Angie Swevels – Client Service's Partner
Angie.swevels@nhsprofessionals.nhs.uk
Tel: 07912778497

Devy Patel – Managing Consultant
Devy.patel@nhsprofessionals.nhs.uk
Tel: 0203 006 8113

Rebecca Gordon – Recruitment Consultant
Rebecca.gordon@nhsprofessionals.nhs.uk
Tel: 0203 006 8113

NHS Professionals Head Office Teams:

24/7 National Service Centre
Support and Feedback | NHS Professionals
Tel: 03332 407 552