



HIRING MANAGER How to Contact Us

August 2024

Background

Since the East Region Recruitment Service launched in June 2022, we have developed multiple ways that Hiring Managers can contact our staff. This update provides you with a quick and easy guide to these different channels.

1. ERRS ServiceNow platform

The benefits of ServiceNow ([ERRS ServiceNow](#)) as an enquiry platform is that it can be accessed 24/7 and data can be analysed and customer experience reported on which helps us improve our service and user experience.

The platform is delivered through NSS. If you are using the system for the first time, you will have to click on 'register' with your existing Board email then follow the validation process to access. Thereafter, you will simply select the 'external login' option and enter your username to gain quicker access.

There are five options once on the platform:

- Knowledge Base – this includes links to the national standardised SOP's. ERRS is developing the Knowledge Base section and will be adding to the resources available to support Hiring Managers through the recruitment process.
- Get Help – this is where you will raise any queries for the recruitment team.
- My Tickets and Enquiries – Any tickets you have raised can be viewed here.
- JobTrain – a link to the JobTrain system.
- Feedback Form – A link to raise feedback for the recruitment team to support our continuous service improvement approach to the benefit of all users.

Apart from requests for a vacancy to be advertised, which must be submitted via the ERRS email address with all appropriate documents (see 4), anything else can be asked via the ServiceNow portal.

2. Telephone Enquiry Service

We have a dedicated telephone service, open between 9am and 4pm Monday to Friday

The telephone number is: 0300 790 0640.

You will then choose the option for the Board that you are phoning from.

3. JobTrain SOPs

The NHS Scotland national Digital Recruitment System (JobTrain) provides fully online candidate and hiring manager processes, automation, pre-employment checks, online contracts, and many further building blocks for NHS Scotland's digital recruitment services.

Hiring Managers can use it to check on the progress of various aspects of their vacancy and successful candidate appointment.

When using the system Boards' staff must follow the agreed national Standard Operating Procedures (SOPs). For Hiring managers, these can be found [HERE](#).

4. Submitting a Vacancy

To submit an approved vacancy to the ERRS for advertising, please send the authorisation form to eos.regionvacancies@nhs.scot along with the job description, person specification, draft advert and confirmation of vacancy approval authorising the post to proceed to advertising.

5. ERRS website

Further information is available at our [ERRS WEBSITE](#)

Kind regards
ERRS Senior Management Team