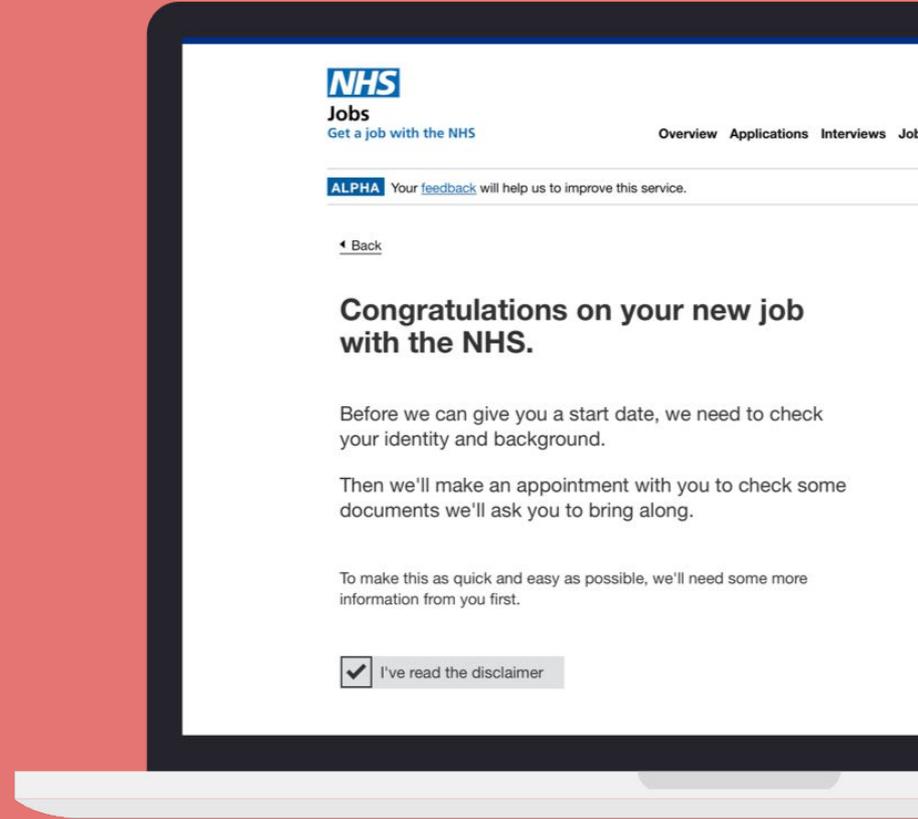




NHS Jobs 3

Alpha Case Study



NHS Jobs 3 Alpha Case Study

Industry
Healthcare

Business Benefits
Class Leading Recruitment Platform Prototyped/Tested

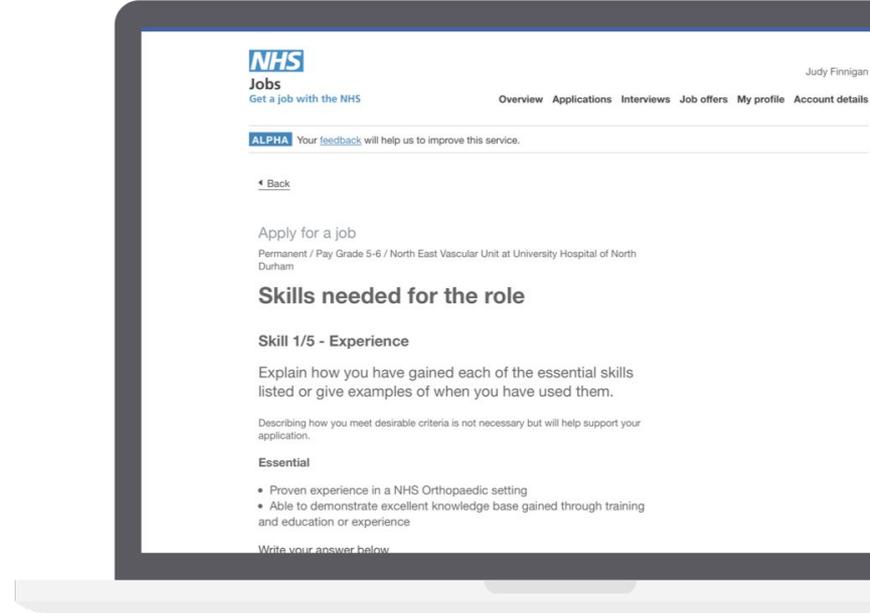
Location
Nationwide

Partner
NHS Business Services Authority

Key Challenge
GDS Alpha Assessment

Introduction

- The NHS Business Services Authority recommissioned Difrent to complete the alpha phase to improve the service to support recruitment throughout the NHS - incorporating a GDS Alpha Assessment and readiness for Private Beta.
- Through a mixture of user research, business analysis, co-design and prototyping, we've created a minimum viable product and associated prototype journey. This was showcased to Government Digital Services as a vision for a new service to improve the overall user experience and time to hire for busy NHS departments.



