

EAST REGION RECRUITMENT SERVICE

NEWSLETTER

Newsletter Update

KEY MESSAGES FOR REGIONAL RECRUITMENT STAFF



Items covered in October's Newsletter

- **Launch update**
- **Servicenow Recruitment Portal Improvements**
- **Changes to the Teams channel**
- **Next Steps**

**East Region
Recruitment Service**



WE'VE LAUNCHED!

We have recently completed the post launch transition period of all Boards into the East Region Recruitment Service. Since 13th June, 5 Boards have moved from local services into the first Regional Recruitment Service in NHS Scotland. We have introduced new email boxes, a new telephone service and launched an online enquiry service which is a huge achievement in such a short space of time. This would not have been possible without the hard work, patience and co-operation of all regional recruitment staff and the local leads and stakeholders who have been instrumental in supporting implementation of the new service.

Over the coming weeks and months, the East Regional Recruitment Service will continue to build and integrate, whilst maintaining stability over the winter months for recruitment staff and service users.

Thank you for your continued support.

Servicenow Recruitment Portal Improvements

Since launching the recruitment Servicenow portal in July, we have continued to make background changes to make the portal better for both staff and service users. We will be holding Servicenow refresher sessions in October to demonstrate the improvements, and to share best practice. Please tie in with your Team Leader around what dates you can attend.

Changes to the Teams Channel

To make communication simpler and easier, we have moved the staff engagement teams channel back to the original location so there is now just one channel for both formal and informal communication and engagement. Everyone has already been added and the channel is exclusively for East Region Recruitment staff. Fun activities are continuing every Friday, and the hope is that this channel gains momentum and that all East Region staff feel comfortable to use the channel more and get to know each other better. We have a "Design a Teams channel logo" competition and are keen to see any creations from staff. You can access the channel in the link below...

[Teams Channel Link](#)

Next Steps



As we move forward, performance of service provision to local Boards is key. The first monthly Performance Review meeting with the customer Boards is planned for October. A range of service activity data and performance related information is being collated to share and inform the discussions.

Work will continue over the coming months on improving recruitment processes and focusing on IT solutions that will enable smooth and efficient cross Board working.

We are seeking your valuable feedback on the Transition & Implementation of the service to help inform future change. Please take 5 mins to complete a short survey by clicking the link below.

[Click for Survey Link](#)