SERVICE USERS UPDATE
INTRODUCING SERVICE NOW

THE EAST REGION RECRUITMENT SERVICE IS NOW LIVE!

The new East Region Recruitment Service launched its first phase, serving NHS Lothian and the Scottish Ambulance Service, on 13th June 2022.

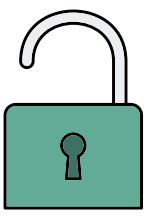
We are now pleased to announce the launch of our new online enquiry platform, through Service Now, for our hiring community. This platform will be the main route for all your recruitment enquiries from **Monday 4th July**.

The online portal will enable our hiring community to contact the recruitment team for all recruitment enquiries at a time that is convenient to them. The portal is available to access from home and the workplace. All enquiries will be logged, tracked and managed.

While Service Now will be used for all recruitment enquiries beyond submitting a vacancy, all initial vacancy requests and approvals should continue to be sent to the new recruitment mailbox: eos.regionvacancies@nhs.scot.

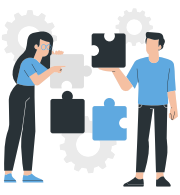
How to access the ERRS Service Now platform?

The link to access the East Region Recruitment Service online enquiry platform can be found on your local recruitment intranet pages and at the ERRS website www.nhslothian.scot/errs.



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.

We have 5 options available to you:



- **Knowledge Base** - this will include links to the National standardised SOPs.
- **Get Help** - raise any enquiries for the recruitment team.
- **My Tickets & 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.

A reminder of other contact routes

Local Board Recruitment mailboxes that were previously used for general enquiries and vacancy approvals are in the process of being closed. Please use the new email box for submitting your vacancy approvals:

eos.regionvacancies@nhs.scot

Telephone Service

Our telephone number is 0300 790 0640 is open between 9am and 4pm from Monday to Friday

You can find out more information on how to contact the team on your local intranet page and on the East Region Recruitment internet page www.nhslothian.scot/errs

East Region
Recruitment Service

NHS
SCOTLAND

Background information & support can be found at: www.nhslothian.scot/errs