Key Facts

628

'Small' employers

+

123

Candidates

+

3

employment coaches

=

761

Users spoken to

(of which... **14** Access needs + **1** Assisted digital)



8

A/B testing



11

Card sort



3

Focus group



53

Usability/E2E testing



593

Survey respondents



20

Semi-structured interviews/contextual enquiry



84

Pop-up testing

Alpha Outcomes

- **Passed** – The Services GDS Alpha Assessment
- **36 iterations** – Heroku prototypes iterated with user feedback (100+ screens)
- **3rd party microservices** tested and procurement process defined
- **Proof of concepts created** - to provide comparisons with existing technologies used by partner.
- **100+** User Stories written
- **Fortnightly show and tells** - to the wider organisation
- Functional Capability Map Created
- Viable MVP ready for Private Beta
- Beta plan and Costs created

The Challenges

- The overall vision and aim of the service is to get the right people into the right NHS roles in the best and most efficient way possible.
- The Current Application process is frustrating & time consuming with an inflexible architecture with no ability to improve.
- Its not able to render on mobile devices and 50% of users utilise mobile devices.
- From a hiring point of view, the existing Jobs 2 platforms functionality is not sufficient to meet HR needs.
- The existing platform needs to cater for **3,400+** NHS organisations and over **576,000** new candidate accounts per year.
- There is excess of **4 Million** applications from candidates each year for **380,000** vacancies.

The Benefits



By reducing the time to hire, we will create large savings across the NHS.

By providing an excellent user experience, we will negate the need for NHS Organisations from paying for 3rd Party suppliers to supplement recruitment technology.



By engaging with candidates and pulling them into the recruitment journey, we will help to attract the best possible candidates for roles.

A better experience for candidates will allow them to feel more engaged and in control of their recruitment journey.

The Solution

- After a successful bid, Difrent was awarded the alpha project, which has focussed on building, testing and iterating numerous prototypes of what a new recruitment service tool could look like. We split the work into a series of sprints which focussed on a different aspects of our user journey that were identified in discovery. This enabled us to cover a broader scope and look more closely at the competing user needs we identified.
- During the Alpha phase we began working on a fully-functioning prototype of the application. This started with the development team building a version of the application form.
- In total, the Alpha phase consisted of 14 fortnightly sprints, with the UX/BA team continuously deploying working Heroku prototypes and user stories into Jira, going through peer reviews and sign off by the Product Owner. Each iteration was then put through user testing and improved where possible to make sure that it met user needs.

The Solution

- In order to maintain the speed of the delivery, remove project blockers, and keep feedback loops as short as possible, our Delivery Lead held daily stand-ups with all team members – UX, Design and Development – involved. We also held fortnightly sprint ceremonies with the Product Owner and Service Manager, as well as all members of the team, where we got together to review progress made in each sprint against prototyping, user research and development. From there we discussed plans for each following sprint.
- At the end of the each sprint we held a retrospective, where together with the full jobs team we discussed what went well and what could be improved going forward.

