



Candidate Recruitment Charter for Bank staff

We are delighted you have decided to join us on our Bank, you are joining a team of healthcare professionals who provide much-needed flexibility to our Trust, supporting patient care as and when needed. We truly value the work all our Bank colleagues do.

Our Promise to You:

- We will treat you, at all times in a polite, helpful and friendly manner.
- We will treat the information you provide in confidence. Your details will only be seen by those managers involved in the recruitment process.
- All applications are made online through TRAC and all communications relating to your application will be managed through the email address you provide.
- If you require adjustments due to a disability, we will ensure that you are supported throughout the recruitment stages.
- We will respond to your queries in a timely and appropriate manner and will keep you informed throughout every step of your recruitment journey with regular updates to your Trac recruitment record.
- We will support you to complete your bank recruitment journey as quickly and efficiently as we can.

Your Commitment to Us:

- You will be honest and open with us in your application and throughout the recruitment process, providing true accounts of all aspects of your education and work history etc
- You will provide us with the correct information in a timely fashion to allow us to undertake the recruitment process as effectively and efficiently as we can
- You will respond to requests for information in a timely manner and in a polite way.
- If your circumstances change with regards to joining our bank, you will notify us immediately
- You will complete all pre-employment checks within the designated timescale as shown in the table below
- All required on-line and, where applicable, face to face training will be completed within the designated timescale as shown in the table below

To ensure we can process your details and arrange your start date with us, can you ensure you complete the following tasks in the timescales provided overleaf:

Task	Timescale
Our Training Compliance Team will send you the modules you need to complete for your mandatory training	Within 4 days of issue of conditional offer
Undertake your ID check appointment	You will book and attend an ID check appointment within 15 working days of a conditional offer being made
Complete your Occupational Health details	You will complete the Occupational Health link that is sent to you within 5 working days of receiving it
Complete on Line Training	All on line training will be completed within 15 working days of receiving the log ins
Complete, where applicable, face to face BLS and Manual Handling training	BLS and Manual Handling will be completed within 3 months of the conditional offer being issued

If you do not complete the above within 14 weeks of the conditional offer being issued, then we will assume you no longer wish to continue with your appointment to the Bank and will accordingly withdraw your record.