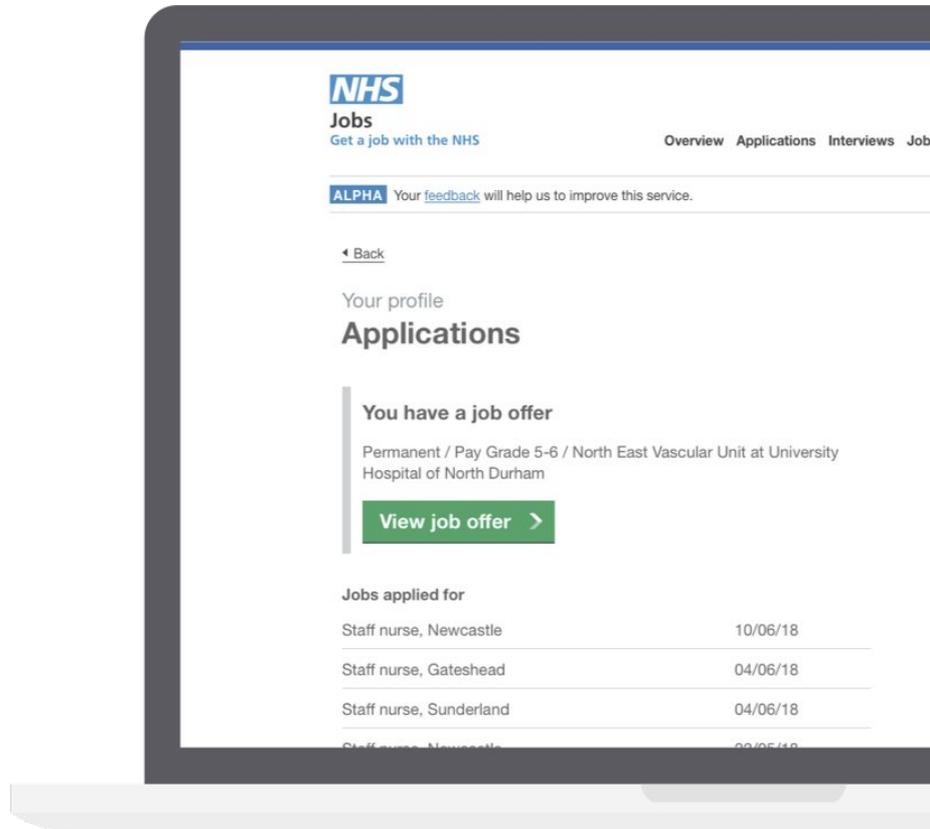
Looking Ahead

At the end of the alpha phase, the team had developed:

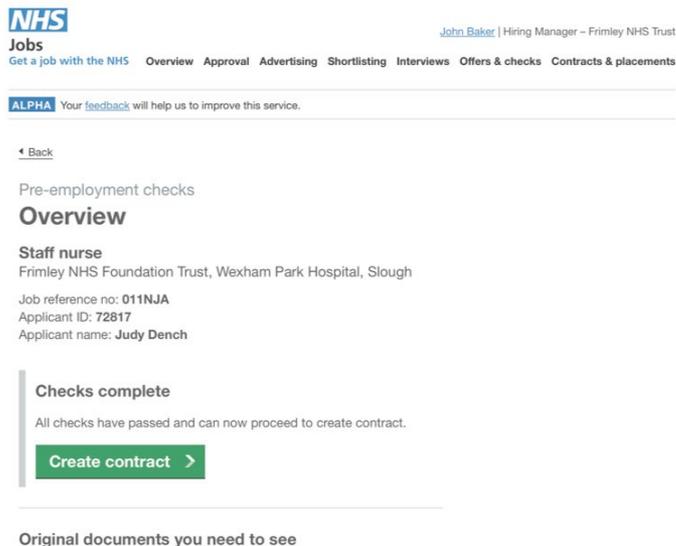
- A workable backlog of user stories based upon user needs, pain points and testing feedback
- A prototyped journey incorporating vacancy creation, advertising, candidate applications and shortlisting
- A proven ATS configuration approach and be able to accurately model Beta.
- A Beta plan based on User Research and a forward looking roadmap of functionality

Looking Ahead

- Through our work, by adhering to GDS standards, listening to our users and partnering with our peers at BSA we have managed to define a vision and user journey for the new platform.
- Through working with our partner during the Beta phase, the team will be looking to bring on new users and introducing additional microservices in to the service



Blogs & References



NHS Jobs
Get a job with the NHS Overview Approval Advertising Shortlisting Interviews Offers & checks Contracts & placements

John Baker | Hiring Manager – Frimley NHS Trust

ALPHA Your feedback will help us to improve this service.

[Back](#)

Pre-employment checks

Overview

Staff nurse
Frimley NHS Foundation Trust, Wexham Park Hospital, Slough

Job reference no: 011NJA
Applicant ID: 72817
Applicant name: Judy Dench

Checks complete
All checks have passed and can now proceed to create contract.

[Create contract >](#)

Original documents you need to see

[The Future Of NHS Jobs](#)

[Story So Far](#)

[Managing User Research Findings](#)

[No Panic At The Disco](#)

[Digital Transformation Meets NHS Jobs](#)

[Playlist of Show & Tells](#)